



GLEN EIRA
CITY COUNCIL

QUARTERLY SERVICE PERFORMANCE REPORT

QUARTER ENDING MARCH 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 third *Quarterly Service Performance Report* for 2023–24.

This quarter we celebrated the start of 2024 with a range of activities and festivities. In February, we celebrated the *Lunar New Year*, where over 350 members from the local community participated in the festivities in the Town Hall Auditorium. The *Under the Stars* at Packer Park was extremely popular, with over 6,000 people attending to listen to music, dance, picnic, and spend time with friends and family. The space allowed for a wonderful stage, dance floor, picnic area, and food truck space which locals took full advantage of.

Some of the other highlights from this quarter include:

- > Progressing the Carnegie Memorial Swimming Pool redevelopment. This re-imagined centre will create opportunities for people to socialise, learn new skills and maintain healthy lifestyles. The centre has been designed to cater for people of all ages and abilities by incorporating a Changing Places facility that includes a height-adjustable adult-sized change table, larger than standard accessible toilet and more. The centre will be one of the most environmentally friendly and sustainable centres in the world as it has been designed to a 6 Star Green Star rating;
- > Supporting not-for-profit community groups and organisations to deliver projects and activities that benefit the community by awarding 37 grants to 37 community groups, valuing a total \$112,908;
- > Delivering a range of activities to increase the community's awareness on environmental sustainability, such as hosting an Electric Vehicle (EV) Expo where the community had the opportunity to talk to the experts on anything related to EVs and hosted the inaugural *Glen Eira's Going Circular Training* for local businesses to learn about the benefits of the circular economy and how to use new strategies in their own business practices;
- > Progressing on the Smart Cities initiatives, which includes the *Walk Quality* partnership with Swinburne University of Technology, to identify "cool spaces" in Glen Eira during heatwaves and creating local walking paths to improve the walkability of our city;
- > Continuing to update our telephony system to streamline call processes and improve call handling methods ensuring an excellent experience for our customers and staff. We expect to go live with the new system on 10 May 2024; and
- > Completing the *Future Waste. Greener Glen Eira* community engagement to help develop a plan to support the implementation of the new glass recycling stream to be in place by 2027.

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

Following the third quarter of 2023-24, Council's financial position presented a better than budgeted operating and cash position. In the third quarter, our operating performance continues to show a positive result where the operating revenue is higher than expected compared with budget.

At the end of March, the financial performance against budget showed a favourable variance of \$9.53 million. This includes higher than budgeted income; mainly from sale of assets / property of \$1.28 million, increase in income from grants of \$2.1 million, GESAC fees of \$1.62 million, \$1.2 million of interest revenue, \$0.73 million in supplementary rates income and favourable expenditure variances - \$3.49 million under budget. Some of the favourable expenditure variances are due to the timing of expenditure between scheduling of budgets and timing of actual results. The savings for the 2023-24 financial year are reflected in the forecasted results.

The forecast result anticipated for the financial year is a surplus of \$9.1 million compared with the adopted 2023-24 Budget surplus of \$1.04 million. This is mainly from sale of asset / property \$1.28 million, supplementary rate and interest income \$1.23 million and identified savings in expenditure of \$4.13 million, mainly from savings in contractor payments and employee costs.

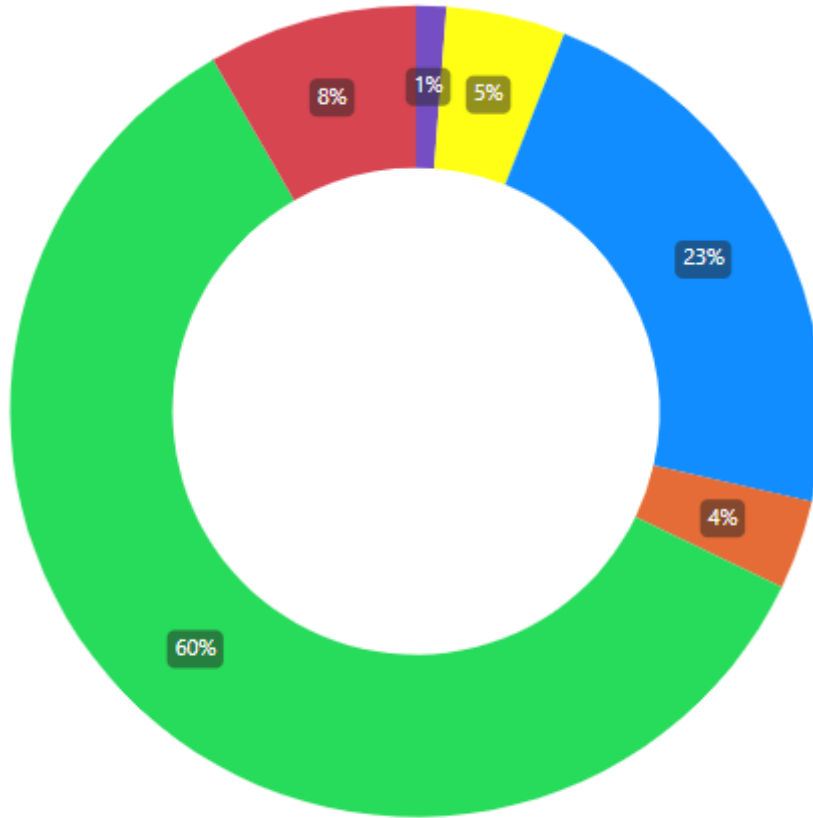
Council's forecast liquidity ratio, a measurement of our financial strength, is 1.17 against our budget of 0.91. This means for every \$1 of current liability, Council has \$1.17 in current assets to meet those commitments. The improvement against budget is due to additional income received during the year and a commitment to reducing expenditure across the organisation to meet our financial sustainability targets.

FINANCIAL SUSTAINABILITY RISK INDICATORS

Financial Sustainability Risk Indicators	Audited 2022-2023 Actuals	Audited 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%	4.40%	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%.	6.00%	Low	-3.85%	0.27%	Medium	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	1.17	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%	49%	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%	36.83%	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	2.69	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	2.43	Low	Council spends sufficient funds on its asset base.

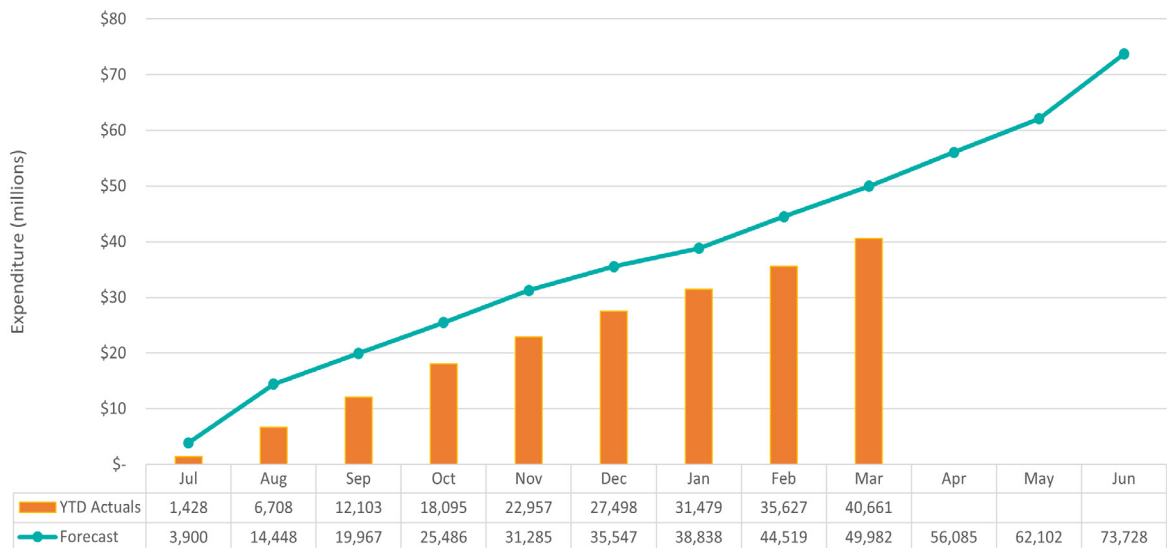
CAPITAL WORKS FINANCIAL PERFORMANCE

STATUS OF CAPITAL WORKS PROGRAM



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

Capital Works Program Expenditure



CAPITAL WORKS UPDATE

PROJECTS COMPLETED THIS QUARTER:

Fitness station at Bailey Reserve

A fitness station has been installed at Bailey Reserve to enhance active recreation activities as the space becomes more integrated with the play space.



