



GLEN EIRA
CITY COUNCIL

QUARTERLY SERVICE PERFORMANCE REPORT

QUARTER ENDING SEPTEMBER 2024

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 2024–2025*. The *Plan* contains 50 commitments we aim to deliver during the financial year.

This year, we will continue to:

- > progress towards the completion of the Carnegie Memorial Swimming Pool
- > increase the quantity and quality of our public open spaces
- > advocate for Victorian and Australian Government investment in social and affordable housing
- > work towards zero emissions by completing a transition plan for Council facilities to get off gas
- > promote community inclusion and celebrate diversity through our community programs and events.

Highlights this quarter also include:

- > awarding 95 grants to 92 community groups, totalling \$436,538. This consists of 84 annual Community Grants, four Small Grants, and seven Facility Hire Grants to a diverse range of community groups.
- > ongoing recruitment to refresh our Community Voice panel. We now have an online panel of 328 Community Voice members, representative of the Glen Eira community, who will provide their views on key projects and issues throughout the year. Planning is currently underway to deliver the first survey in November 2024.
- > Adopting the *Community Engagement Framework* and refreshed *Community Engagement Policy* on 23 July 2024. The Framework will guide conversations between Council and our community about issues and decisions that impact them.
- > 15 participants completed the second iteration of the Glen Eira Sustainability Champions program in August 2024. The program successfully empowered community members to take climate action, with participants initiating six local collaborative environmental projects.
- > over 50 people engaged in a 'Repair Café' held at Carnegie Library and Community Centre. The Café enabled participants to support the circular economy by repairing broken appliances and building knowledge and connections through interactions with skilled volunteers.

In other exciting news, after a month-long competition and with over 200 community suggestions, the much loved frog from Carnegie Memorial Swimming Pool now has a name – Kirrip. Thank you to everyone who entered. We are looking forward to our summer opening with the splash pad and water play equipment soon to be installed, ready for Kirrip to watch over the fun.

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 at <https://www.gleneira.vic.gov.au/contact-us>

Regards,

Rebecca McKenzie

Chief Executive Officer

FINANCIAL OVERVIEW

At the end of September, the year-to-date financial performance for ordinary activities against budget showed a favourable income variance (\$5.02 million) mainly from grant funding (\$3 million) and GESAC revenue (\$600,000) that were not anticipated when setting up the budget.

Expenditure is showing a favourable variance (\$2.19 million) to budget mainly from contractor payments (\$1.5 million).

Please note that a large amount of the current variances is due to timing differences (i.e. between the scheduling of budgets and timing of actual results). The next few months should reflect whether these variances (particularly the expenditure variances) become more permanent for the 2024-25 financial year.

As at 30 September, the forecast result expected for the financial year is a surplus of \$9.57 million which is higher than the original adopted 2024-25 Budget surplus of \$8.29 million. This is mainly due to the unbudgeted grant funding for Queens Avenue Cycling Corridor Project \$1.4m and Pawfield Park Upgrade \$225,000. Both grants are fully offset by an increase to capital expenditure.

FINANCIAL SUSTAINABILITY RISK INDICATORS

Council measures our status against seven indicators to assess our financial sustainability risk.

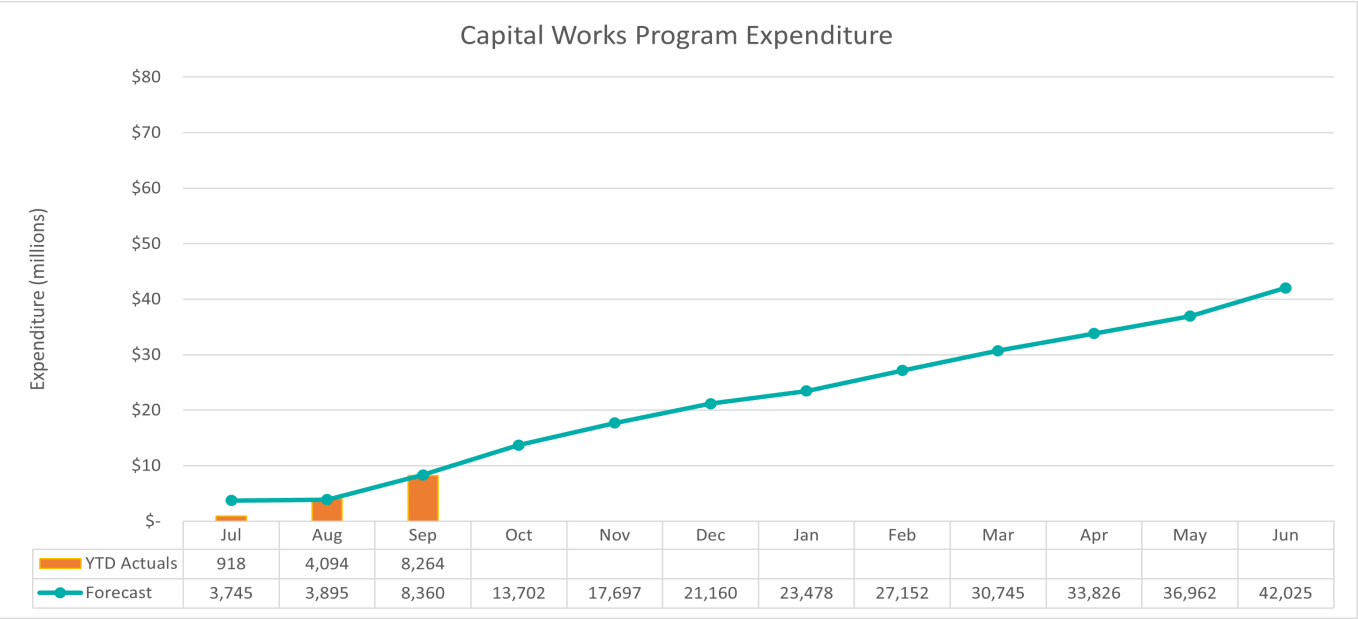
Financial sustainability risk indicators	Measure	Status as at September 2024
Net result	To generate surpluses consistently greater than 0%.	Council is generating surpluses.
Underlying result	Ability to generate surplus in the ordinary course of business, excluding non-recurrent capital grants and non-monetary asset contributions to fund capital expenditure from net result. Low risk indicator to be more than 5%.	Council anticipates a low underlying result during 2024–25.
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.	Council's forecast to 30 June 2025 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%.	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.	Council is operating at a ratio of lower than 40%, therefore has the ability to repay debt from own-source revenue.
Capital replacement	To ascertain the level of risk of insufficient spending on asset renewal. Low risk indicator is to be more than 1.5.	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.	Council spends sufficient funds on its asset base.

FINANCIAL SUSTAINABILITY RISK INDICATORS

Our level of risk is determined based on the previous financial year's actuals and this financial year's budget and forecast.

Financial sustainability Risk Indicators	2023–2024		2024–2025		
	Unaudited actuals	Unaudited risk	Annual budget	Annual forecast	Risk based on annual forecast
Net result	4.08%	Low	3.84%	4.35%	Low
Underlying result	0.05%	Medium	-0.30%	0.31%	Medium
Liquidity	1.47	Low	1.22	1.41	Low
Internal financing	56%	High	99%	98%	Medium
Indebtedness	37.72%	Low	34.21%	34.33%	Low
Capital replacement	2.82	Low	1.51	1.47	Medium
Renewal gap	2.15	Low	1.24	1.24	Low

CAPITAL WORKS UPDATE



PROJECTS COMPLETED THIS QUARTER

Activity Centre Minor Improvements Program

As part of the Federal Government’s Local Roads and Community Infrastructure program, we have completed the installation of new chairs and bicycle hoops at the Koornang Road and Truganini Road Local Activity Centre as well as the Centre Road and Thomas Street Local Activity Centre.



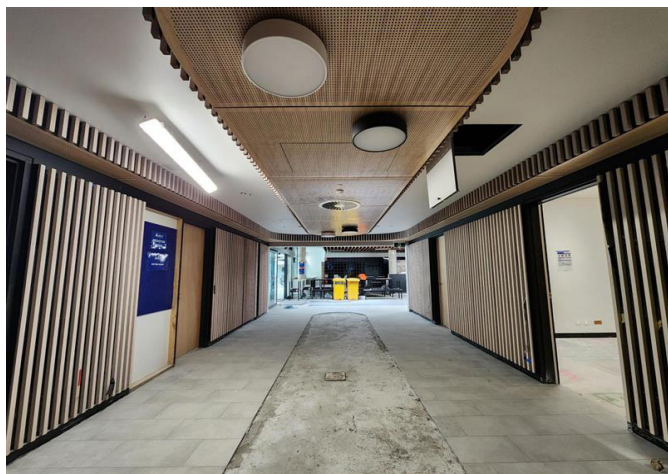
PROJECTS IN PROGRESS

Carnegie Memorial Swimming Pool

Works continue to progress well on the redevelopment of the Carnegie Memorial Swimming Pool with the opening scheduled for this financial year. The project is progressing in line with agreed timeframes and budget.

Progress this quarter includes:

- > tiling in the change rooms and in the warm water indoor pool
- > construction of the dive pool commenced
- > the first layer of asphalt has been installed in the car park.



PROJECTS IN PROGRESS

Dudley Street car park

The *Dudley Street Indented Carparking Reconstruction* project reached practical completion. As part of the upgrade, we reinstalled bluestone kerb in a new configuration, creating large garden beds to protect the large existing trees. A key feature of the project is the use of a permeable pavement system, using Porous Lane's recycled tyre-based product. This innovative surface reduces stormwater runoff, improves water quality and recharges the groundwater table.

The permeable pavement is also designed to tolerate future tree root movement without cracking, while its lower surface temperature and reuse of over 1,200 waste tyres add significant environmental benefits. This effort aligns with our *Urban Forest Strategy* and *Integrated Water Management Plan*.



New Open Space Development — Ames Avenue Park

Work is underway to convert the old Rosstown aged care facility and neighbouring property 10 Ames Avenue, Carnegie into new open space to meet the needs of the growing community.

Works underway include:

- > Demolishing both Rosstown aged care facility and adjacent property.
- > Preparing the site for tree planting and lawn hydroseeding lawn for the community to use as an open grassed area.

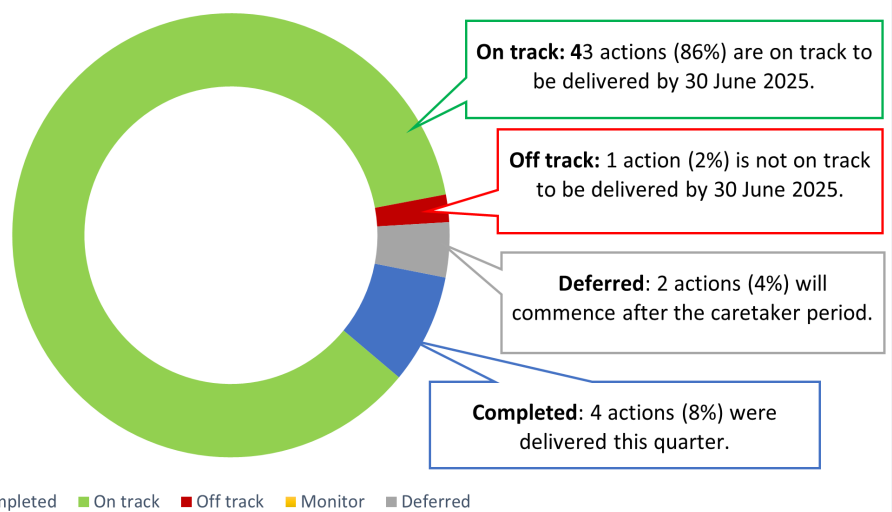
We are aiming to have the detailed design completed this financial year and will continue to advocate to state and federal governments to secure funds to construct the park. Works on construction of the detailed design would then commence once funding is secured.



COUNCIL PLAN ACTION PLAN PROGRESS UPDATE

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 2024–2025*.

2024-25 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.

2024–25 ANNUAL ACTIONS



Completed



On track



Off track



Deferred





Monitor






STRATEGIC PRIORITY

Action	Measure	Progress Updates as at 30 September 2024	Status
1.1 Ensure our community engagement is accessible and transparent.			
1.1.1 Engage with our Community Voice Panel on a quarterly basis to ensure a representative segment of our community is engaged in Council decision making.	Community Voice Panel of at least 400 local people receive quarterly surveys.	Ongoing recruitment was undertaken during February to September 2024 to refresh the online panel of Community Voice members. We now have an online panel of 328 Community Voice members. Planning is currently underway to deliver the first survey in November 2024.	




STRATEGIC PRIORITY

Action	Measure	Progress Updates as at 30 September 2024	Status
1.1 Ensure our community engagement is accessible and transparent.			
1.1.2 Finalise a <i>Community Engagement Framework</i> to replace the <i>Community Engagement Strategy 2022–2026</i> .	<p><i>Community Engagement Framework</i> is developed in partnership with our Community Engagement Advisory Committee.</p> <p><i>Community Engagement Framework</i> adopted by Council.</p>	<p>Council adopted the <i>Community Engagement Framework</i> on 23 July 2024 to guide its ongoing approach and commitment to continuous improvement.</p> <p>The <i>Framework</i> underpins our commitment to continuing to provide timely and transparent opportunities for conversations between Council and our community about issues and decisions that impact them.</p> <p>The <i>Community Engagement Framework</i>:</p> <ul style="list-style-type: none"> > defines community engagement in Council's context > identifies why Council engages > outlines Council's engagement principles > highlights key stakeholders for broad and targeted engagement programs > clarifies Council's criteria and triggers to undertake engagement > outlines Council's engagement methods, tools and success measurements > underscores how Council will continuously improve its engagement approach > reinforces how Council will continue to close the loop with the community following engagement programs. 	
1.2 Proactively communicate with the community about changes that impact them and genuinely listen to their feedback.			
1.2.1 Review our <i>Annual Report</i> and <i>Quarterly Service Performance Reports (QSPR)</i> to improve accountability and transparency.	<p>Reviews completed and improvements implemented in relation to the <i>Annual Report</i> and <i>QSPR</i>.</p> <p><i>QSPR</i> published (four times per year).</p> <p><i>Local Government Performance Reporting Framework (LGPRF)</i> results published in <i>Annual Report</i>.</p> <p><i>Annual Report</i> presented to Council and published on website.</p>	<p>A review of Council's reporting approach has been undertaken with a renewed focus to deliver a more proactive and transparent reporting. The new approach will shift the focus from communicating static reports at specific points in time to communicating specific and engaging findings from the reports to the community, further improving our accountability and public transparency.</p> <p>We are proactively working to ensure our reports are more audience focused by using more visually engaging content and bring data to life through storytelling and case studies. A review of the <i>Annual Report</i> content and structure was undertaken with a number of improvements implemented.</p>	

STRATEGIC PRIORITY

Action	Measure	Progress Updates as at 30 September 2024	Status
1.2 Proactively communicate with the community about changes that impact them and genuinely listen to their feedback.			
1.2.2 Establish reporting of our climate and response strategies to demonstrate our progress in reducing community and Council greenhouse gas emissions.	Reporting on Council and community emissions on the Council website.	A comprehensive actions tracker has been developed, which will provide quarterly updates on Council's website, detailing our progress against all actions in <i>Our Climate Emergency Response Strategy 2021–2025 Dhumbali Wurrungi-biik Parbin-ata</i> . The draft content for this tracker has been completed, and will be published on Council's website in later this calendar year.	
1.2.3 Improve accessibility to our key strategies and plans by providing Easy Read and accessible formats.	All new Tier One and Two strategies/plans approved are published in Easy Read and accessible formats.	A procedure has been drafted to ensure Council's most important (Tier One and Tier Two) strategies and plans are translated into an Easy Read format.	
1.3 Consider a broad base of evidence before making decisions.			
1.3.1 Implement a 3D modelling program to enable visualisation of planned changes and the impact of proposed developments on the surrounding community to better inform decisions around planning for future growth.	Public interface for the 3D model is published on Council website to enable viewing.	The 3D modelling and platform has been established internally. Work is underway to build a public interface on Council's website.	
1.4 Provide value-for-money, responsive and innovative services.			
1.4.1 Develop and implement a service planning program to ensure our services meet current and future community needs.	Four service plans developed.	We have commenced the first of the four service plans we committed to deliver this year. The first plan will delve into the way we plan for strategic land use, local heritage and urban design. As the year progresses it will be followed by the development of service plans for Council news and information, climate change and youth services.	
1.4.2 Implement the <i>Customer Experience (CX) Framework</i> to establish and measure our performance against agreed service standards.	Establish and report on performance against agreed service standards for three business units.	As part of the implementation of the <i>CX Framework</i> , a customer experience business partner model was introduced. The business partner model focuses on our top five high-volume service areas: Park Services, Works Depot, Rates, Circular Economy and Community Safety & Compliance. This approach fosters collaboration to elevate customer experience initiatives and deliver tangible improvements for our customers. We are currently assessing gaps and challenges, with the aim of driving efficiencies and promoting greater collaboration. Since it's initiation, we have already seen progress such as a reduction in outstanding customer requests in target areas.	