EE Gunn Reserve Baseball field

As part of the Park Furniture and Infrastructure Program we have recently upgraded the baseball back and top net at EE Gunn Reserve.



Duncan Mackinnon Reserve Stairs and Pathway Construction works

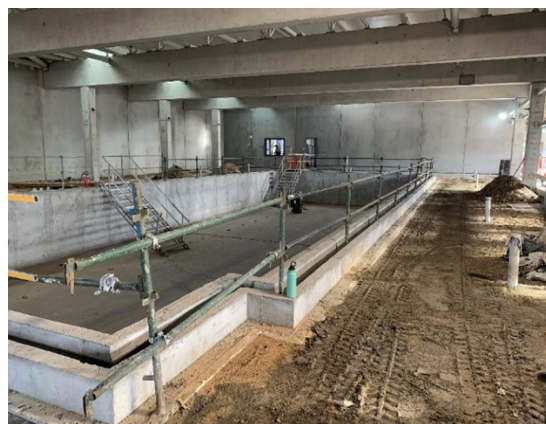
Duncan Mackinnon Reserve Stairs and Pathway Construction is now completed and open to the public, providing an access point to Crosbie Road



PROJECTS IN PROGRESS

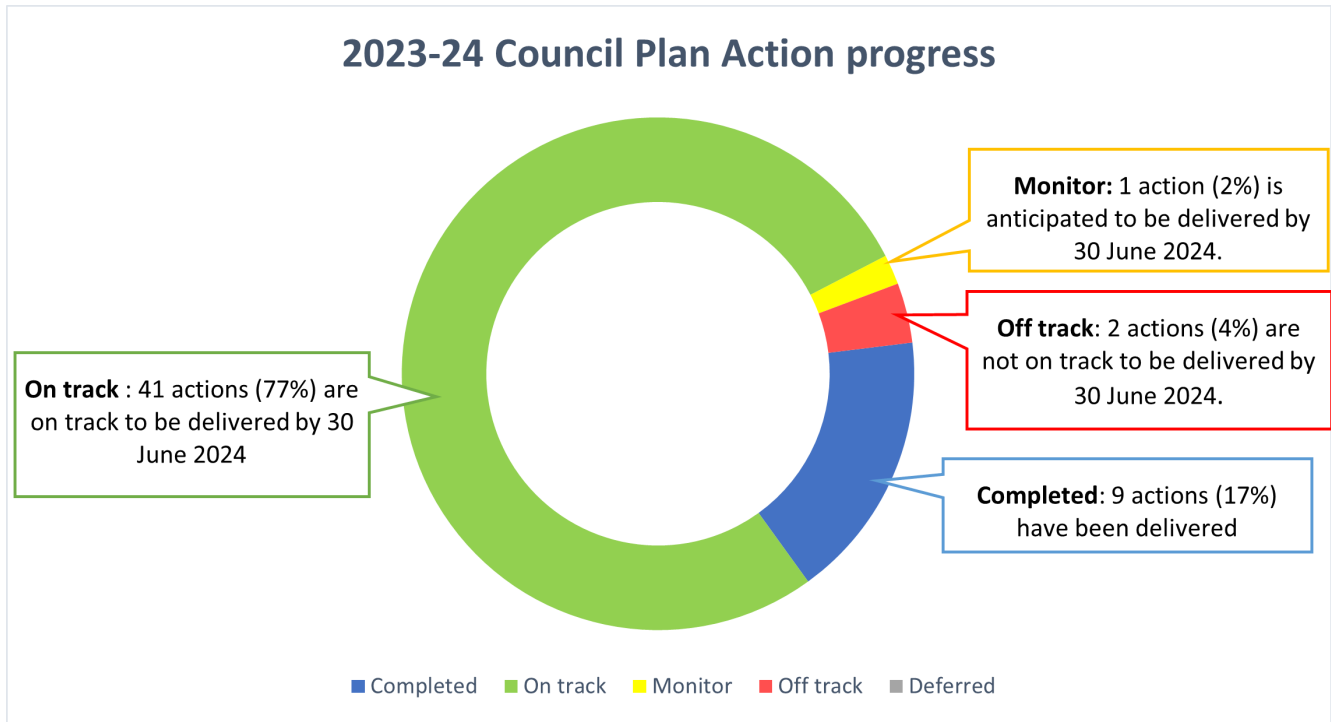
Carnegie Memorial Swimming Pool

Works are progressing well at Carnegie Memorial Swimming Pool. Building structure, indoor concourse slabs, pool structures and splash structure are all complete. Current ongoing works include installation of brickworks to the Eastern and Western façade, car park works including installation of tree vaults, plant slab waterproofing and fit out to program, front of house, change and plant rooms. Major upcoming works include tile preparation to 50 metre outdoor pool and receiving quotes for the set out and installation of electric vehicle charging stations.

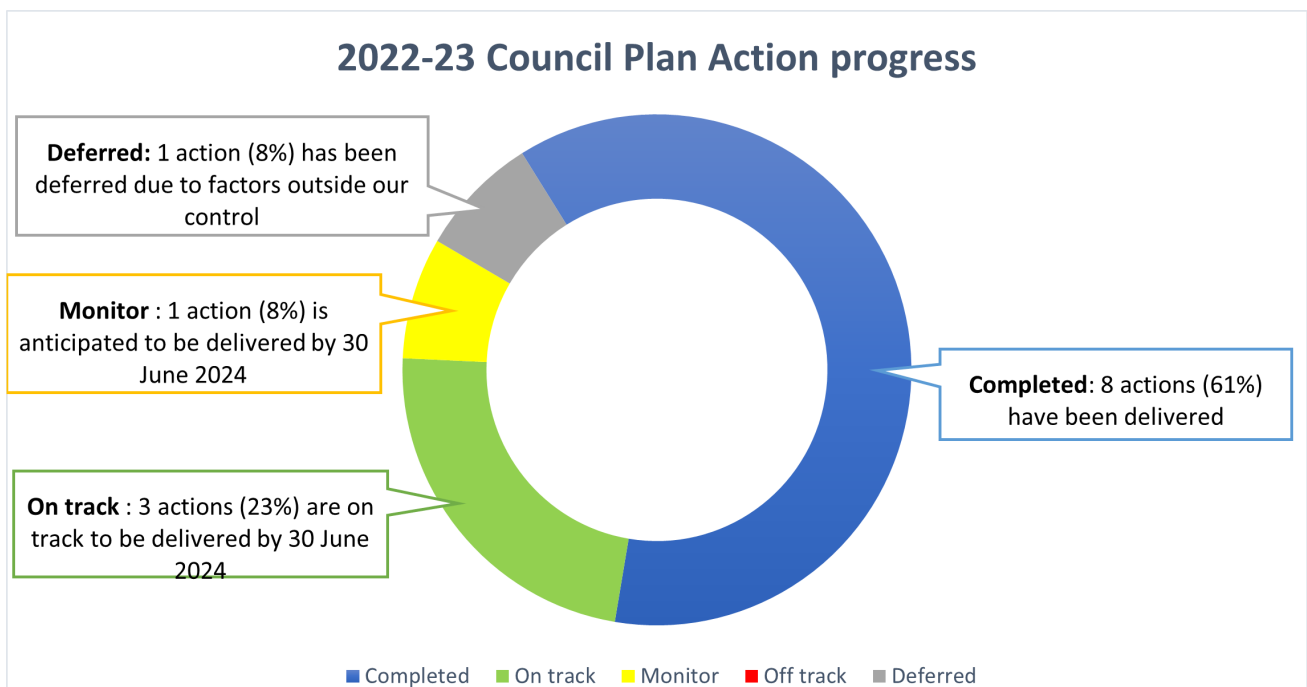


Progress of Council Plan Action Plan

The [Council Plan Annual Action Plan 2023–2024](#) contains 53 key actions Council will deliver during the 2023-2024 financial year. As of March 2024, we have completed nine actions, with 41 on track to be delivered by 30 June 2024. One action is being monitored and anticipated to be delivered on time. Progress continues on all actions; however, two are not on track to be delivered by 30 June 2024.



We also had 13 actions that were not completed in our 2022–2023 Action Plan that we will aim to complete by 30 June 2024. As of March 2024, we have completed eight actions, with three on track to be completed by the end of this financial year. One action is being monitored and anticipated to be delivered on time and one action has been deferred due to factors outside of our control.