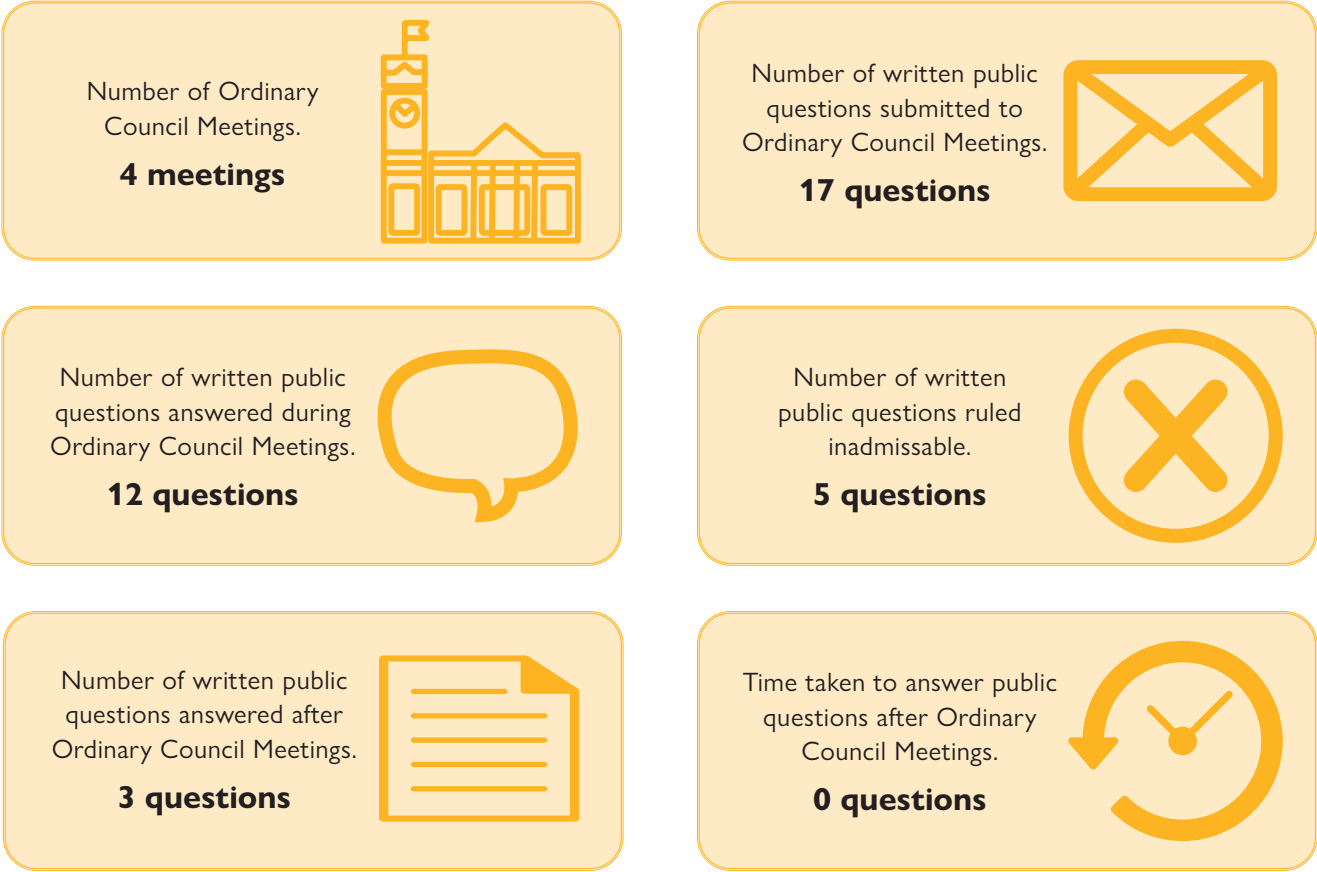
STRATEGIC PRIORITY

Action	Measure	Progress Updates as at 30 September 2024	Status
1.5 Put in place robust and transparent planning to ensure our organisation is sustainable now and into the future.			
1.5.1 Develop a new integrated <i>Council Plan and Community Wellbeing Plan</i> for 2025–29.	Community engagement program delivered at minimum 'involve' level of IAP2 spectrum. Integrated <i>Council and Community Wellbeing Plan</i> adopted before 31 October 2025.	Planning has commenced on the development of an integrated <i>Council and Public Health and Wellbeing Plan 2025–2029</i> . A Project Control Group has been established to provide oversight of an integrated program of planning, engagement and development of key Council plans and strategies.	
1.5.2 Fulfil the requirements under the <i>Local Government Act 2020</i> for the 2024 Council elections and support the successful induction of a new Councillor group and the development of a new <i>Council Plan</i> . <i>This is a major initiative in the 2024–25 Annual Budget.</i>	The 2024 Council election process is successfully conducted.	This work has commenced and induction material is being prepared during the caretaker period. The Council Elect will be sworn in on 18 November 2024 and inductions will commence with all mandatory training already booked in with final details being finalised.	
1.5.3 Advocate to other levels of government to secure support for endorsed policy positions and/or funding to support priorities for the Glen Eira community.	Federal election advocacy campaign implemented. Advocate for projects informed by community priorities within each federal electorate to a value of at least \$5million.	The quarter, we created 30 targeted advocacy opportunities to promote Council's priorities. This included direct engagement with local MPs, their staff, key Ministers, and government departments through meetings, workshops, events, and formal correspondence. Our collaboration with peak bodies, alliances, and submission efforts significantly amplified our advocacy's reach. Additionally, we secured two budget bid opportunities and explored seven new grant funding prospects. We continue to raise our advocacy priorities to ensure alignment with any upcoming Federal election commitments.	

GOVERNANCE

Ordinary Council Meetings

[Ordinary Council Meetings](#) are scheduled meetings where our elected Councillors make decisions on issues that matter to the community and answer questions from the public.



Unethical practice

Integrity is highly important to us and is one of our core values. Integrity agencies investigate and publicly report on investigations into any potential, suspected or reported unethical practice by Council.



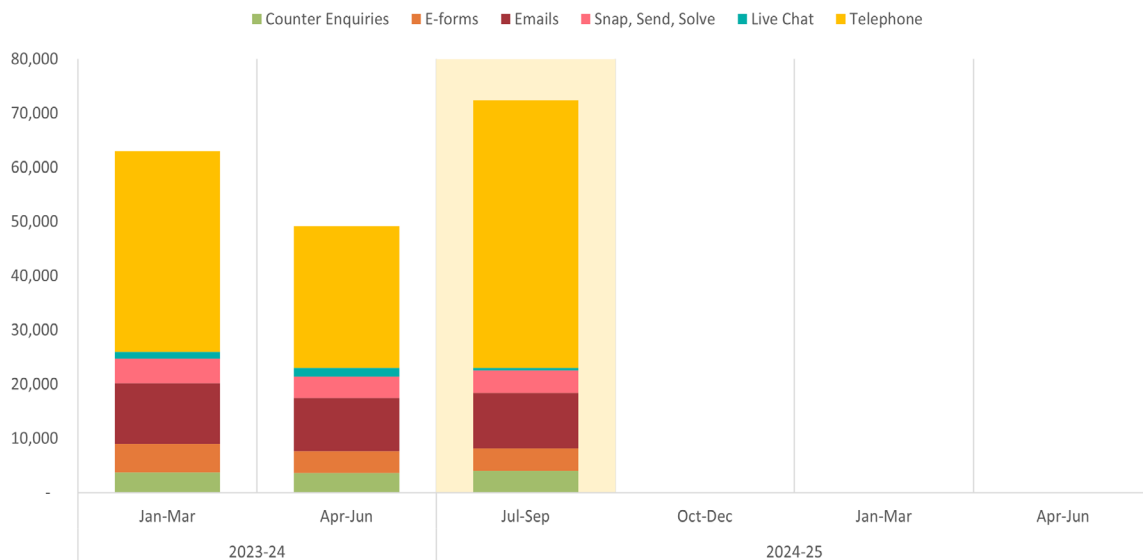
CUSTOMER SERVICE

Since the implementation of our new telephony platform in May, we have consistently maintained a high standard of service delivery, supported by improved and accurate data capture.

This quarter, we experienced a notable increase in call volume, primarily driven by community queries regarding Rates Notices being issued for the new financial year, Council election related queries, and various service-related changes. Call volumes peaked in August, with a slight decline in September.

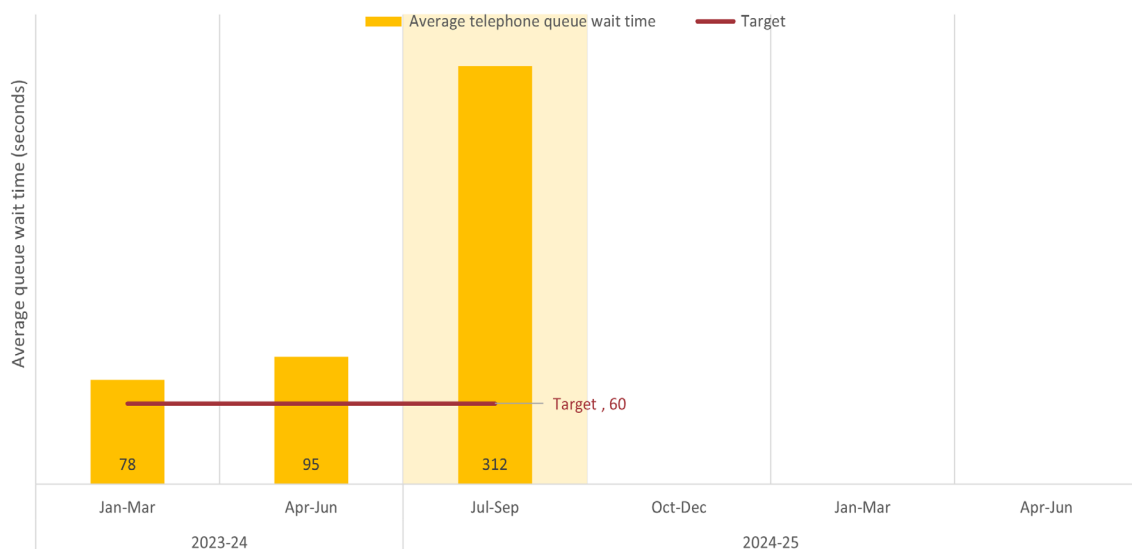
While digital transactions have shown steady engagement, there is potential to further promote or optimize these channels to drive increased traffic and reduce reliance on phone inquiries.

Customer Enquiries by Channel



Our new telephony system has changed the method on how telephone wait time is calculated. The previous method of data collection did not account for all elements of the caller wait time. Since the implementation of the new phone system this now incorporates all aspects of the queue wait time.

Average telephone wait time

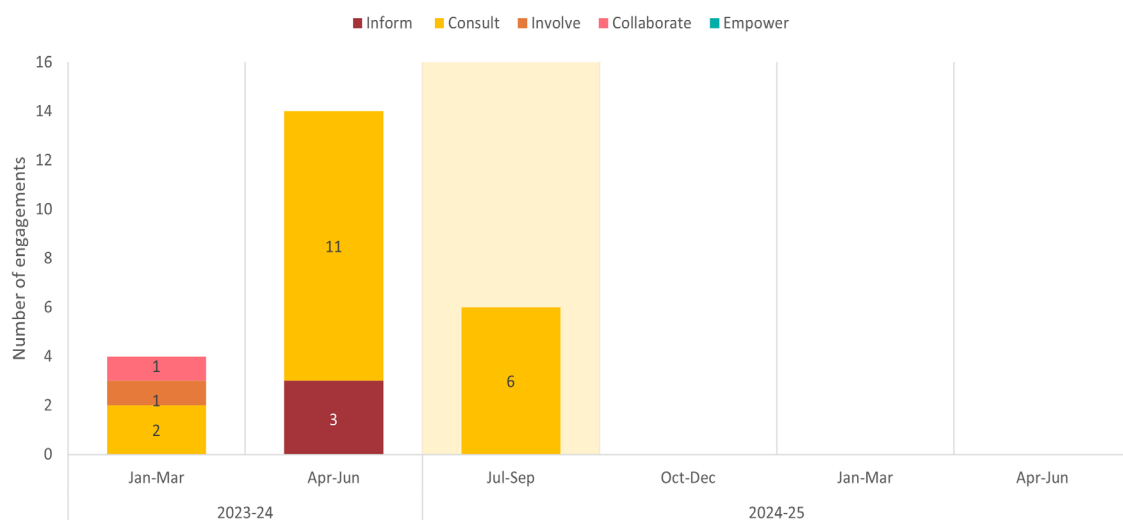


COMMUNITY ENGAGEMENT

Our *Community Engagement Framework* underpins our commitment to providing opportunities for open, transparent relationships and conversations between Council and our community.

The Framework is informed by the Public Participation Spectrum outlined by the *International Association of Public Participation (IAP2)*. The 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. For each engagement we conduct, we identify the level of engagement required.