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



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

2023–24 ANNUAL ACTIONS



Completed



On track



Off track



Deferred







Monitor



STRATEGIC PRIORITY

Action	Measure	Progress Updates as at 31 March 2024	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.	Council has embedded the six strategic actions outlined in the <i>Community Engagement Strategy</i> in our engagement processes and practices. A co-design process is underway with Council's Community Engagement Advisory Committee to develop a <i>Community Engagement Framework</i> . The <i>Framework</i> will build on the <i>Strategy's</i> foundation and continue to deliver a focus on continuous improvement and best-practice community engagement.	
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> aims to develop tools to help us to continually measure our customer satisfaction across a range of areas. A roadmap and project plan has been developed and a workshop to gather feedback from stakeholders will take place in early April. A report that includes recommendations based on the findings and feedback from the workshop will be available by the end of April. The program will be completed by the end of May with the delivery of the <i>Customer Experience Measurement Framework</i> .	
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. <i>This is a major initiative in the 2023–24 Annual Budget.</i>	<i>Glen Eira Advocacy Priorities 2023–24</i> adopted by Council. Advocacy campaign implemented to highlight Glen Eira priorities ahead of the 2024 state and federal budgets.	Council has advocated and engaged with a number of Ministers, Ministerial staff, local Members of Parliament, other councils and peak bodies through the promotion of our <i>Priority Advocacy Projects 2023–2024</i> . Advocacy took the form of letters, meetings and communications to our community to raise awareness.	

STRATEGIC PRIORITY

Action	Measure	Progress Updates as at 31 December 2023	Status
1.3 Consider a broad base of evidence before making decisions.			
1.3.1 Strengthen our Advisory Committees to support decision making that aligns to community needs and aspirations.	Six monthly evaluations to review committee operations and provide recommendations.	Council endorsed a review of the approach to Advisory Committees which resulted in a reduction of the number of committees from 13 to 10. Advisory Committee minutes and recommendations to Council have been separated to improve transparency in decision-making.	
1.3.2 Develop a <i>Data Strategy and Governance Framework</i> to protect and manage our data. <i>This is a major initiative in the 2023–24 Annual Budget.</i>	<i>Data Strategy and Governance Framework</i> adopted and implementation commenced.	The <i>Digital and Technology Roadmap</i> has been established and sets out the key data initiatives that are to be established over the next two years. Work has now been completed on building Council’s foundational data infrastructure that will enable Council to deliver on these initiatives.	
1.4 Provide value-for-money, responsive and innovative services.			
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.	Bi-annual reporting against the service levels defined in the <i>Customer Service Charter</i> .	Council continues to embed a customer centric culture and pursue innovation that transforms our customer experience. An initial draft of the <i>Customer Experience Framework</i> has been submitted for more input from the customer experience team. The program will be completed in June with the delivery of the <i>Customer Experience Framework</i> . 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. Implementation of the telephony system is underway with expected go live date in the first week of May 2024.	
1.4.2 Implement Smart Cities projects in line with the <i>Implementation Plan</i> to improve the way we deliver services and programs. <i>This is a major initiative in the 2023–24 Annual Budget.</i>	Minimum of 90 per cent year one short term actions completed.	We continue to progress on the Smart Cities initiatives and have completed 75–80 per cent of actions from the Implementation Plan. Ongoing projects include: —the Walk Quality partnership with Swinburne University of Technology, to identify “cool spaces” in Glen Eira during heatwaves and creating local walking paths to improve the walkability of our city; and —Digital Glen Eira continues with 3D building models and has begun software configuration activities.	
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.	Work on updating our telephony system is underway and expected to go live on 10 May 2024. The new system will streamline call processes, refine call flow and improve call handling methods ensuring an excellent experience for our customers and staff. To ensure a seamless transition of our telephone system, a planning for a cutover day is underway and will ensure that technical, operational and communication activities are completed with the least disruptions as possible. Consultation with customer facing teams that are most impacted has commenced. Interim contact arrangements are being planned as with customer communications via channels such as <i>GE News</i> , the website and social media.	

STRATEGIC PRIORITY

Action	Measure	Progress Updates as at 31 December 2023	Status
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 and Council Plan Annual Action Plan 2024–25</i> before 30 June 2024.	Deliberative engagement activities with the community were completed. Planning for the Labour, Capital and Operating Budgets are underway and will be assessed in early 2024 to inform the <i>Annual Budget and Council Plan Annual Action Plan 2024–25</i> . The <i>Budget and Financial Plan</i> will be advertised for consultation on 1 May 2024.	
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.	Minister announced the new electoral structure for Glen Eira in February 2024. Work to implement the changes ahead of the 2024 election continues, noting the development of interactive maps for the community to identify which ward they are in.	

2022–23 ANNUAL ACTIONS

STRATEGIC PRIORITY

Action	Measure	Progress Updates as at 31 March 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 model to ensure Council proactively plans and reviews the services the community receive.	New <i>Service Planning Model</i> is adopted. Two Council service plans are developed.	The service catalogue has been approved and will be posted to the website and communicated once document design is completed. Work has started on the development of service plans for our libraries and parking services with a draft to be completed by June 30.	

GOVERNANCE

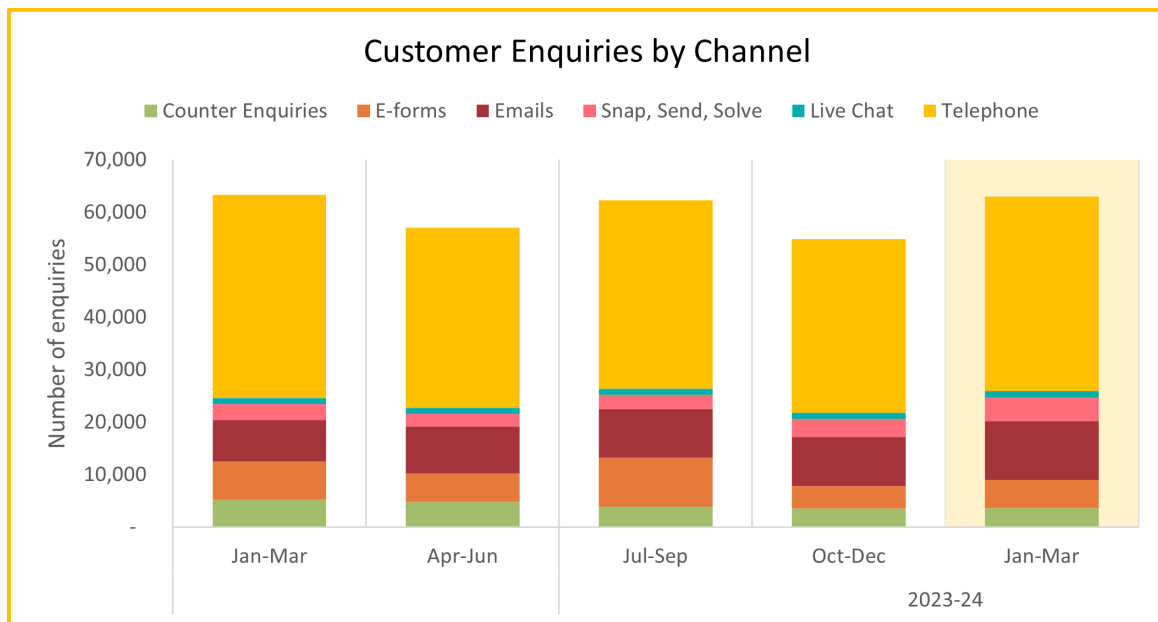
Public questions to Ordinary Council Meetings – 1 January to 31 March 2024