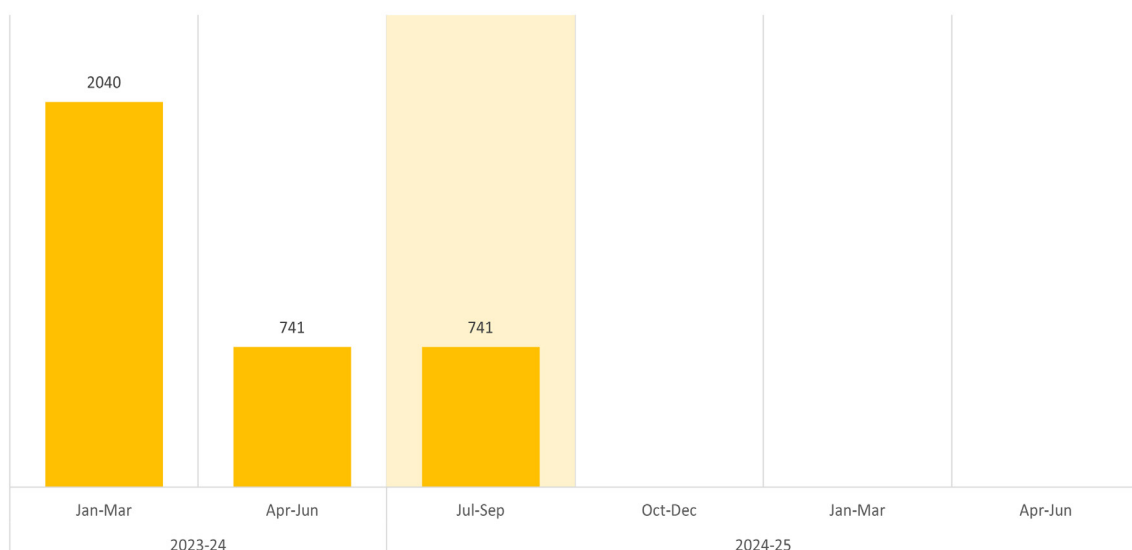
Community Engagement by levels of engagement in the IAP2 Public Participation Spectrum



During the first quarter of the 2024–2025 financial year, we received 741 survey response across six engagement surveys delivered on our Have Your Say platform. The six engagements that ran through this quarter were *Rooming House Policy, Fair Access Policy and Action Plan, Asset Management Strategy and Policy, Lempriere Avenue street lighting, Planning for Glen Eira's future and the Youth Survey 2024*.

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

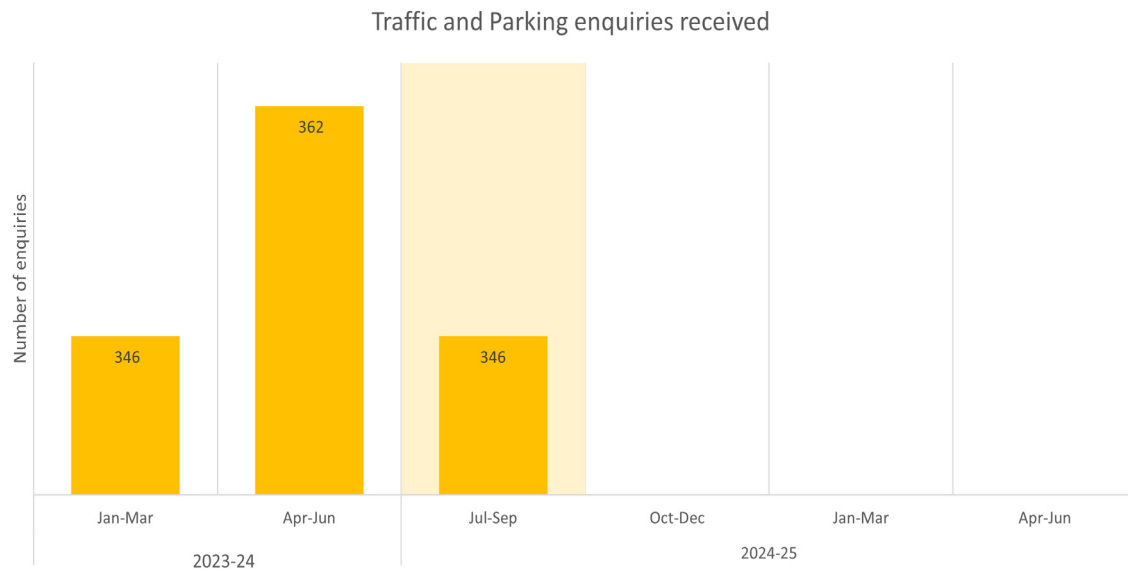
Community engagement- number of surveys completed



TRAFFIC AND PARKING

There has been a 4.4 percent decrease in the number of traffic and parking enquiries this quarter. This is a positive indication that parking related matters are proactively being managed well.

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.

2024–25 ANNUAL ACTIONS



Completed



On track



Off track



Deferred





Monitor

STRATEGIC PRIORITY

Action	Measure	Progress Updates as at 30 September 2024	Status
2.1 Increase the quantity and quality of public open spaces for our residents.			
2.1.1 Design a pedestrian friendly entrance and carpark improvements as part of Mackie Reserve Masterplan.	Concept design completed.	Concept design work for the main Mackie Road Car Park, and the Orange Street Car Park has commenced, with completion of the concept plans on track for finalisation this financial year.	
2.1.2 Design and reconstruct Lord Reserve Oval three to ensure it is fit for current and future use. <i>This is a major initiative in the 2024–25 Annual Budget.</i>	Upgrades to oval completed.	The contract was awarded in September 2024 and works have commenced on site. Completion of Oval 3 is expected to be at the end of summer 2024/25 weather permitting.	
2.1.3 Complete the construction of Bentleigh Reserve netball and multi-purpose court.	Completed design and construction of netball and multi-purpose court.	Detail design to be completed by the end of October. Construction will commence following procurement of contractors.	
2.2 Develop, improve and maintain the amenity of our public places and precincts.			
2.2.1 Complete the redevelopment of Carnegie Memorial Swimming Pool and open to the public. <i>This is a major initiative in the 2024–25 Annual Budget.</i>	Carnegie Memorial Swimming Pool open by January 2025.	The opening of the Pool is on schedule for early 2025 with an official opening being planned for February 2025.	

STRATEGIC PRIORITY

Action	Measure	Progress Updates as at 30 September 2024	Status
2.2 Develop, improve and maintain the amenity of our public places and precincts.			
2.2.2 Develop a long-term asset plan for the maintenance and renewal of our open space amenities, which will include all parks infrastructure and green assets.	<i>Open Space Asset Renewal Plan</i> developed and implementation commenced.	<p>The project brief has been completed and a consultant will be appointed in October 2024.</p> <p>The first draft of the <i>Asset Management Plan</i> is scheduled for completion late November 2024 and the final draft will be completed in December 2024.</p>	
2.3 Provide improved access to a mix of passive and active spaces that are inclusive, fit for purpose, flexible and adaptable to meet the needs of our diverse community, now and into the future.			
2.3.1 Tender for and commence construction on the Packer Park Pavilion upgrade to better meet the needs of local sporting clubs and the community. <i>This is a major initiative in the 2024–25 Annual Budget.</i>	Construction commenced.	The tender for the Packer Park Pavilion Upgrade was deferred until after the election caretaker period. The tender process should be completed in time for the contract to be awarded at the Council meeting in February 2025. This amendment to the delivery schedule will comply with the federal funding agreement milestones.	
2.3.2 Resurface the Velodrome track at Packer Park.	Complete resurfacing works.	Due to the local council elections, the tender for the resurfacing of the Velodrome at Packer Park was deferred until after the caretaker period. The construction is still planned to be commence at the end of January/beginning of February 2025.	
2.3.3 Engage with sporting clubs to gain input into design plans for the Mackie Road Pavilion enhancements. <i>This is a major initiative in the 2024–25 Annual Budget.</i>	Complete detailed design stage	Community engagement on the pavilion concept design was completed in May 2024. The process received 57 submissions from the community and Mackie Road Reserve Clubs. This feedback will be utilised to inform the detailed design process, which is currently underway.	
2.3.4 Upgrade sportsground lighting at Lord Reserve, Carnegie, Koornang Park, Carnegie and Murrumbeena Park.	Lighting upgrades completed.	<p>The contract for sportsground Lighting at Lord Reserve, and Koornang Park Carnegie was awarded in September 2024.</p> <p>Preliminary works such as services surveying have started in preparation for the upgrade to sportsground Lighting at Murrumbeena Park.</p>	

STRATEGIC PRIORITY			
Action	Measure	Progress Updates as at 30 September 2024	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.			
2.4.1 Advocate for public use or access of any proposed facilities stemming from the Caulfield Racecourse Reserve Trust's <i>Strategic Management Plan (SMP)</i> .	Meetings with the Trust and Melbourne Racing Club (MRC) to increase accessibility. Advocacy and response to proposals stemming from the <i>SMP</i> to ensure community use and publicly accessible open space is maintained or improved.	Survey plan of Pawfield Park has been obtained, with landscape plans to be developed to align with the Caulfield Racecourse Reserve Trust land management plan. This includes a perimeter pathway which will connect through Pawfield Park. MRC are handing back strip of land on southern side following stable demolition (by MRC).	
2.4.2 Complete landscape development for Tranmere Avenue and Hewitts Road, Carnegie land purchased from Local Crossing Removal Project to improve connections to the Djerring Trail.	Plans developed and work programmed to align with budget allocation.	The survey finalised and a landscape architect appointed to develop concept plans. The concept plans will determine community engagement approach and next steps.	

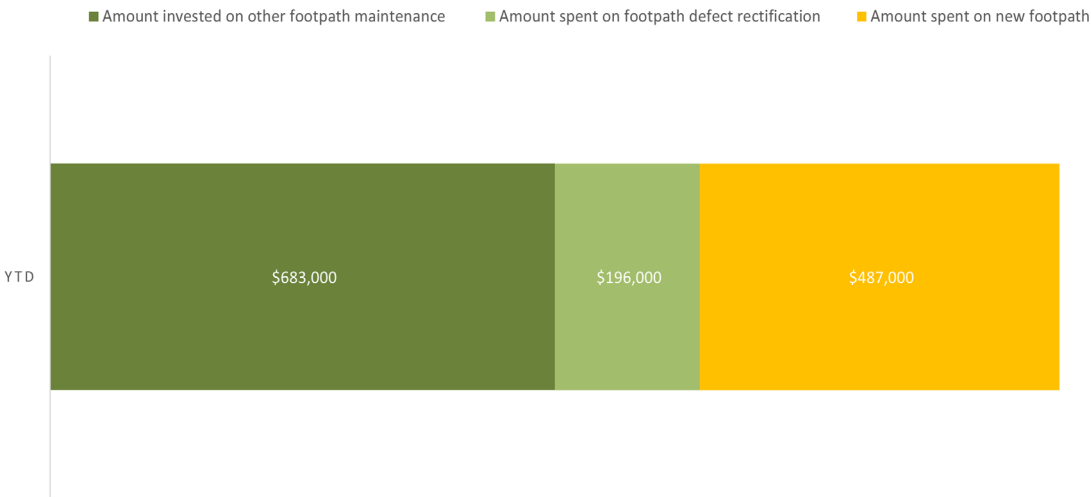
Dogs at Pawfield Park



FOOTPATHS

To date, we have spent \$683,000 maintaining and improving other footpaths, against a budget of \$1.963 million. We have spent a further \$196,000 on footpath defect rectification, against a budget of \$350,000. Finally, we have spent \$487,000 on new footpaths, against a budget of \$1.613 million.

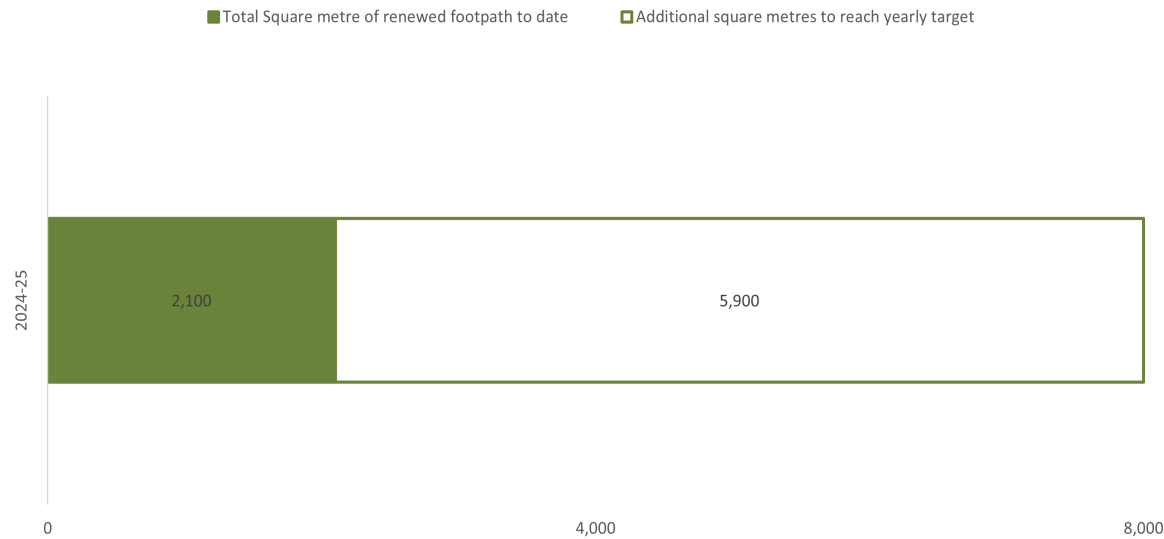
Amount spent on footpath maintenance and defect rectification
YTD



FOOTPATHS

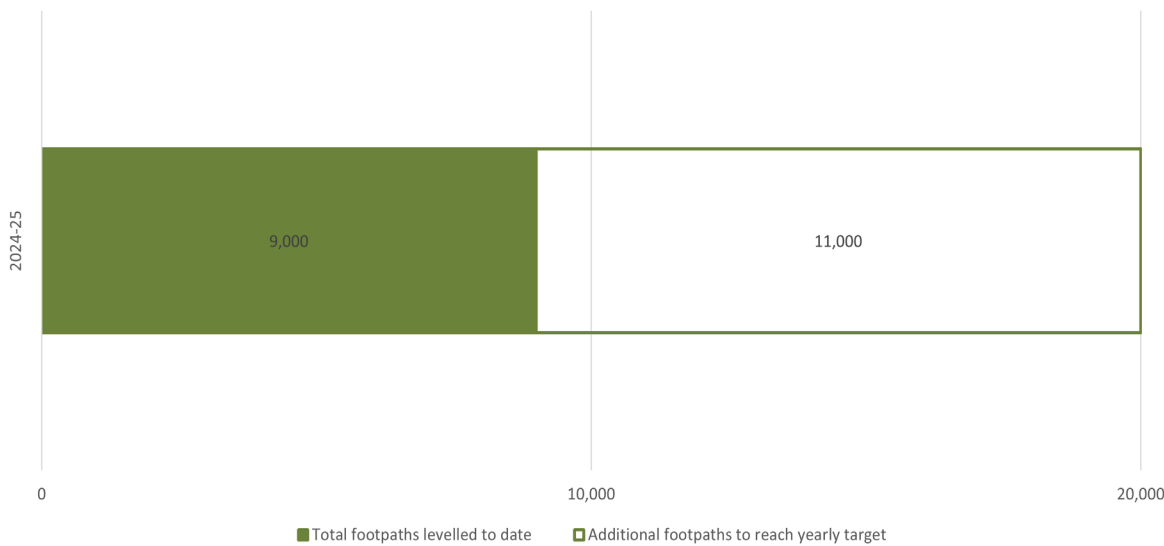
We improve the conditions of our footpaths through our proactive and reactive programs. This year, we aim to renew 8,000 square metres of footpaths by June 2025. Since July, we have renewed 2,100 square metres of footpaths.