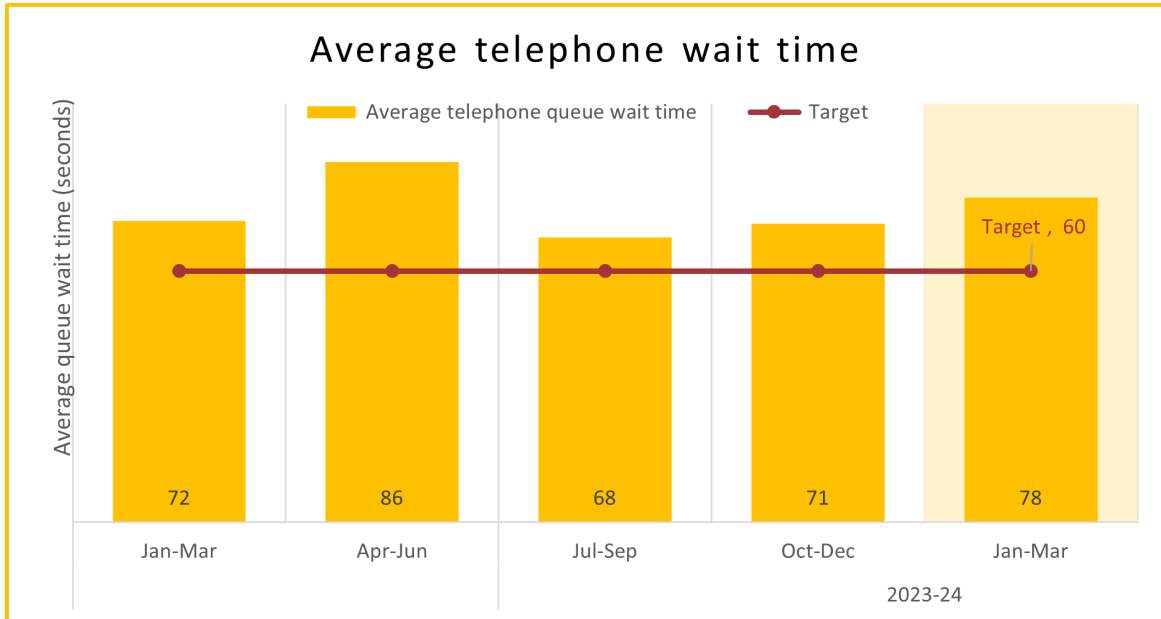
Unethical practice by integrity agencies

Metric	Quantity
Reported findings of unethical practice by integrity agencies	0

CUSTOMER SERVICE

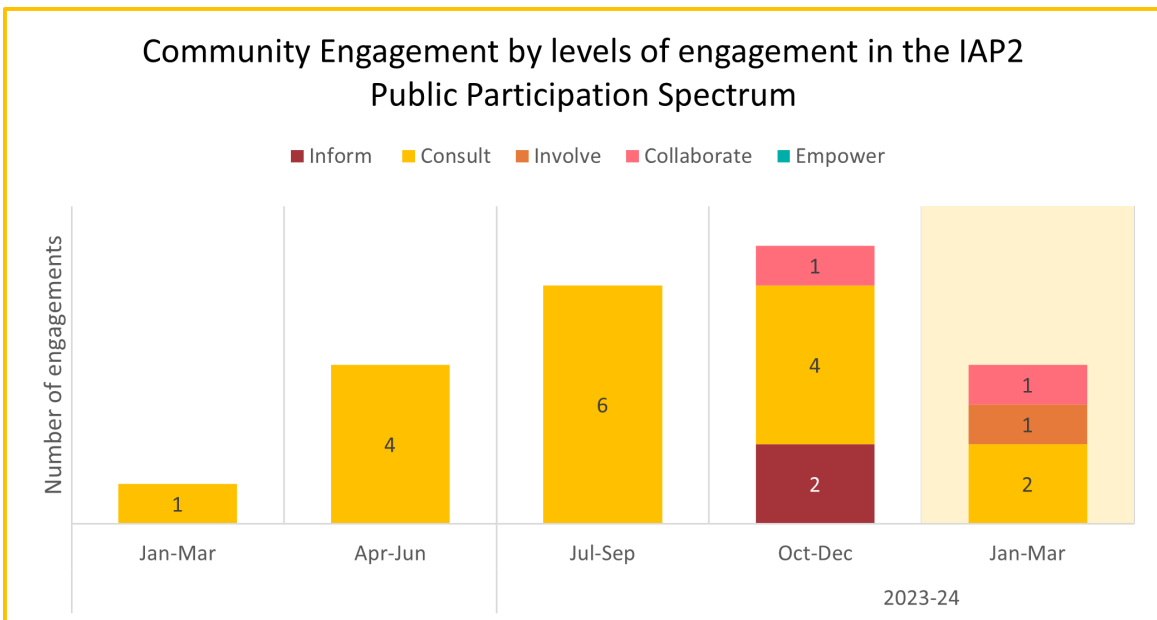


CUSTOMER SERVICE

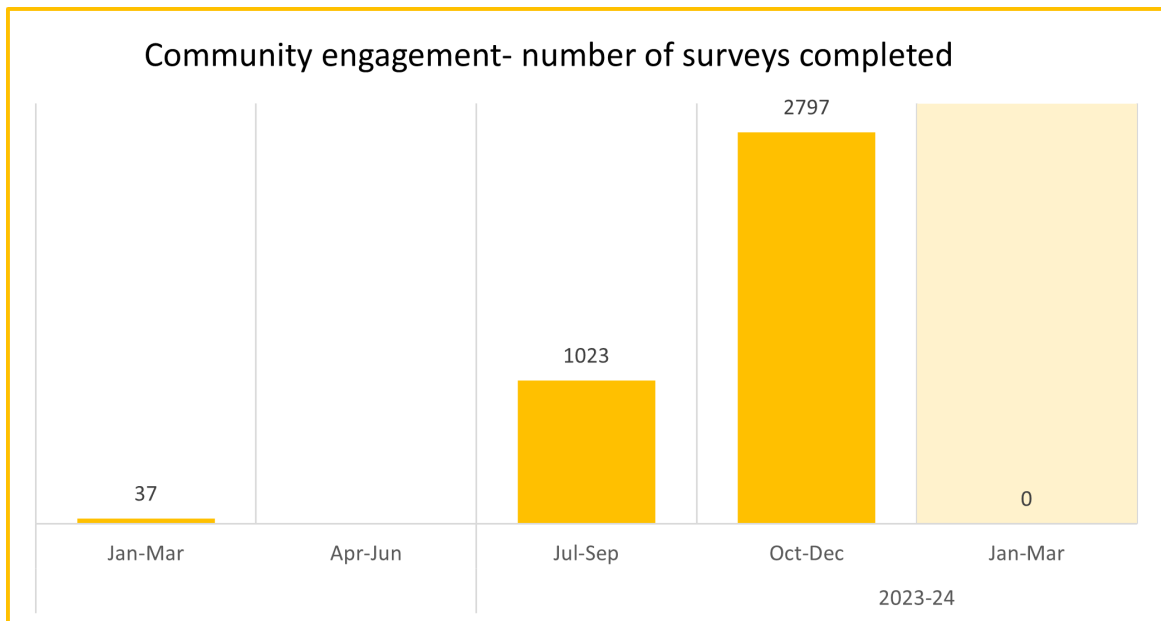


The increase in the average queue wait time can be attributed to officers spending more time with customers resolving complex enquiries.

COMMUNITY ENGAGEMENT



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.

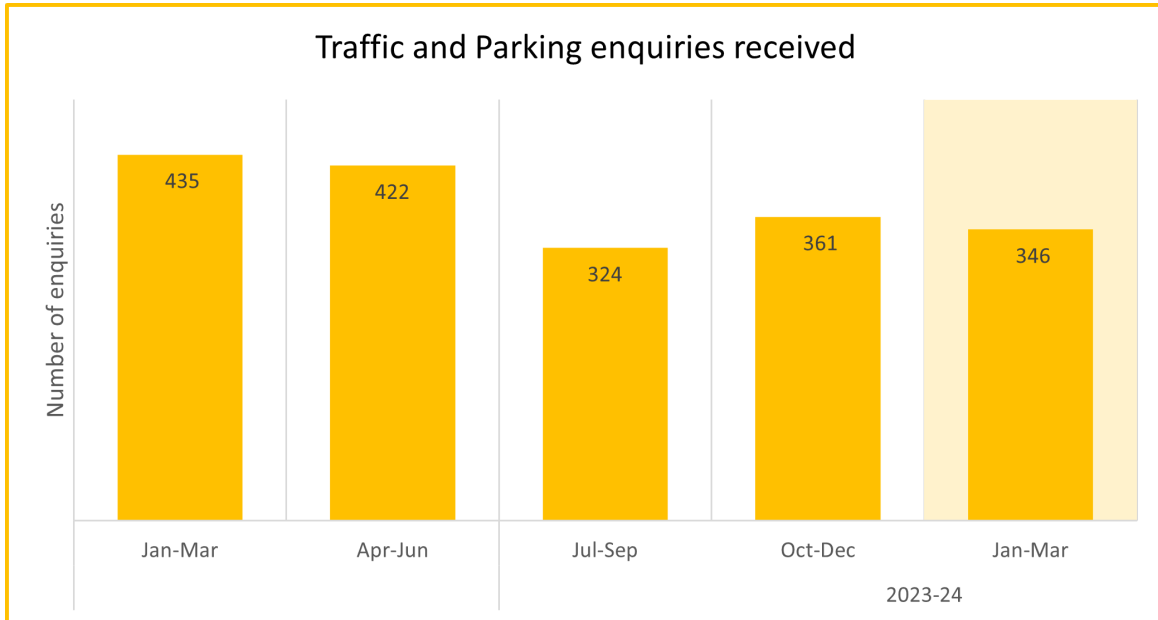
Council’s *Community Engagement Strategy* has been informed by public participation approaches outlined by the *International Association of Public Participation (IAP2)*.

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.

During January to March, we undertook a total of four engagements. We delivered two engagement programs at the ‘consult’ level including targeted engagement on a community legacy project for the Carnegie Memorial Swimming Pool and engagement on the proposed Level Crossing Removal Project Queens Avenue cycling corridor.

We also undertook an engagement at the ‘collaborate’ level with Traditional Owner Groups and Aboriginal and Torres Strait community to develop *Reconciliation Action Plan (RAP)* actions and one at an ‘involve’ level where we launched the *Future Waste, Greener Glen Eira* engagement program to understand community values and preferences to inform future thinking around waste.

TRAFFIC AND PARKING



There has been a 4.2 percent decrease in the number of traffic and parking enquiries this quarter. This is a positive indication that things are still picking up and is running smoothly taking into account the quieter period during the festive holidays.

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




Monitor

STRATEGIC PRIORITY


Action	Measure	Progress Updates as at 31 March 2024	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.	The detailed design was endorsed by Council on 8 November 2023. Landscape architects and engineers have been engaged to undertake detailed design. Land survey work has been completed.	
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.	Demolition commenced in March 2024 and is on track for completion as per the project schedule. Approximately 50 per cent of the demolition is completed. A landscape architect has been engaged to commence detailed design and are on track to be finalised once the survey is complete.	
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

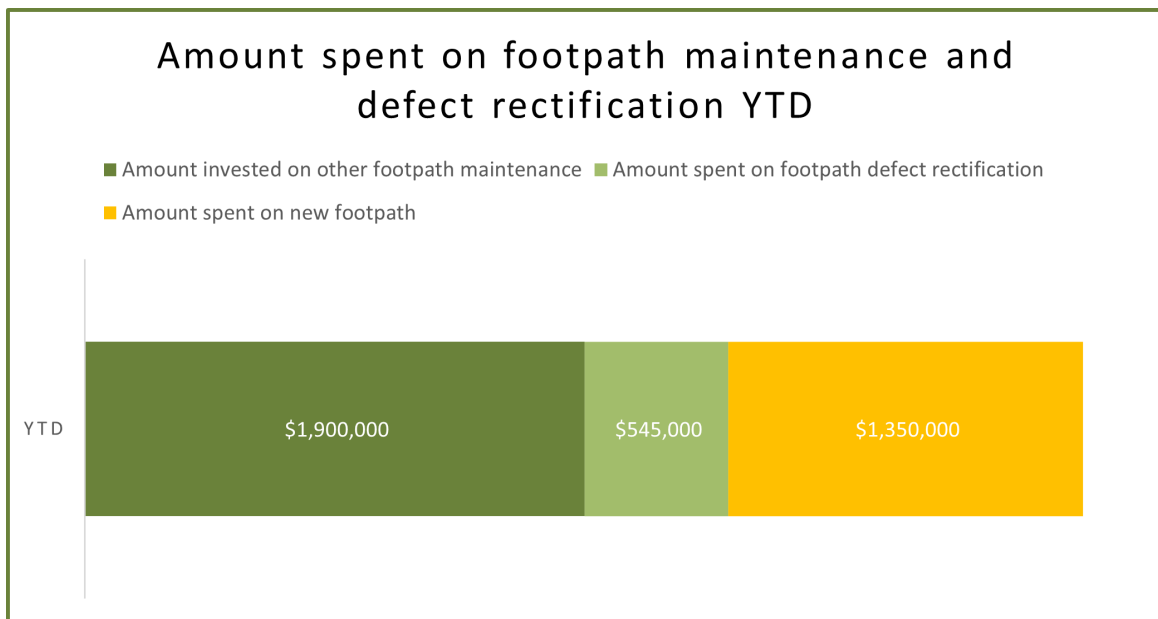
Action	Measure	Progress Updates as at 31 March 2024	Status
2.2 Develop, improve and maintain the amenity of our public places and precincts.			
2.2.1 Deliver improvements to existing disabled parking spaces and pram crossings and continue roll out of empathetic parking spaces.	Implementation of the 2023–24 program is completed.	Council's <i>Parking Policy</i> sets out the number of disabled bays recommended including parking for parents with prams only and seniors only spaces. This year we will 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 senior only parking spaces within 11 to 12 of our off-street car parks 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 2023 to March 2024, approximately 7,500 square metres of footpaths have been renewed and levelled at 19,000 locations across Glen Eira.	
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.	Building structure, indoor concourse slabs, pool structures and splash structure are all complete. Current ongoing works include installation of brickworks to the Eastern and Western façade, car park works including installation of tree vaults, plant slab waterproofing and fit out to program, front of house, change and plant rooms. Major upcoming works include tile preparation to 50 metre outdoor pool and receiving quotes for the set out and installation of electric vehicle charging stations.	
2.3.2 Commence Bentleigh Reserve Multipurpose Court Project.	Finalise concept plans and commence detailed design of the facility.	A landscape architect has been engaged to develop a concept plan that incorporates additional cricket nets and a netball training facility. Further engagement on the design will be undertaken with the tenant sports clubs with a plan to present to the community for broader engagement mid-year.	
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.	We met with tenant clubs in early October 2023 to discuss design requirements and options. An architect has been appointed and has commenced developing the project scope and initial concept designs. The external funding agreement is being finalised.	
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. <i>Our Priority Advocacy Projects 2023–24</i> includes 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 31 March 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.			
2.4.2 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.	We met with the Caulfield Racecourse Reserve Trust on their revised masterplan. It was an opportunity to see recent upgrades and improvements to safety and access at the Reserve, and to understand the future opportunities that the masterplan will present. We also discussed the recently announced feasibility study to assess whether the Reserve should be the future home of the Melbourne Football Club and how community and local club use could still be prioritised.	

2022–23 ANNUAL ACTIONS

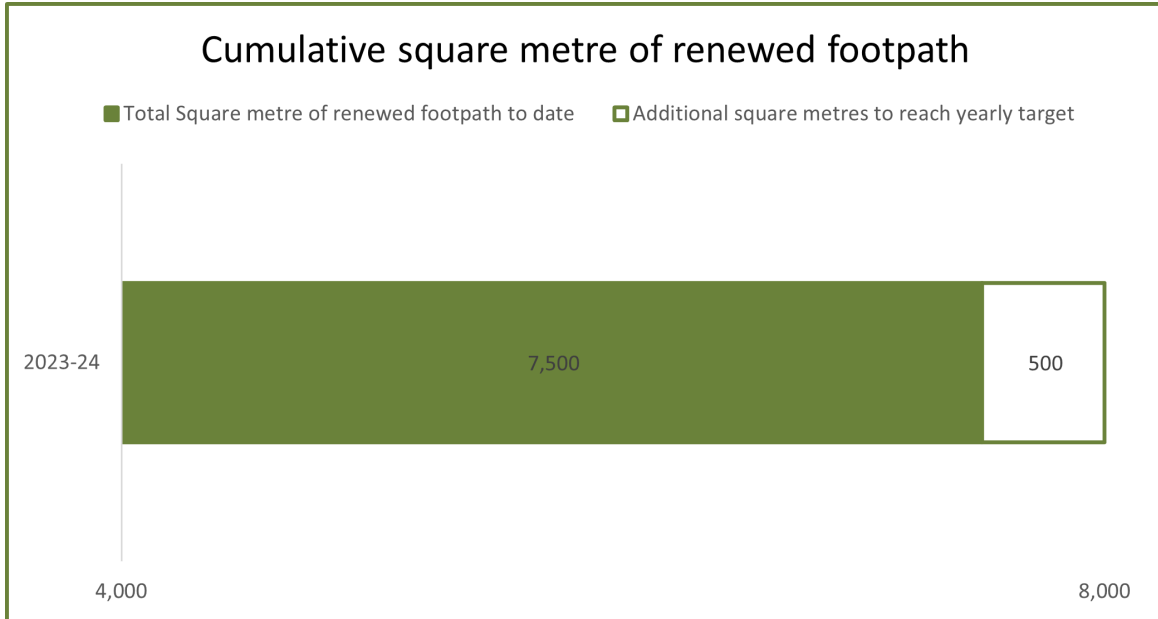
STRATEGIC PRIORITY			
Action	Measure	Progress Updates as at 31 March 2024	Status
2.2 Develop, improve and maintain the amenity of our public places and precincts.			
2.2.2 Renew our Asset and related plans to underpin the ongoing maintenance and sustainability of our assets.	Council's <i>Asset Management 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 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 Asset Management Framework (AMF) documents. Council was briefed on the progress of the Asset Management Plan in November 2023 with feedback sought on the development of a climate centric AMF and the high-level strategic objectives. The AMF documents are in the process of being drafted with the final versions expected to be presented to Council for adoption in early April following public consultation. The AMF documents are in the process of being drafted with the final versions expected to be presented to Council for adoption in late June 2024.	