Cumulative square metre of renewed footpath



As part of the annual Footpath Condition Improvement Program, we have committed to levelling uneven footpaths at 20,000 identified locations across Glen Eira. From July to September, we have levelled footpaths at 9,000 locations.

Cumulative progress of uneven footpaths levelled



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.

2024–25 ANNUAL ACTIONS



Completed



On track



Off track



Deferred







Monitor

STRATEGIC PRIORITY

Action	Measure	Progress Updates as at 30 September 2024	Status
3.1 Actively progress our planning priorities to manage growth and maintain the character and heritage of our City.			
3.1.1 Amend the planning scheme to recognise the heritage overlay to places of local significance identified in the Caulfield South Heritage Review.	Planning Scheme Amendment authorised and exhibited.	Caulfield South Heritage Review was adopted by Council on 21 May 2024. The Planning Scheme Amendment C260 was lodged with the Department of Transport and Planning, and we are awaiting authorisation.	
3.1.2 Amend the planning scheme to recognise the objectives of the <i>Elsternwick Structure Plan</i> .	Planning Scheme Amendment authorised, exhibited and scheduled for Independent Planning Panel.	An Amendment to implement the objectives of the adopted <i>Elsternwick Structure Plan</i> was lodged with the Department of Transport and Planning in January 2024. Conditional authorisation was received in September 2024 and we are expecting to exhibit to the public in February/March 2025.	
3.1.3 Amend the planning scheme to recognise the objectives of the <i>Bentleigh Structure Plan</i> .	Planning Scheme Amendment authorised and exhibited.	Council sought authorisation for the Bentleigh Planning Scheme Amendment on 23 July 2024. We are waiting for the Minister for Planning to authorise the amendment which enables public exhibition to commence.	

STRATEGIC PRIORITY

Action	Measure	Progress Updates as at 30 September 2024	Status
3.2 Plan for diverse housing options to meet community needs now and into the future.			
3.2.1 Advocate for Victorian and Federal Government investment in social and affordable housing to meet community need and ease housing stress. <i>This is a major initiative in the 2024–25 Annual Budget.</i>	Advocacy campaign developed with minimum of four campaigns implemented.	<p>This quarter, Council had 12 opportunities to advocate for social and affordable housing.</p> <p>This included working with the Municipal Association of Victoria (MAV), as our local peak body representative, and at the Australian Local Government Association National Assembly to support local government advocacy on a national scale. Council convened meetings with Housing Choices Australia and Homes Victoria. Council also met with the new Minister for Housing and Homelessness, as well as other local Members of Parliament and their staff on five occasions. Additionally, Council collaborated with a neighbouring council to bolster advocacy at the MAV State Assembly. Our submissions on Housing Targets and the Plan for Victoria also reinforced our advocacy efforts.</p>	
3.2.2 Implement the <i>Glen Eira Housing Strategy</i> into the planning scheme.	Planning Scheme Amendment authorised and exhibited.	<p>Planning Scheme provisions to implement the <i>Glen Eira Housing Strategy</i> have been drafted.</p> <p>Amendment C255 was lodged with the Department of Transport and Planning for authorisation to exhibit. We are awaiting authorisation.</p>	
3.3 Advocate for a transport network that provides safe, accessible and sustainable transport options for our community.			
3.3.1 Finalise the <i>Integrated Transport Strategy</i> refresh.	Revised <i>Integrated Transport Strategy 2018–2031</i> endorsed.	<p>The <i>Integrated Transport Strategy 2018–2031</i> was endorsed on 25 June 2024. Work has started on the implementation of the 2024–25 <i>Action Plan</i>.</p> <p>This work includes:</p> <ul style="list-style-type: none"> > Rosstown Rail Trail — consultation will commence in early November 2024. > EV commercial charger feasibility — request for quotation from consults are being developed. > Coatesville Primary School precinct — concepts for safety treatments are being developed for state government grant application. > Caulfield area development (masterplan) — an application for the federal grant has been developed. > Department of Transport and Planning (DTP) liaison (joint-working and advocacy) — established working groups and gaining understanding of DTP plans. > Disability parking audit to inform improvements next year — a list of sites have been confirmed and test survey on the first site will be conducted in October 2024. 	
3.3.2 Construction of new Pedestrian Operated Signals on Kooyong Road between Sycamore and Carlingford Streets, Caulfield South to improve safety for pedestrians.	Pedestrian operated signals constructed and operational.	The installation of the signal pole and associated cabling works was completed in September and the application for power connection with United Energy has been processed.	

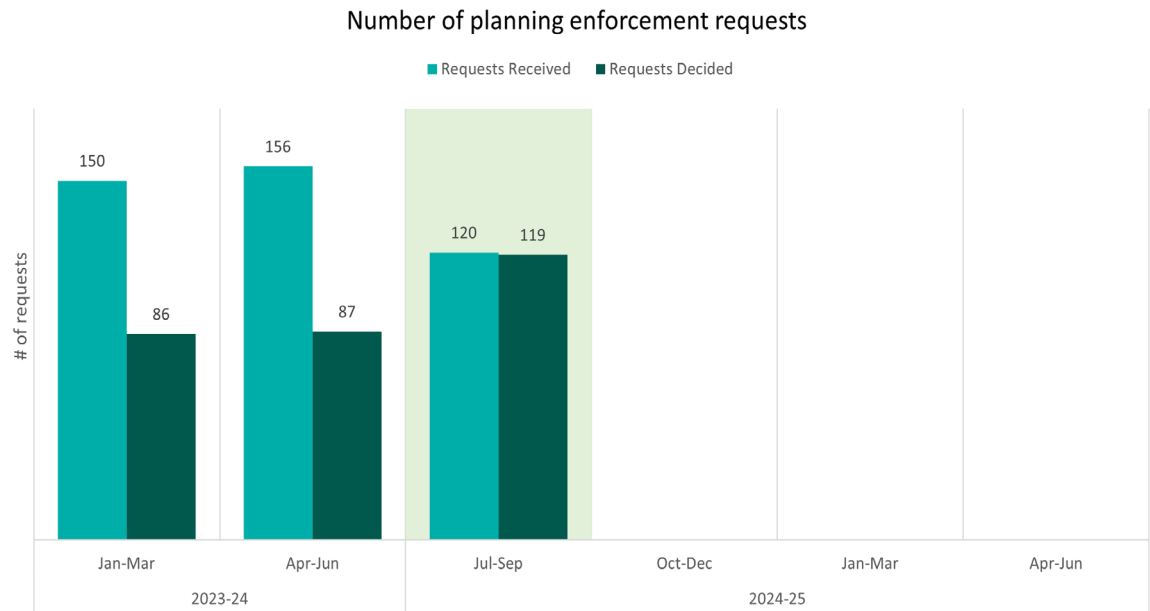
STRATEGIC PRIORITY			
Action	Measure	Progress Updates as at 30 September 2024	Status
3.4 Support and facilitate local job creation by enhancing our activity centres to be thriving and vibrant hubs.			
3.4.1 Develop and approve the <i>Economic Development Action Plan 2024–26</i> .	<i>Economic Development Action Plan 2024–26</i> approved.	We have completed 10 per cent of the annual actions and are on track to complete 100 per cent of year one actions by June 20254. Highlights this quarter included the Business Excellence Awards which celebrated the achievements of our local businesses and partnering with tertiary institutions to deliver Semester 2 of the BusEd program linking local businesses with students to deliver real world projects.	

2024 Business Excellence Awards

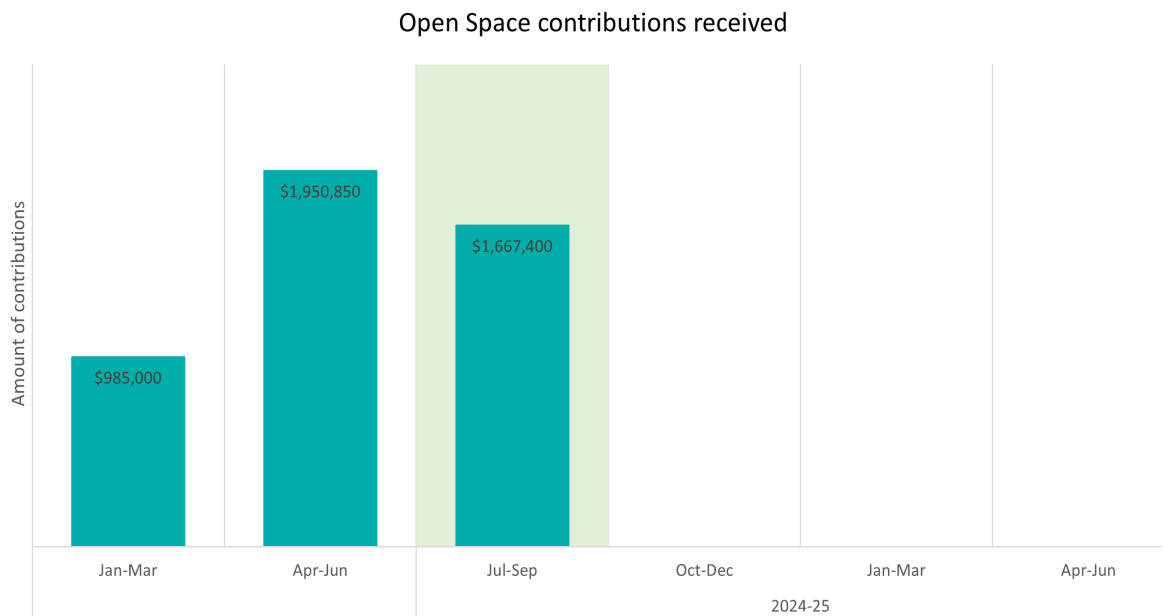


PLANNING

The number of reported planning breaches decreased this quarter with 119 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 14 properties this quarter. The funds will contribute to the upgrade of existing public open spaces or the purchase of new land for public open spaces.

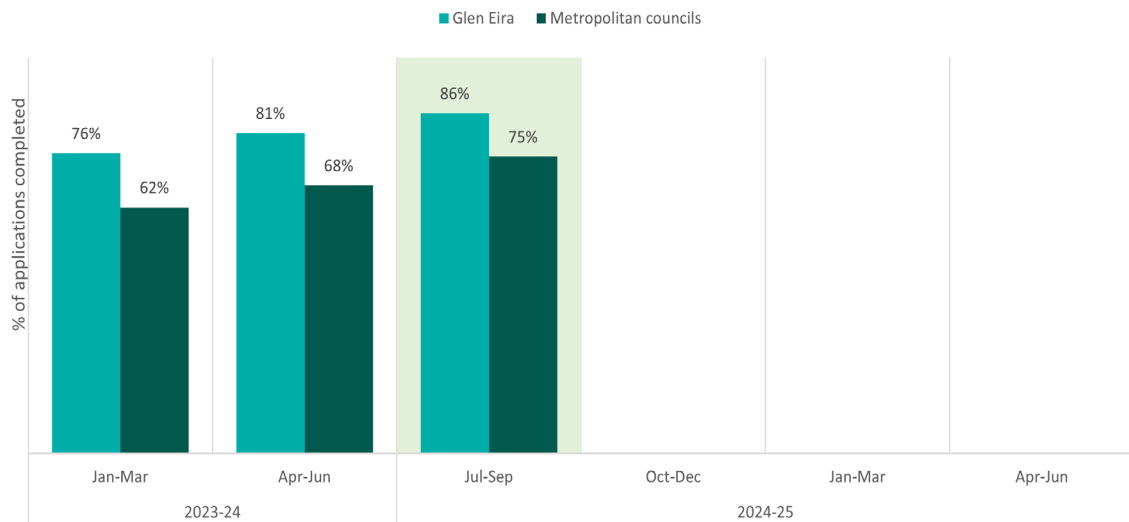


PLANNING

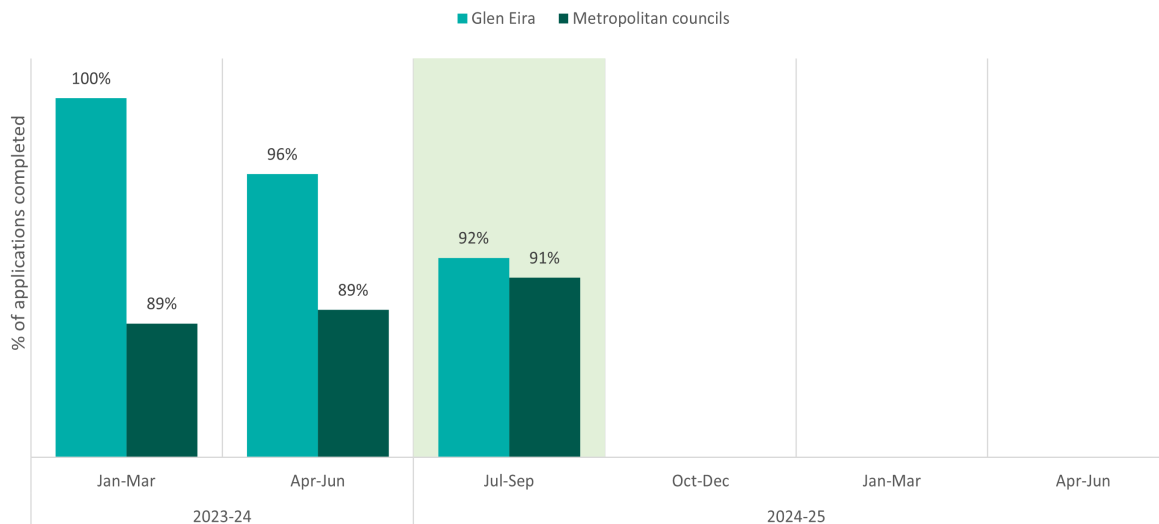
Planning permit applications are made to us when someone wants to use or develop their land in certain ways. As an important function of Council, we aim to provide an efficient and fast process for all applicants.

We continue to deliver a very high quality service with one of the highest percentage of applications determined within timeframes for metropolitan councils. This is true for both standard and VicSmart applications.

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



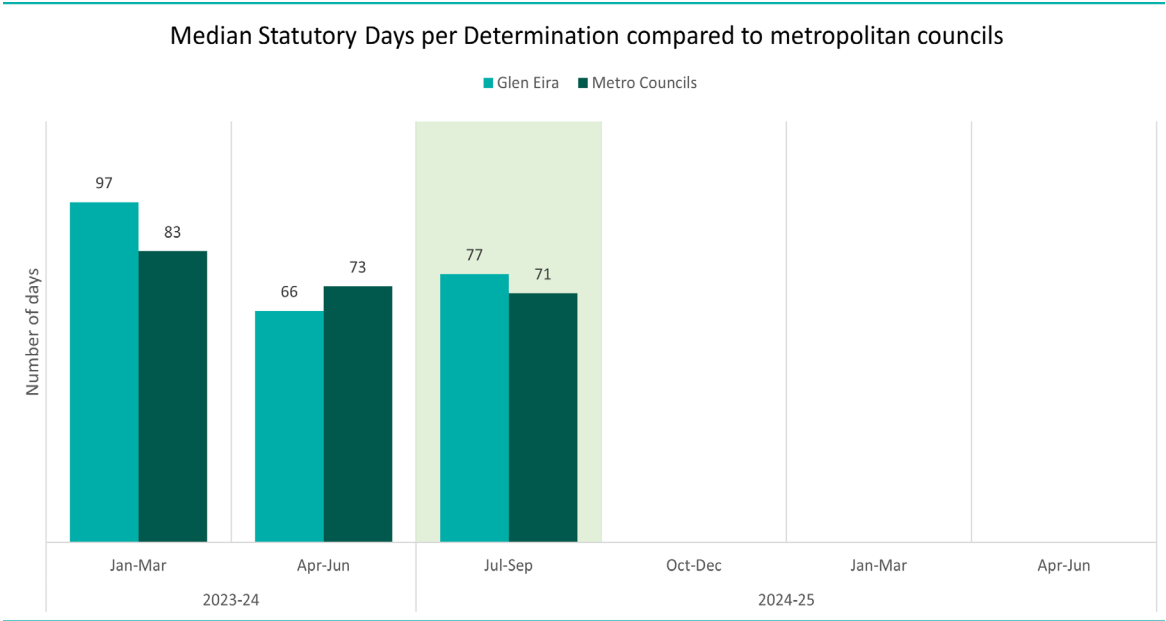
Percentage of VicSmart planning applications completed within 10 business days compared to metropolitan councils



PLANNING

The median processing days to determination by the responsible authority was 77 this quarter. There is a slight increase compared to the metropolitan median.

This is likely due to staff taking additional time to resolve outstanding issues with applications rather than proceeding to a refusal of the application. Negotiations with applicants can take additional time in terms of processing, but this ultimately results in less applications being subject to appeals at the Victorian Civil and Administrative Tribunal.



Want to know more about planning permits?

There's plenty of information on our website about planning permits and applications.

You can also view planning permit activity for all Victorian councils on the dedicated reporting site. The site allows you to view not only Glen Eira statistics but also all other municipalities in Victoria so you can compare 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.

2024–25 ANNUAL ACTIONS



Completed



On track



Off track



Deferred







Monitor



STRATEGIC PRIORITY

Action	Measure	Progress Updates as at 30 September 2024	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 Complete the transition plan for Council facilities to get off gas to reduce emissions from Council operations. <i>This is a major initiative in the 2024–25 Annual Budget.</i>	<i>Getting Off Gas Plan</i> completed and the electrification of five minor Council facilities.	In August 2024 Council endorsed an updated emissions reduction pathway, which includes the degasification of all Council sites by 2031. An audit of gas appliances in minor Council sites was completed in July 2024. Information from the audit was then used to develop a roadmap for transitioning the sites to fully electric. Works at two sites were completed in September 2024. Three additional sites are planned to be completed by June 2025.	
4.1.2 Develop an <i>Integrated Stormwater Management Strategy</i> .	Integration of <i>Elster Creek Flood Management Plan</i> actions into Council's <i>Integrated Stormwater Management Strategy</i> .	Actions from Elster Creek Flood Management Plan relevant to Glen Eira have been identified and the framework for the Integrated Stormwater Management Strategy is being finalised.	
4.1.3 Review the net zero emission (purchasing of carbon offsets) target to move towards direct and actionable emissions outcomes to assist Council to achieve a zero emission profile (no purchasing of carbon offsets).	Alternative direct action emissions reduction pathway <i>Plan</i> developed.	Council has developed a robust emissions reduction pathway, which will result in the elimination of all emissions under Council's direct control by 2031. This will be achieved primarily through transitioning the gas systems in Council buildings and vehicles in Council's fleet to fully electric alternatives, powered by 100 per cent renewable electricity supplied through the Victorian Energy Collaboration (VECO). The alternative pathway was presented to Council and endorsed in August 2024.	

STRATEGIC PRIORITY

Action	Measure	Progress Updates as at 30 September 2024	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 Engage with residents through programs and activities that promote climate change action.	<p>Delivery of <i>Sustainability Champions</i> program.</p> <p>Engage a minimum of 1,000 Glen Eira residents in events and activities that promote climate change action.</p>	<p>This quarter, over 5,500 community members participated in various events focused on climate change action.</p> <p>Highlights included the Groove and Graze festival, attracting around 5,000 attendees and using reusable dishes to prevent 59kg of single-use packaging waste. The Sustainable Champions program empowered 15 participants to launch six local environmental projects, while 120 attendees connected at Night for Nature to learn about new initiatives. Other events included a seminar on home energy efficiency with over 50 attendees, a Repair Café promoting the circular economy, and three performances of an educational puppet show about waste reduction, which drew 250 participants. Additionally, a workshop on worm farming and composting engaged 33 families.</p>	
4.2.2 Develop partnerships with State and Federal Governments to promote and implement best practice Circular Economy practices.	<p>Finalise and communicate Council's advocacy position in relation to Waste Reforms.</p>	<p>Council developed and adopted its advocacy position with the <i>Circular Economy Position Paper 2024</i>. The paper was endorsed at the 13 August 2024 Council meeting. Communications and further advocacy will follow in 2025.</p>	
4.3 We will increase our tree canopy and expand private and public greening initiatives.			
<p>4.3.1 Develop and implement a car park tree planting and renewal program for Council managed car parks in line with the target set within the <i>Urban Forest Strategy</i>.</p> <p><i>This is a major initiative in the 2024–25 Annual Budget.</i></p>	<p>Establish 25% canopy cover in Council carparks located in Carnegie Activity Centre, Stanley Street, Elsternwick and Bentleigh Activity Centre.</p>	<p>Car parks have been identified for tree planting and a consultant has been selected for the design work. Scoping, design and engagement will be carried out between November 2024 and April 2025. The works are planned to be completed by June 2025.</p>	
<p>4.3.2 Commence implementation of the <i>Biodiversity Plan</i>.</p> <p><i>This is a major initiative in the 2024–25 Annual Budget.</i></p>	<p><i>Biodiversity Plan</i> is adopted by Council implementation commenced.</p>	<p>Council is currently engaging with First Peoples and other key stakeholders to inform the development of the <i>Biodiversity Plan</i>. The input from these collaborations, and analysis of data on the biodiversity of Glen Eira, will inform the draft <i>Plan</i>. The draft <i>Plan</i> will be released for community feedback in early 2025.</p>	

STRATEGIC PRIORITY

Action	Measure	Progress Updates as at 30 September 2024	Status
4.4 We will work with our community to understand the human impacts of climate change and the adaptation strategies that may be required to minimise the social, health and economic impacts.			
4.4.1 Deliver innovation and circular economy outcomes through Council's new waste service contracts.	Finalise the procurement for Council's future waste services.	Stage 1 of the Future Waste Services project to procure new waste service contracts has been completed. Preparation for Stage 2 of the project is in development. Communication on the outcome of the procurement process and future opportunities for circular economy outcomes through the contracts will be communicated to the community in line with the Future Waste Services project timeline.	
4.4.2 Collaborate with State Emergency agencies to educate the community about adapting to extreme weather events.	Five engagement activities delivered to at-risk segments of the community. Support provided to community agencies who provide services for at-risk segments of the community, to assist them in building the resilience of the individuals and communities they work with.	In July and August 2024, Council partnered with the Jesuit Social Services' Centre for Just Places to conduct scoping workshops with local community organisations and health providers. The workshops included representatives from 18 organisations across the community, health and legal sectors coming together to understand the wider impacts of extreme weather events on the community, analyse key barriers that at-risk communities face when responding to these impacts and identifying actions to improve outcomes for our community by addressing these barriers and improving their resilience.	

The Night for Nature

The Night for Nature event held on 14 August 2024 at Glen Eira Town Hall was attended by 120 community members. The event was an opportunity to connect and celebrate action for our climate, wildlife and environment.



TREES

Council plays a vital and valued role in maintaining and increasing our urban forest. Trees provide a wealth of benefits for our community including climate change mitigation, wildlife habitat, air pollution reduction and neighbourhood amenity.

92

Trees damaged by
suspected vandalism this
quarter.

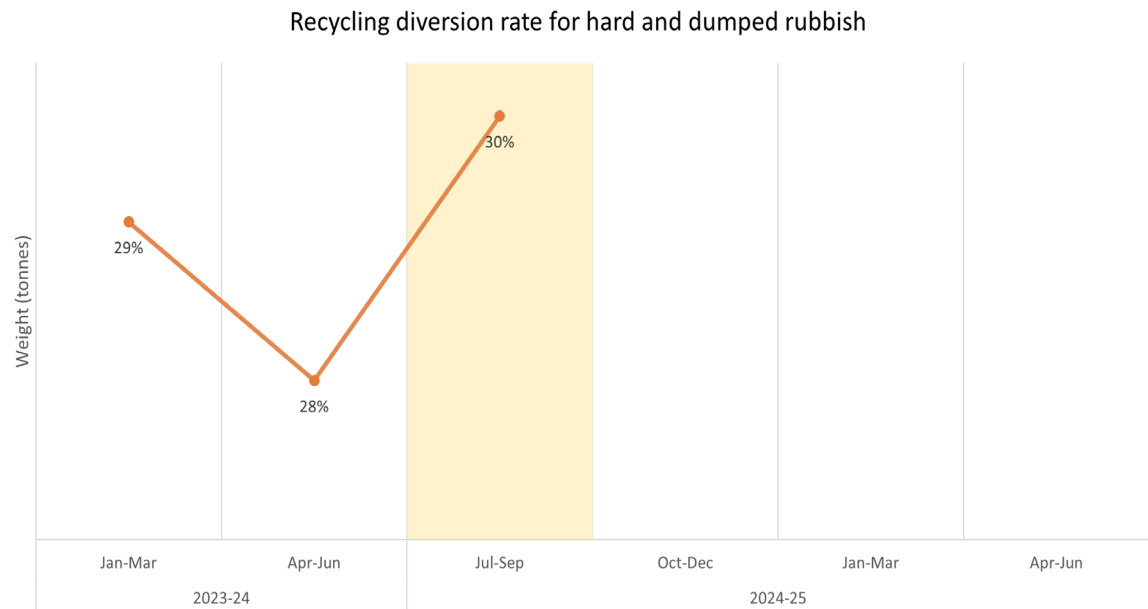
11

Trees added to the
Classified Register this
quarter.

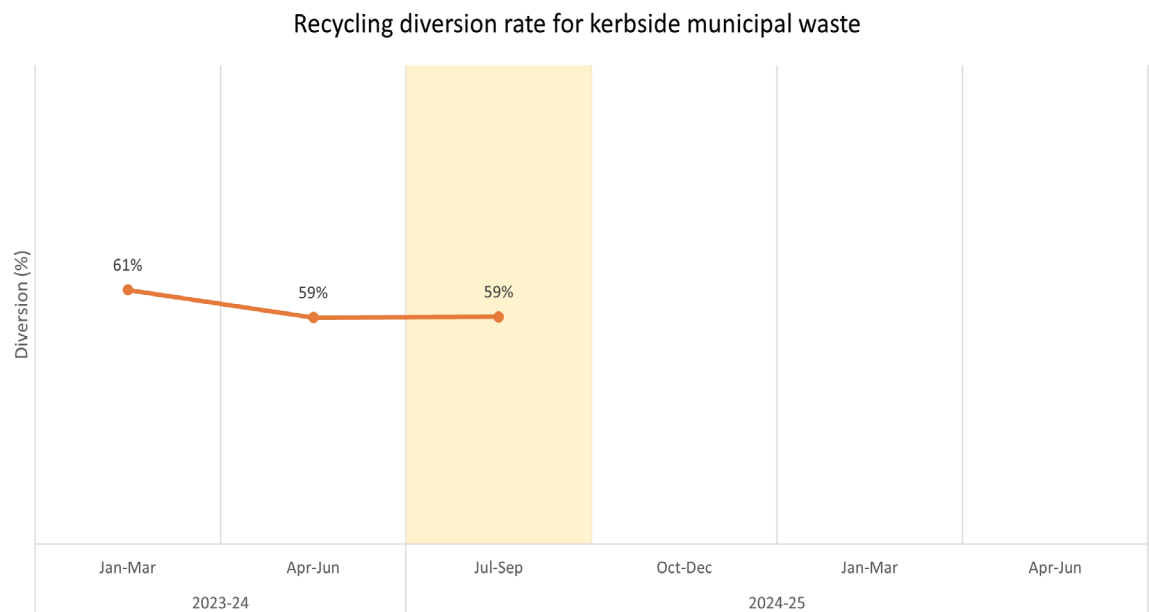


RECYCLING AND SUSTAINABILITY

The recycling rate in the hard-rubbish service diversion rate remains around the 29 to 30 per cent mark. The challenges of recirculating or repairing broken household items are still prevalent.



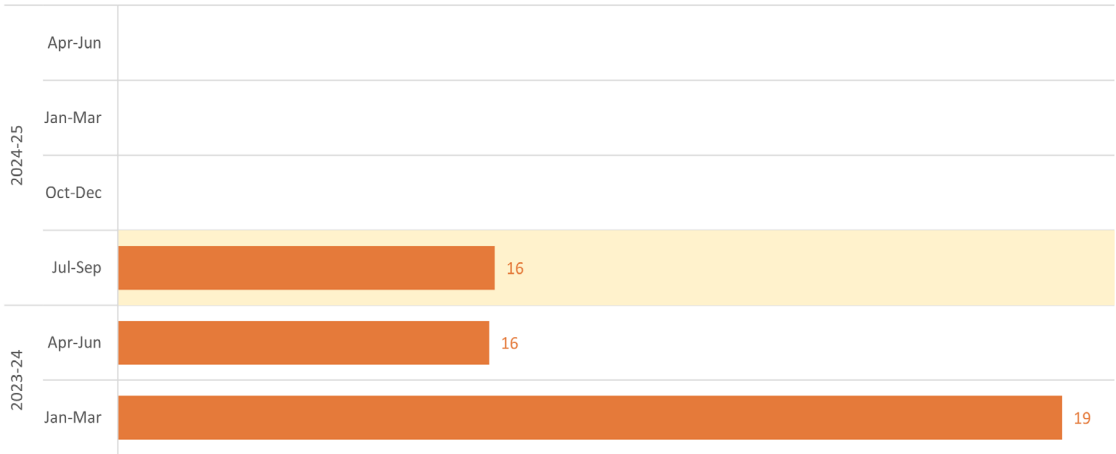
The expected decrease in the recycling rate over the cooler months was observed, when garden waste tonnage decreases. This is a consistent trend over time.