FOOTPATHS

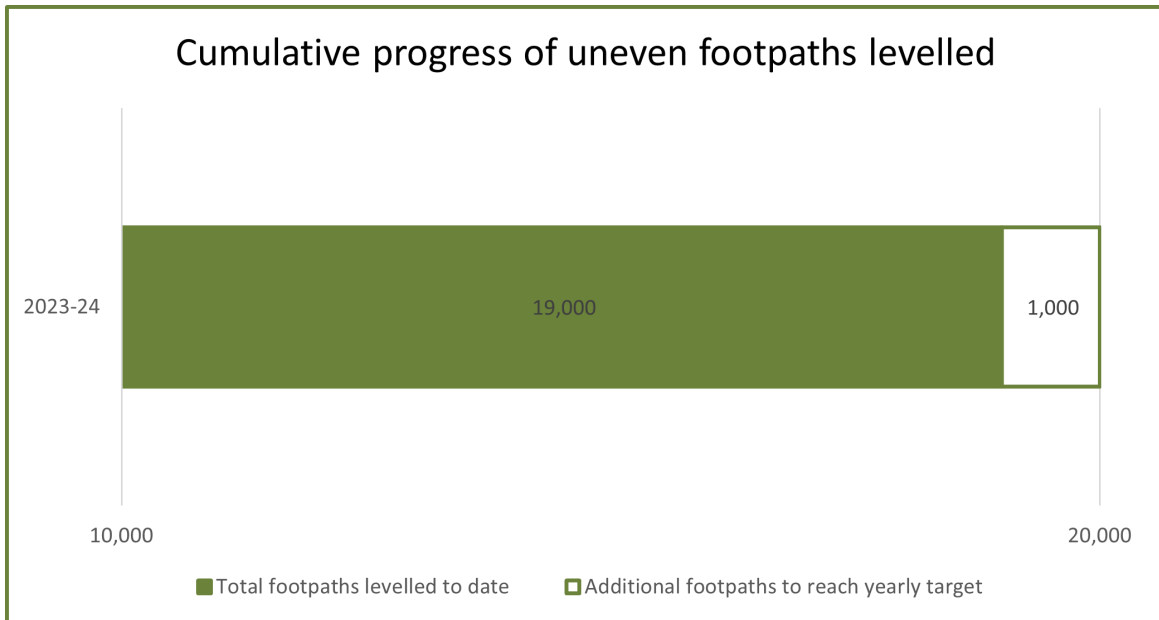


We have invested \$1.9 million in footpath maintenance through the footpath renewal program and proactive inspections. \$545,000 has been spent on footpath defect-rectification works such as grinding down the paths to remove tripping hazards and \$1.35 million has been spent on renewing footpaths across various locations in Glen Eira.

FOOTPATHS



We have continued to improve the condition of our footpaths through our proactive and reactive programs. This year, we aim to renew 8,000 square metres of footpaths by June 2024. From July 2023 to March 2024, we have renewed approximately 7,500 square meters of 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 2023 to March 2024, we have levelled footpaths at 19,000 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






Monitor



STRATEGIC PRIORITY

Action	Measure	Progress Updates as at 31 March 2024	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.	3D software is currently being installed and configured for staff usage. 3D building models continue to be developed, sample data sets were provided in January 2024 and uploaded into our 3D Software platforms for quality review and use. Council in partnership with the Victorian Government has awarded a vendor to provide high quality 3D Photomesh data of key activity areas as well as lower quality 3D Photomesh data of all of Glen Eira. This data collection has commenced with sample data expected in May/June.	
3.1.2 Complete the <i>Elsternwick Structure Plan 2023</i> . This is a major initiative in the 2023–24 Annual Budget.	<i>Elsternwick Structure Plan 2023</i> completed.	Final <i>Elsternwick Structure Plan</i> was 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> .	Planning controls were endorsed at the Ordinary Council Meeting of 28 November 2023. Amendment documents were prepared for lodgement with the Department of Transport and Planning (DTP) early 2024.	
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 and amendment documents were endorsed at the Ordinary Council Meeting on 8 November 2023 and lodged for authorisation with DTP on 30 November 2023.	


STRATEGIC PRIORITY

Action	Measure	Progress Updates as at 31 March 2024	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> .	Council resolved at the Ordinary Council Meeting on 6 February 2024 to request the State Government to develop four parcels of land for development as social housing. This has included withholding three parcels of adjoining properties from public sale and making them available to Homes Victoria or a community housing provider for social housing purposes. A fourth site has been identified as suitable for the addition of social housing. Advocacy is underway to action this decision.	
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 received one complaint for a registered rooming house between January and March 2024. However, the complaint received was in relation to the management practices of the proprietor, with Consumer Affairs the appropriate authority in this case.	
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 has completed several stages of the <i>Integrated Transport Strategy (ITS)</i> refresh including data collection and community engagement through a community survey. 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 results of the survey were used to help inform the draft <i>ITS</i> refresh. The draft strategy will be presented to the Ordinary Council Meeting on 9 April for endorsement to start a second round of community engagement. Community feedback on the draft <i>ITS</i> will inform the final document which will be presented to Council for adoption in June 2024.	

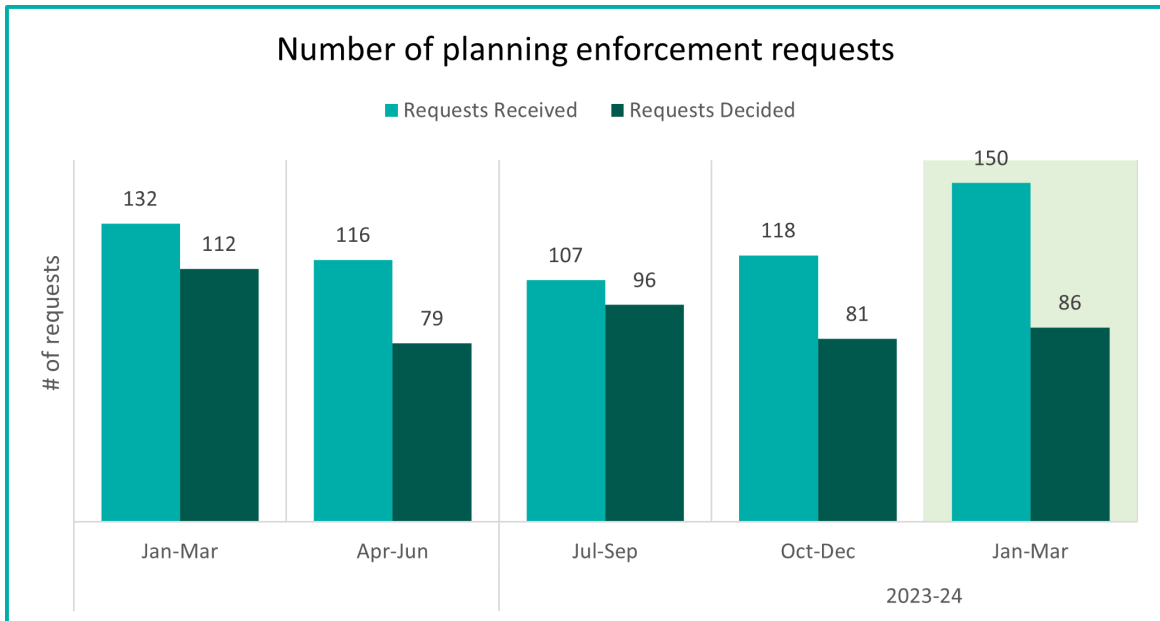
3.4 Support and facilitate local job creation by enhancing our activity centres to be thriving and vibrant hubs.