RECYCLING AND SUSTAINABILITY

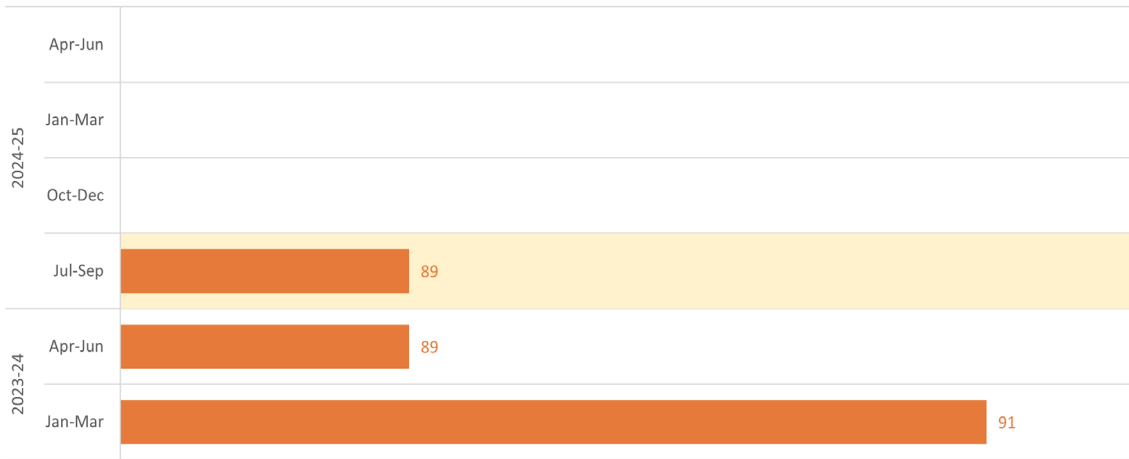
Over the past few quarters, the amount of hard rubbish collected has been hovering between 16 to 20 kg per household per quarter.

Weight of hard and dumped rubbish collected/ per household (kg)



The average weight of general waste per household ranges between 87-90kg per quarter. The data so far shows a consistent trend without significant variations.

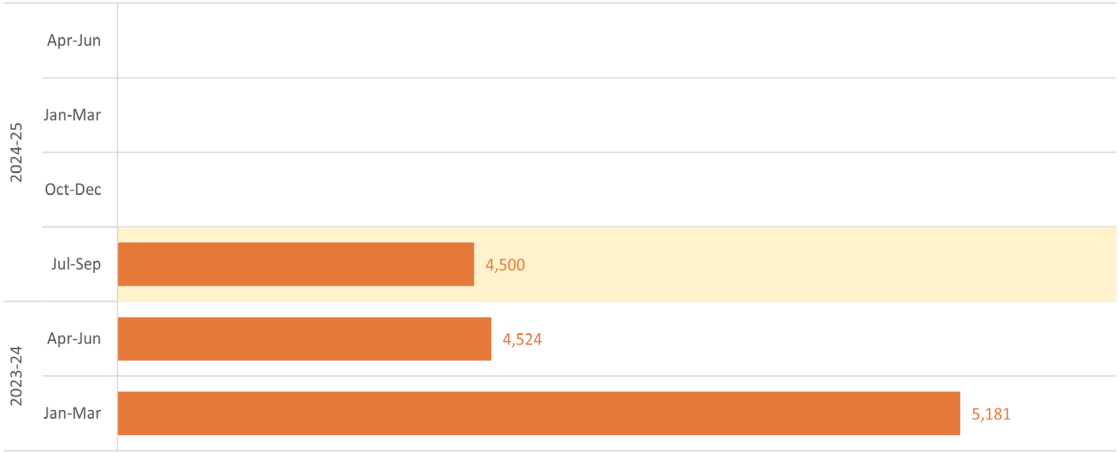
Waste to landfill/ per household (kg)



RECYCLING AND SUSTAINABILITY

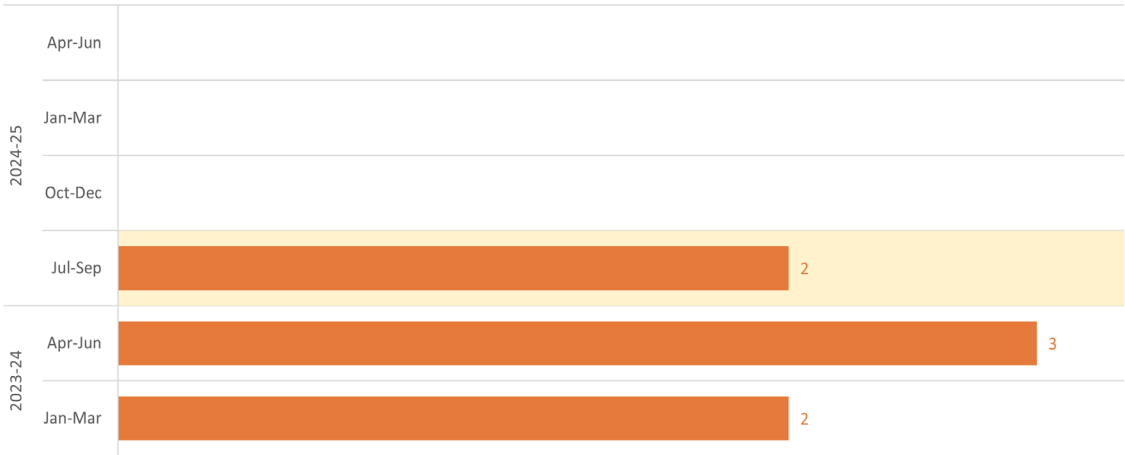
The amount of the food and garden waste collected through the kerbside green bins during the July-September quarter is consistent with the amount last year around the same time of the year during the cooler months.

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



The community continues to divert a consistent amount of e-waste through our libraries, hovering between 2 to 3 tonnes per quarter. Since the commencement of the service we have seen a gradual increase in the amount of e-waste collected.

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



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.

2024–25 ANNUAL ACTIONS



Completed



On track



Off track








Deferred







Monitor

STRATEGIC PRIORITY			
Action	Measure	Progress Updates as at 30 September 2024	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 final year of the <i>Community Safety Plan 2022–2025</i> .	Minimum of 90% of actions completed.	<p>We have completed 13 per cent of the final year annual actions in the <i>Community Safety Plan</i> and are on track to complete 100 per cent of year three actions by June 2025. Highlights this quarter included:</p> <ul style="list-style-type: none"> —delivering an anti-racism training session in collaboration with Glen Eira Adult Learning Centre and Resilience Against Racism to enhance community capacity in addressing racism. —more than 21 annual community grants were awarded to promote respect, care, and equity in our community. —detailed designs are underway for pedestrian accessibility improvements for side street crossings on Glenhuntly Road near Elsternwick Station. —climate-resilient workshops for local community organisations and health providers were conducted in partnership with Jesuit Social Services' Centre for Just Places. These workshops aimed to address the impacts of extreme weather events on our community and to identify actions that Council and the community can take to improve outcomes for our community. 	
5.1.2 Deliver the <i>Active Communities</i> program in our parks to enhance community physical and mental health.	Minimum of six weeks of free outdoor fitness classes delivered.	A four-week program from 18 November 2024 will include Core, Parents and Bubs, and Yoga classes. This is the first series, with a second series likely to commence in March 2025.	

STRATEGIC PRIORITY

Action	Measure	Progress Updates as at 30 September 2024	Status
5.2 We will embrace diversity and value all people, promoting a society that welcomes and includes everyone.			
5.2.1 Develop a <i>Reconciliation Action Plan (RAP) 2024–2026</i> .	RAP 2024–2026 developed and submitted to Reconciliation Australia.	The draft <i>Reconciliation Action Plan (RAP) 2024–2026</i> has been provisionally endorsed by Reconciliation Australia. The new <i>Innovate RAP</i> strengthens our commitment to reconciliation and our continuing partnership with the local Aboriginal and Torres Strait Islander community.	
5.2.2 Provide Community Grants to support local not for-profit organisations that respond to emerging vulnerabilities and promote active participation in community life.	Community Strengthening and Partnership and Events Grants for 2024–25 awarded.	Between July and September Council awarded a total of 95 grants to 92 community groups, valuing a total of \$436,538. This consists of 84 annual Community Grants, four Small Grants, and seven Facility Hire Grants to a diverse range of community groups.	
5.2.3 Deliver the <i>16 Days of Activism</i> campaign to increase awareness in family violence prevention within the community.	Campaign delivered.	Planning has commenced for the 16 Days of Activism against Gender-Based Violence Campaign which will be delivered between 25 November (the International Day for the Elimination of Violence Against Women) to 10 December (Human Rights Day) 2024.	
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 Complete works at Glen Eira Town Hall, Caulfield to improve access for people with disabilities. <i>This is a major initiative in the 2024–25 Annual Budget.</i>	Town Hall portico upgraded. Accessible toilet upgraded.	Scoping works have been completed, procurement expected to commence late October and conclude mid-November 2024. Works are anticipated to commence early February and be completed by late March 2025.	
5.3.2 Provide <i>Everybody Active</i> and <i>Living Stronger</i> programs through our Glen Eira Leisure facilities to improve participation rates for people with disability and older adults.	<i>Everybody Active</i> weekly programs delivered. Weekly <i>Living Stronger</i> exercise program delivered.	Both the <i>Everybody Active (EBA)</i> and <i>Living Stronger</i> programs have been operating throughout the quarter. <i>EBA</i> provided on average 452 hours of direct support per month and <i>Living Stronger</i> had a total quarterly attendance of 872.	

STRATEGIC PRIORITY

Action	Measure	Progress Updates as at 30 September 2024	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.			
5.3.3 Support vulnerable young people to access social, emotional and financial supports, including access to mental health services and education, employment and training pathways through one:one appointments with Youth Development Officers, workshops and support programs.	250 support consultations delivered.	<p>This quarter we delivered:</p> <ul style="list-style-type: none"> — 944 support interactions — 43 one to one sessions with a Youth Development officer — 78 school based and community programs group sessions. 	
5.4 We will deliver services, events and programs that recognise and celebrate our broad interests and differences and promote participation for all.			
<p>5.4.1 Deliver events in local areas to provide opportunity for cultural experiences and accessible connections across the community.</p> <p><i>This is a major initiative in the 2024–25 Annual Budget.</i></p>	Annual events program delivered including eight key events and 80 library programs across the year.	<p>Highlights of programming and events this quarter include, Groove and Graze at the Hopetoun Gardens in Elsternwick with around 5,000 attendees, the Australian Barbra Streisand Show sold out all 400 seats in the Town Hall Auditorium, the Glen Eira Artists Society's annual member's exhibition, complemented by Caulfield Rotary Club's The Upcycling Era in Gallery Two and the Tiptoe Giants entertained around 550 young kids and their families in the last weekend of the winter school holidays.</p> <p>Library After Dark returned with a Magic Faraway themed event at Elsternwick Library. Close to 200 people attended the event with overwhelmingly positive feedback from families. STEAM Club continues to attract solid attendance. Attendance at StoryTime and BabyTime sessions continued its upward trajectory, attracting nearly 1,000 more attendees across this quarter when compared to this time last year.</p>	
5.4.2 Deliver and promote programs to celebrate our LGBTQIA+ community in partnership with our Rainbow Pride Advisory Group.	<p>Five social media posts acknowledging LGBTQIA+ significant days to raise awareness and provide links to relevant service providers.</p> <p>Three community activities delivered.</p>	Several resources were shared with the members of the Rainbow Pride Advisory Group, including opportunities to engage with the Council, community events, and grant opportunities. As a result of the Rainbow Pride Advisory Group's advocacy, the Glen Eira Town Hall was lit up in purple to acknowledge and celebrate 'Wear It Purple Day' on 30 August 2024. 'Your Passion, Your Pride' was also posted on Instagram as part of 'Wear It Purple Day'	
5.4.3 Deliver events to celebrate people with disabilities.	Glen Eira Leisure International Day of People with a Disability event held.	Planning is underway in partnership with Glen Eira Leisure to deliver an awareness raising activity for International Day of People with Disability on 3 December 2024.	

HIGHLIGHTS OF EVENTS DELIVERED

Groove and Graze

Groove and Graze is an annual family-friendly event that celebrates food, music and Glen Eira's outdoor spaces. This year's event was held on 21 September 2024 at Hopetoun Gardens, Elsternwick, attracting more than 5,000 attendees.



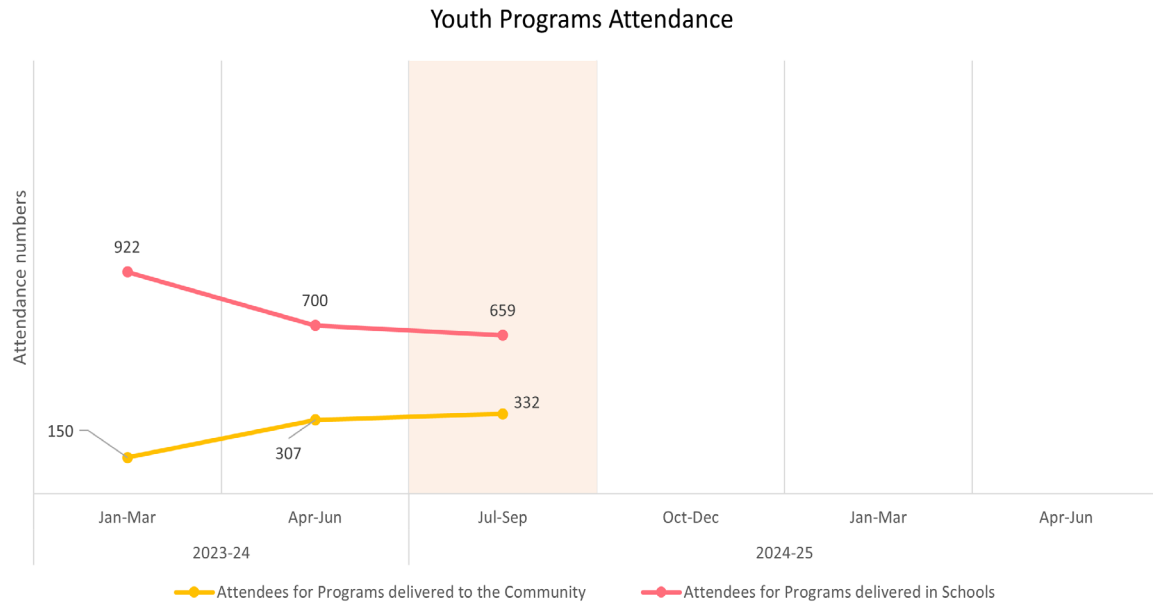
Library After Dark

Library After Dark returned with a Magic Faraway themed event at Elsternwick Library. Close to 200 people attended the event with overwhelmingly positive feedback from families.

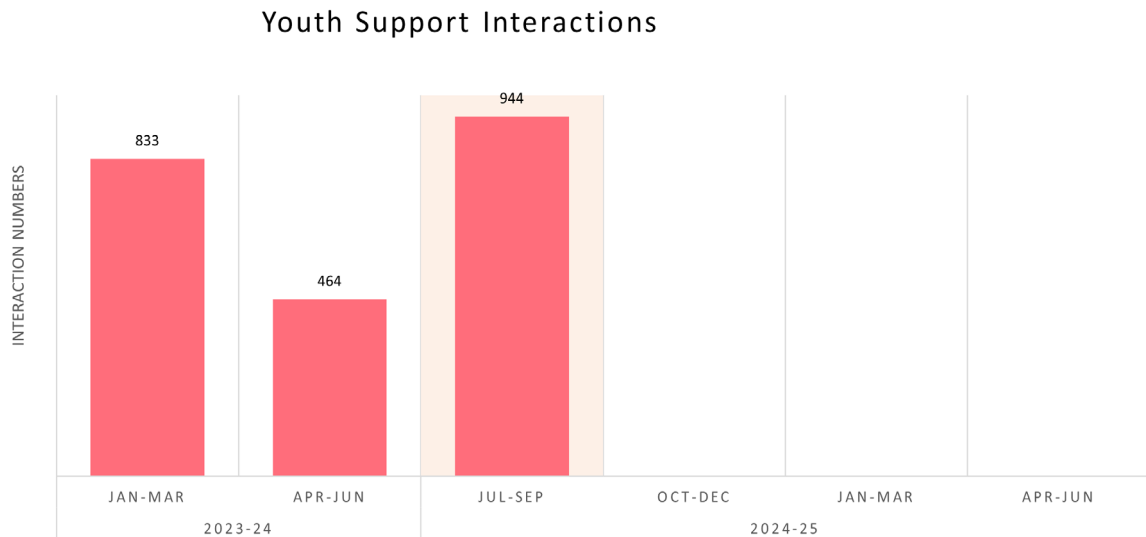


YOUTH SERVICES

Attendance at community-based youth programs remains stable, with the programs tailored to the interests of young people. Youth Services has consistently been building relationships and offering meaningful ongoing support to local schools through numerous youth programs.



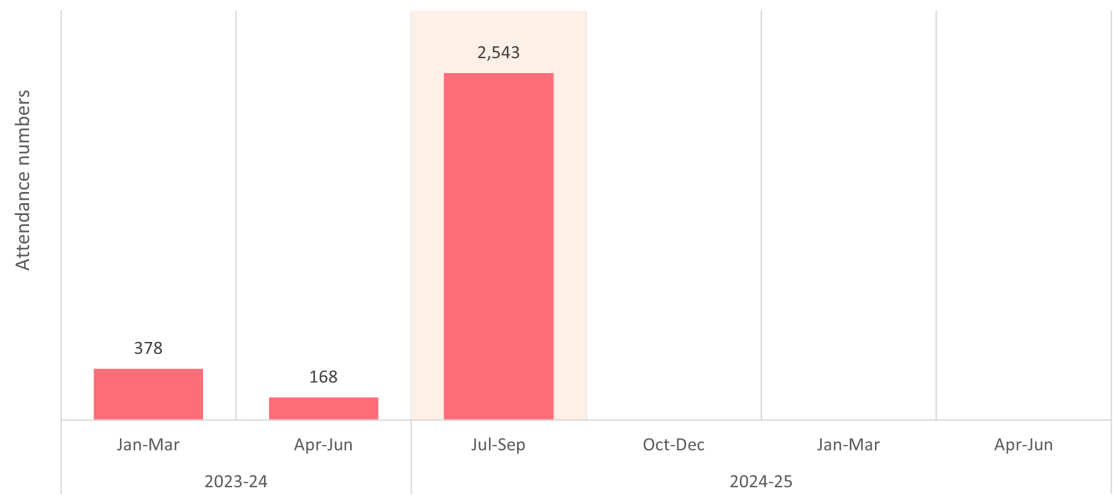
Youth Services have implemented a pilot program to increase one-to-one support sessions by offering this in collaboration with local schools.



YOUTH SERVICES

Youth Services saw increased reach to the community by expanding on the annual Youth Festival celebration, YeCarn. Youth Services also delivered the annual Youth Art Exhibition and Presentation night.

Youth Special Events Attendance



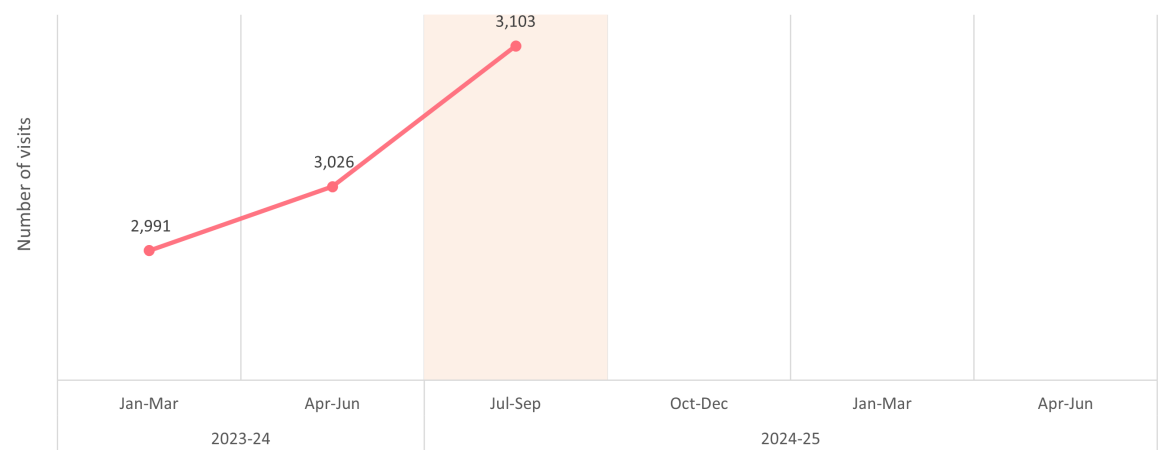
YeCarn, our annual Youth Festival



CHILDREN'S SERVICES

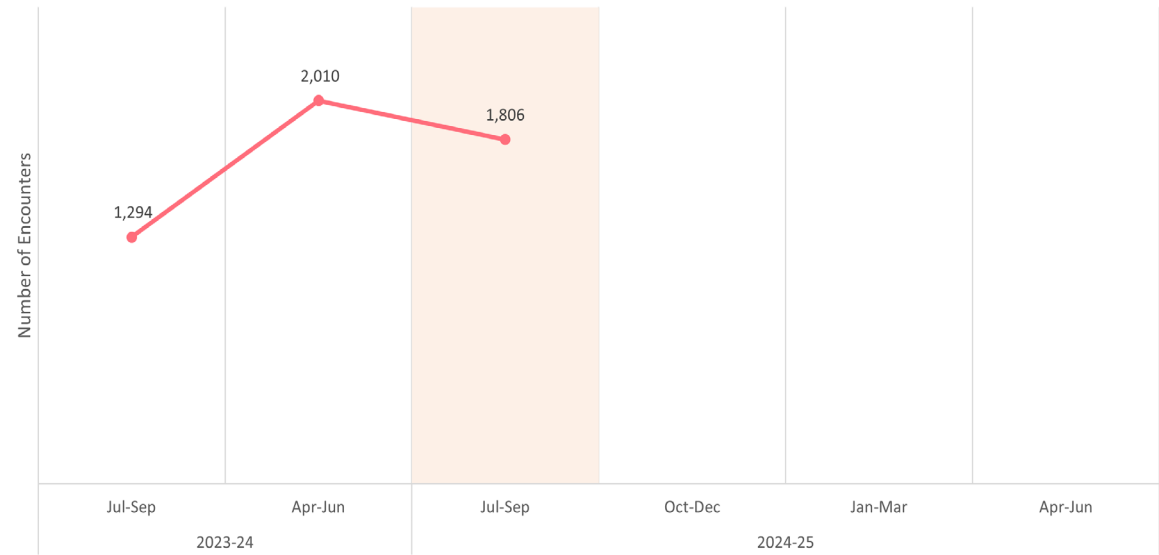
The increase visits in the Maternal and Child Health (MCH) service resulted from proactive follow up of non-attenders and making appointments either in the MCH centres or with the Outreach service.

Key Ages and Stages Maternal and Child Health Visits



1,806 clients were vaccinated at community sessions.

Total immunisation encounters

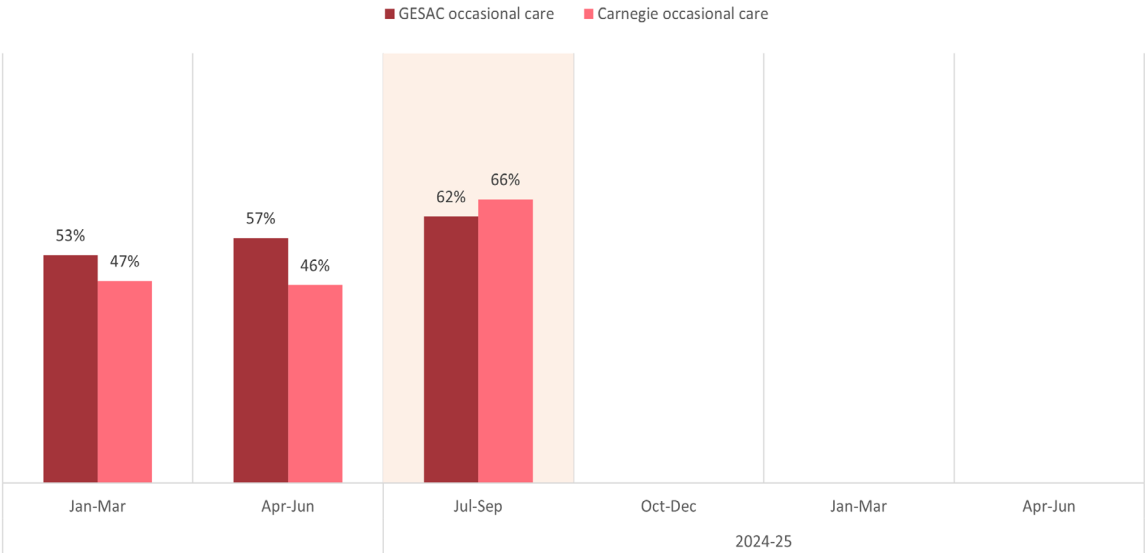


CHILDREN'S SERVICES

At GESAC occasional care, 2,392 places were offered and 1,511 places were booked. The public holiday led to a high number of regular users.

At Carnegie occasional care, 289 places were offered, with 192 bookings placed. Demand for the under-three places, regular bookings and a marketing billboard in Carnegie forecourt has led to more bookings in late August to September.

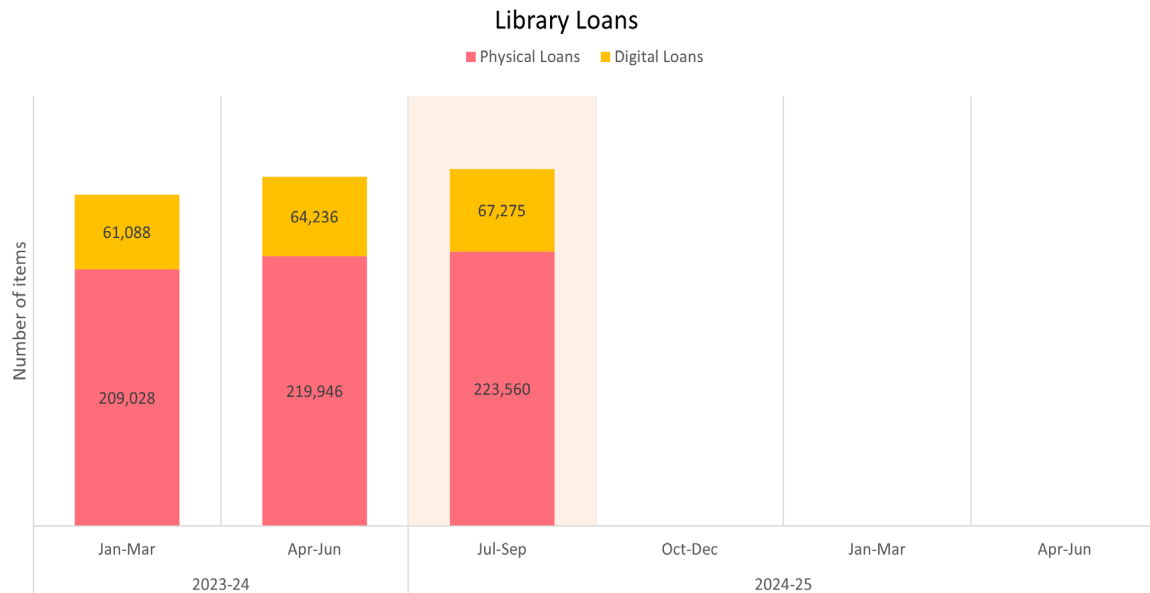
GESAC and Carnegie occasional care utilisation rate (%)



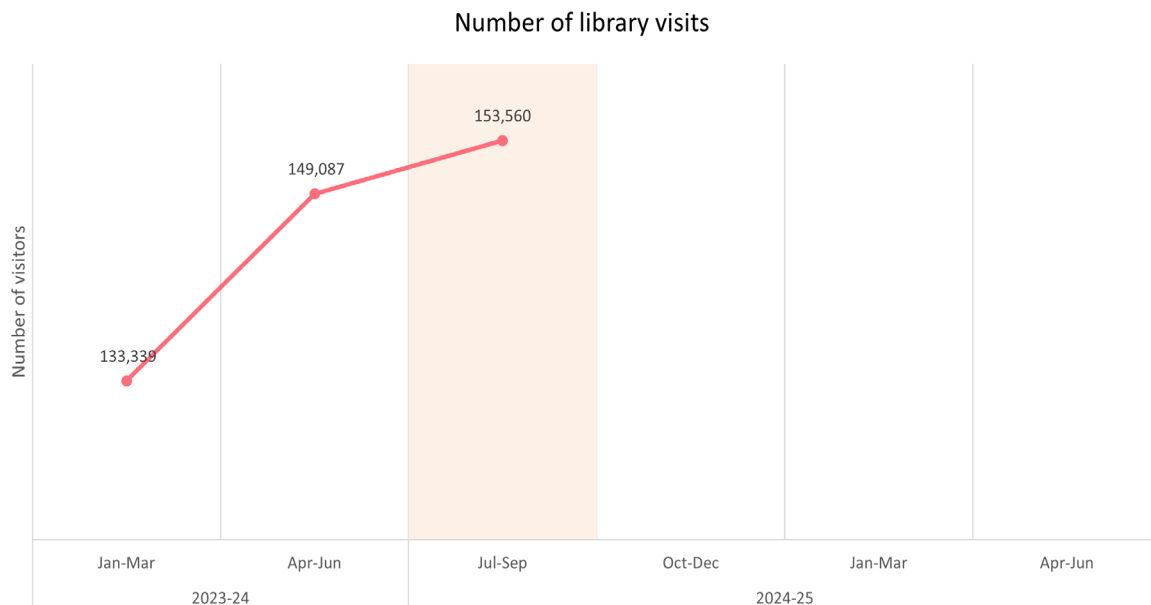
LIBRARIES

Loans of digital items continued to increase this quarter, with downloadable audio books remaining the most popular format. Usage of digital magazines and newspapers increased.