<p>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.</p>	<p>Minimum of 90 per cent of year one actions from <i>Glen Eira Placemaking Strategy 2023–2027 Action Plan</i> completed.</p>	<p>75 per cent of year one actions have been completed or are in progress. Completed actions/projects include: — refreshing the public art stencilling in Leaf Lane, Carnegie; installing a sustainability themed mural on Council's mulch bay at Glen Huntly Park; — promotion of Council's grants program; — continue Glen Eira's parklet program; — Glen Huntly shopfront improvements workshop; — investigate new public spaces by relocating temporary placemaking assets; — install canopy trees in Carnegie community space; — install library boxes in public spaces</p> <p>Projects underway include: — developing public art guidelines to encourage the creation of community-led art and placemaking installations; — trialling an adopt-a-planter-box program with local businesses with expressions of interest process completed; — review of the busking permit process; — create a program to active public spaces to encourage community led-placemaking.</p>	
<p>3.4.2 <i>Local Economic Development Plan</i> developed and presented to Council for endorsement.</p>	<p><i>Local Economic Development Plan</i> endorsed.</p>	<p>A draft <i>Economic Development Action Plan 2024–2026</i> will be presented to Council for approval to commence community engagement on 9 April 2024. Engagement will be via <i>HaveYourSay</i> along with targeted engagement with key stakeholder groups. The final <i>Plan</i> is scheduled to be presented to Council for adoption at the Ordinary Council Meeting on 25 June 2024.</p>	

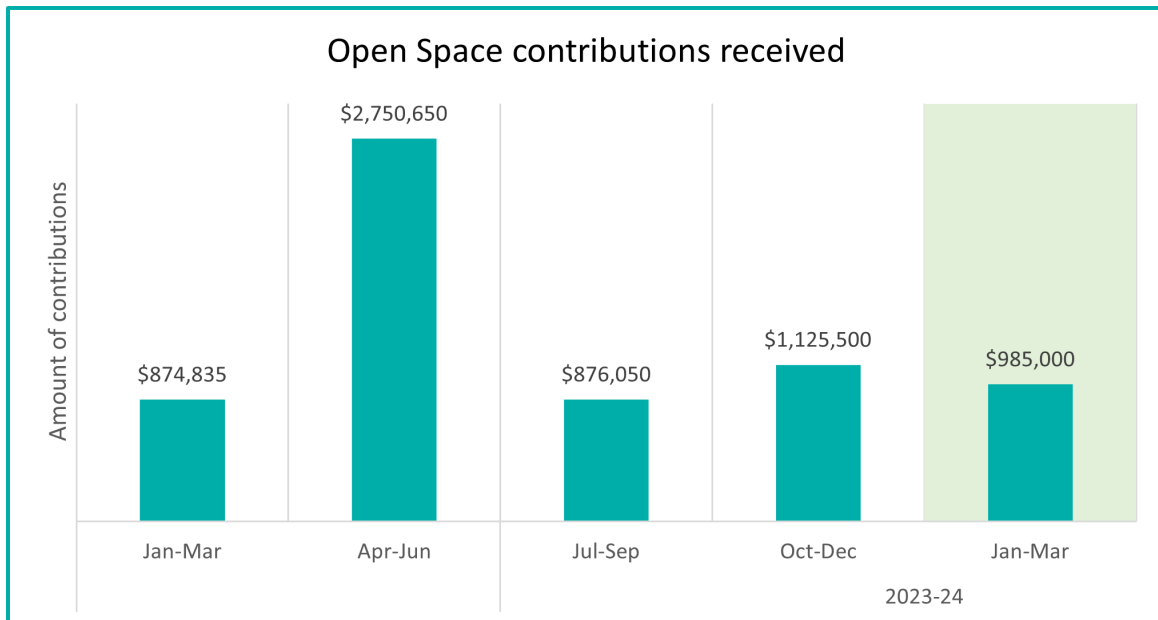
2022–23 ANNUAL ACTIONS

STRATEGIC PRIORITY			
Action	Measure	Progress Updates as at 31 December 2023	Status
3.3 Advocate for a transport network that provides safe, accessible and sustainable transport options for our community.			
<p>3.3.3 Improve local street parking at the neighbourhood level.</p>	<p>A <i>Neighbourhood Parking Implementation Plan</i> in Elsternwick is developed.</p>	<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>We are still working towards developing the <i>Plan</i>, starting with Elsternwick, where work continues to improve local street parking at the neighbourhood level across the whole of Glen Eira. We are currently in the process of mapping out the existing parking restrictions within the Elsternwick area in order to review and consider improved parking changes.</p>	

PLANNING

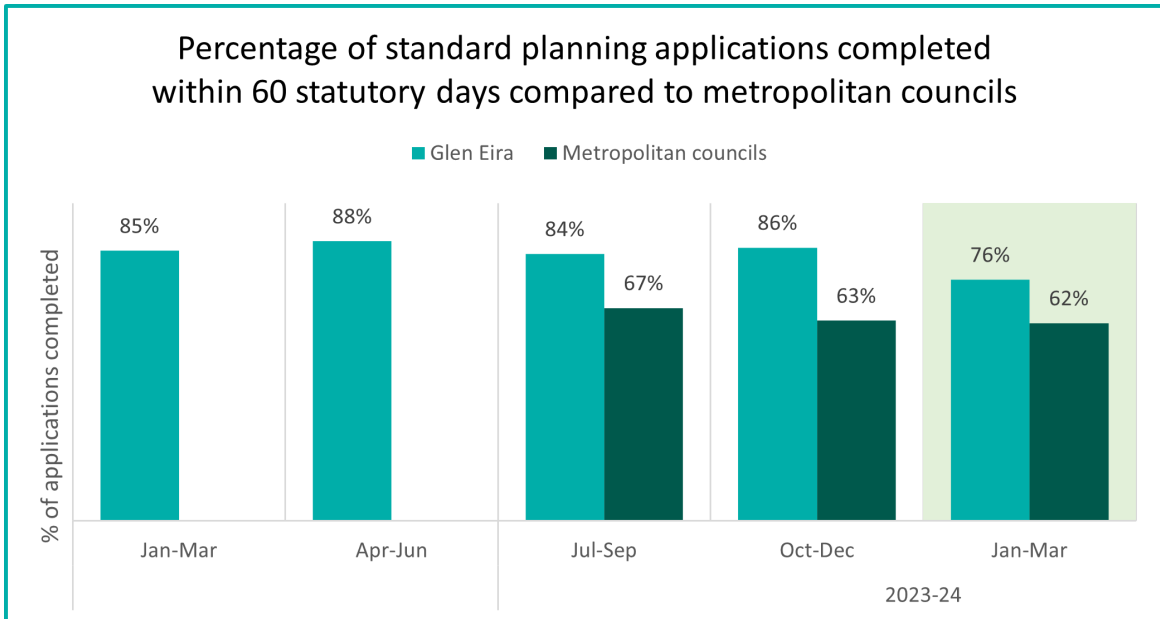


The number of reported planning breaches increased this quarter and 86 breaches were resolved. All reported breaches are investigated and if substantiated, will be subject to enforcement action to resolve the breach.