Loans of physical items like books, DVDs, magazines and console games increased modestly compared to the previous quarter. Picture books were the most popular collection once again.

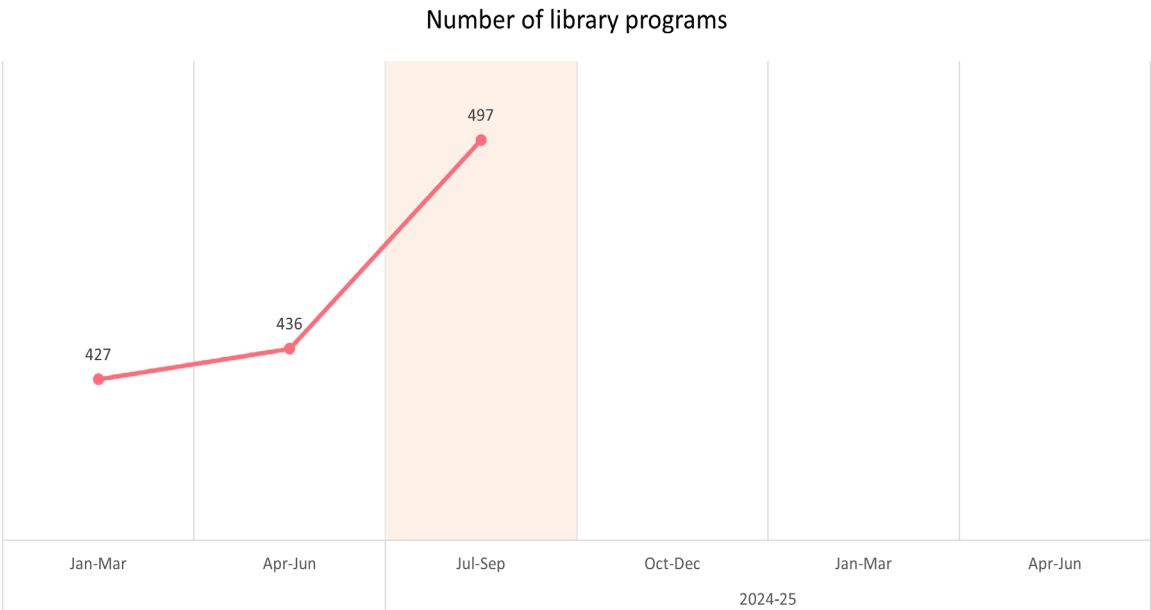


The overall number of visitors to library branches increased again this quarter, with average monthly attendance now well over 50,000.

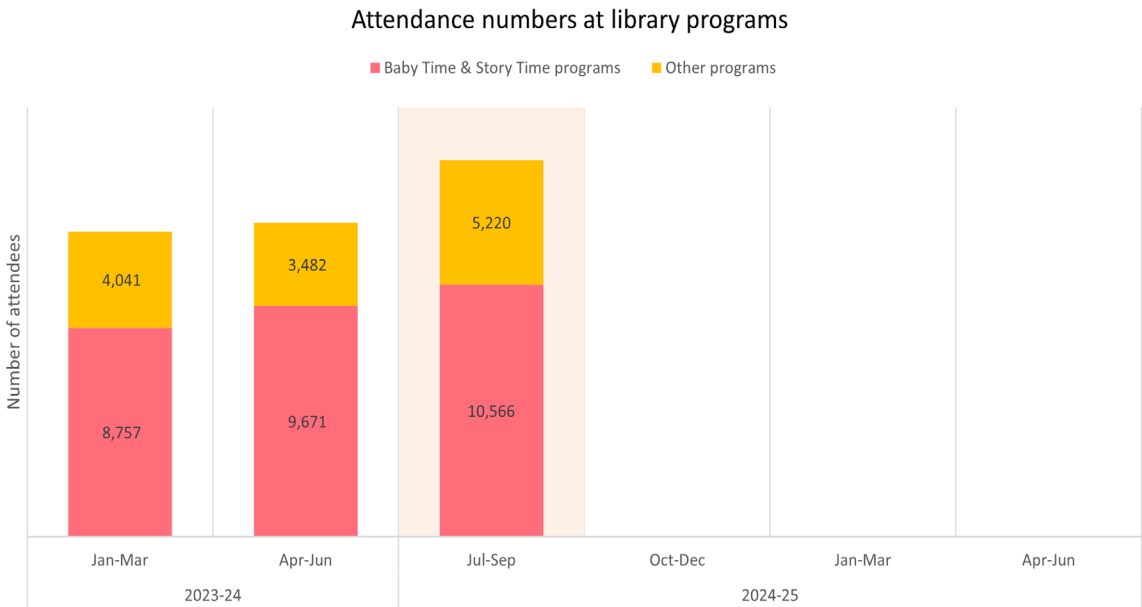


LIBRARIES

The number of library program sessions offered to the community increased by 14 per cent this quarter.



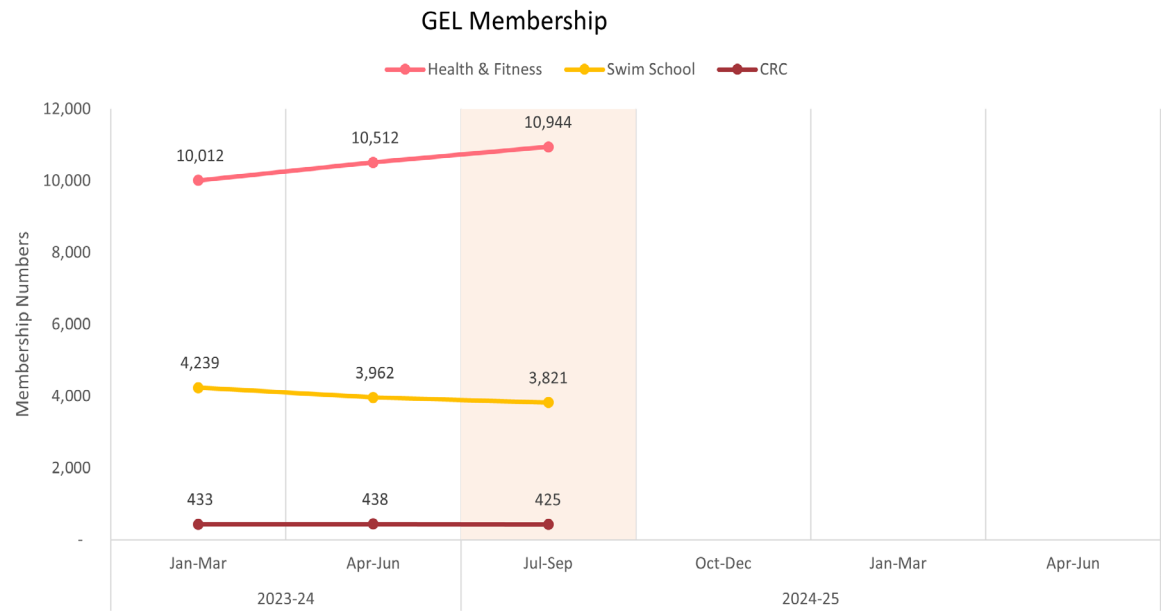
Attendance at library programs increased by more than 2,600 compared to the previous quarter. This can be attributed to the introduction of new programs, increased attendance at existing programs and some well-attended one-off programs, especially in July.



GLEN EIRA LEISURE (GEL)

Health and Fitness memberships are at their highest level on record. Swim School memberships remain consistent throughout the winter months.

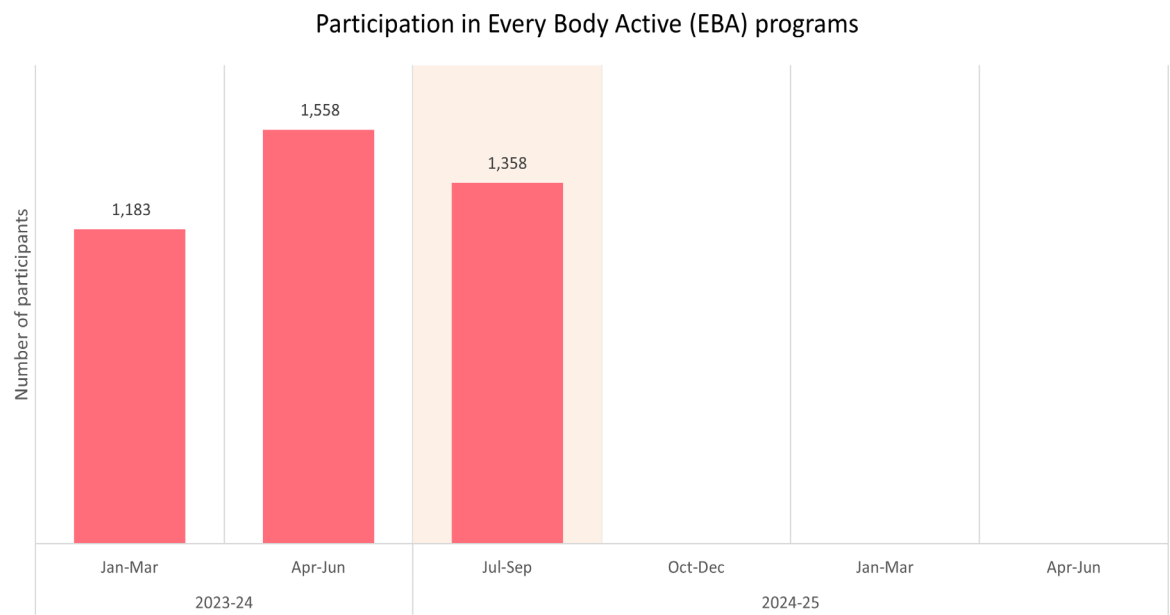
The Caulfield Recreation Centre (CRC) membership base remains consistent. It's important to note that Gold members have access to all sites so some of the memberships attributed to Health and Fitness are using the facility at CRC.



111 clients were supported each week at GEL across Hydrotherapy, Gym and Group Fitness, through our *Everybody Active Support* program.

There were 741 attendances at our *Everybody Active Group Fitness* program, averaging 73 attendees per week over eight weeks. Attendances for July and September were low as both months included school holidays.

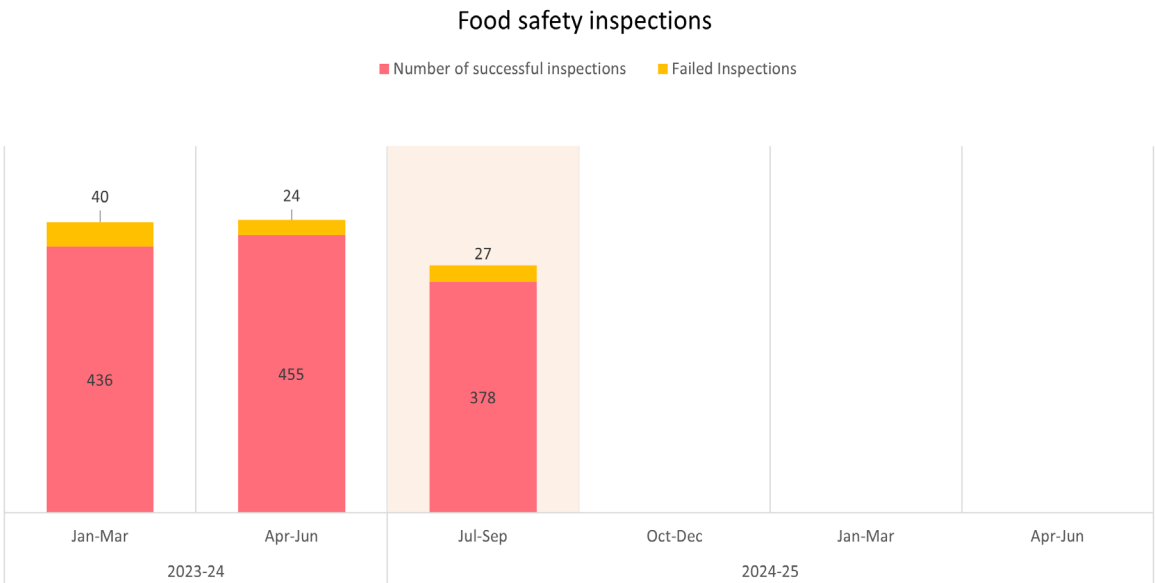
There were 506 player attendances at *Basketball Unlimited* over the course of nine weeks, averaging 56 players each Wednesday for Term 3 Basketball.



FOOD SAFETY

Council inspects all food businesses annually in line with the requirements of the *Food Act 1984*. Council also investigates all reported complaints and conducts follow up inspections to ensure that any remedial action required by the business is completed and the business complies with food safety laws.

A failed inspection is when a deficiency is found by a Council officer that poses a risk to public health. This includes situations where there is a serious risk of food being sold that is unsafe to eat. Council officers will target activity towards poor performing businesses and ensure remedial action is undertaken by the food business to reduce the food safety risk. Council will conduct follow up inspections to ensure food businesses comply with food safety laws.



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: 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 of Glen Eira City Council.

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: the federal *Disability Discrimination Act 1992*.

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: short for Glen Eira Leisure, which is a combined facility management structure incorporating Caulfield Recreation Centre, Carnegie Memorial Swimming Pool and Glen Eira Sports and Aquatic Centre.

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 International Association of Public Participation's 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.

LGBTQIA+: lesbian, gay, bisexual, transgender, queer/questioning, intersex, asexual.

Major non-compliance outcome: 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.

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.

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.

GLOSSARY

VCAT: the Victorian Civil and Administrative Tribunal.

Youth special events: one-off events or projects that sit outside of youth programs, such as Industry Expo days, the Youth Art Exhibition, and the School Holiday Program.

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

YTD: year to date.





GLEN EIRA
CITY COUNCIL

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National Relay Service

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

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

Teletypewriter (TTY): 13 36 77

Speak and Listen: 1300 555 727

Social media

Glen Eira City Council:

www.facebook.com/GlenEiraCityCouncil

@cityofgleneira:

www.instagram.com/cityofgleneira

Glen Eira arts, gallery and events:

www.facebook.com/gleneiraarts

www.instagram.com/gleneiraarts

Glen Eira Leisure:

www.facebook.com/GESACOnline

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

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