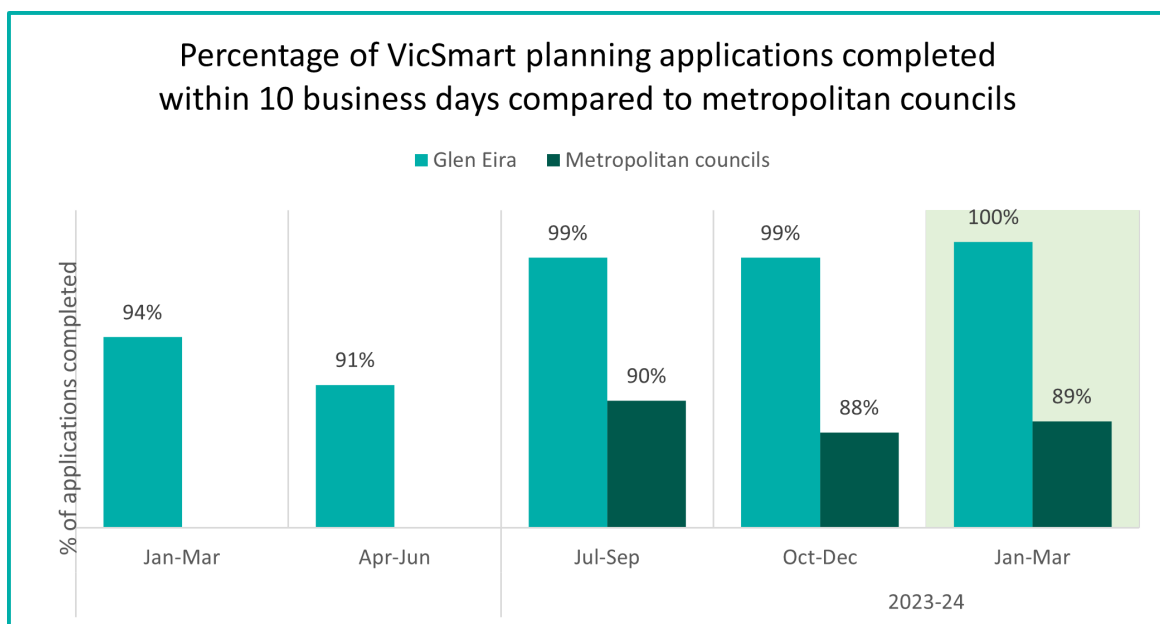


Public Open Space contributions have been collected for 15 properties this quarter and the funds will contribute to the upgrade of existing public open spaces or the purchase of new land for public open spaces.

PLANNING

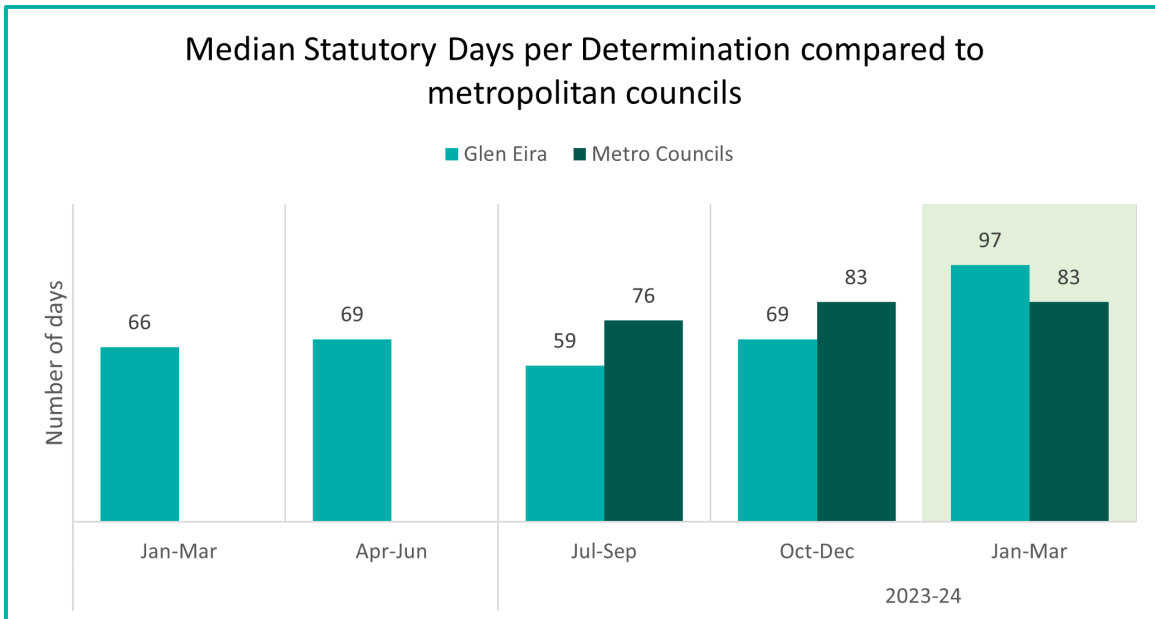


Glen Eira continues to deliver very high-quality service with one of the highest percentage of applications determined within timeframes compared to Metropolitan councils.



Glen Eira continues to deliver very high-quality service with 100 per cent of all VicSmart applications being determined within the required timeframe compared to metropolitan councils.

PLANNING



The median processing days to determination by the responsible authority was 97 days this quarter. This is higher compared to previous quarters and the metropolitan median.

This is attributed to the month of January where the number of days increased to 140 with staff taking annual leave over the holiday period. Performance has already started to return to processing matters within the 60 day timeframes, more consistent with that previously reported. In March the number of days had reduced back down to 79.

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



Monitor





STRATEGIC PRIORITY

Action	Measure	Progress Updates as at 31 March 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 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>Council is on track to complete over 90 per cent of year three actions in <i>Our Climate Emergency Response Strategy 2021–2025</i> <i>Dhumbali Wurrungi-biik Parbin-ata</i>.</p> <p>Highlights this quarter include:</p> <ul style="list-style-type: none"> —Distributing climate change information through libraries, including developing Home Energy Kits which will enable residents to better understand and reduce their energy bills and greenhouse emissions, which will be available to borrow from libraries from May 2024. —Conducting guided walks in Council parks and reserves, and conducted biodiversity workshops for different age groups including children to raise awareness of biodiversity. —Delivering a range of projects to support businesses in Glen Eira to reduce their environmental footprint. This included subsidising business energy audits to assist them to reduce their energy use and supporting them to transition to renewable electricity by connecting them to the <i>Business Renewables Buying Group</i> project. 	
4.1.2 Implement solar projects across Council buildings and facilities to ensure a supply of sustainable energy. <i>This is a major initiative in the 2023–24 Annual Budget.</i>	<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>Solar panels have now been installed on 75 Council sites, including the following in 2023–24:</p> <ul style="list-style-type: none"> —a new solar/battery system has been completed in McKinnon Hall; —additional solar installation works have been completed for Bentleigh Library; and —additional solar and battery works at Moorleigh Community Centre are 90 per cent complete and are on track to be finished by the end of April 2024. 	

STRATEGIC PRIORITY

Action	Measure	Progress Updates as at 31 March 2024	Status
<p>4.1 We will embed climate change action in everything that we do to support the transition towards zero net emissions from Council by 2025.</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>Works have been completed at Bentleigh McKinnon Youth Hall. The project for the Carnegie Library and Community Centre and Moorleigh Community Village, Bentleigh East have been completed</p>	
<p>4.1.4 Implement a Carbon Offset Plan to ensure Council achieves zero net emissions accreditation.</p>	<p>Carbon Offset Plan implemented.</p>	<p>We are currently developing a range of options for our Carbon Offset Plan, which will be provided to Council for consideration. These options have been informed by a report commissioned by Council in collaboration with the Eastern Alliance for Greenhouse Action and other councils in our region, which includes 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>The Sustainability content in Council's priority advocacy projects is being reviewed and updated in collaboration with the Sustainability Advisory Committee. This includes the development of a Climate Emergency Position Statement, which will communicate Council's approach to the climate emergency, including the impact of climate change on our community and the need to reduce these risks. The updated priorities and Climate Emergency Position Statement will be incorporated into the annual review of Council's advocacy, which is scheduled to begin in April 2024.</p>	
<p>4.2 We will create opportunities for our community to act on climate change to progress towards zero net emissions by 2030.</p>			
<p>4.2.1 Deliver community events and programs to enable people to take climate action and live sustainably.</p>	<p>At least 1,000 participants in climate and sustainability related education events/programs.</p>	<p>This quarter, we continued to deliver a range of events and programs which supported our community to be active and mobilised on climate action. These included:</p> <ul style="list-style-type: none"> — an <i>Electric Vehicle Expo</i> which was attended by over 150 people, which included expert presentations, examples of electric vehicles that residents can adopt and the opportunity to talk to staff and local residents about their own experiences of owning and driving electric cars; — free webinars for Glen Eira residents interested in sustainable building and renovating, where they learnt how to design for climate resilience and source a sustainable design team; and — the inaugural <i>Glen Eira's Going Circular Training</i> for local businesses, in which business owners were trained in the circular economy and supported to develop and deliver projects to reduce the waste generated by their businesses and adopt a circular approach across their business operations. 	


STRATEGIC PRIORITY

Action	Measure	Progress Updates as at 31 March 2024	Status
4.2 We will create opportunities for our community to act on climate change to progress towards zero net emissions by 2030.			
4.2.2 Implement actions contained within the <i>Circular Economy Plan 2022–26</i> .	Minimum of 90 per cent of year two actions completed.	All year two actions are underway and on track for completion. Highlights include the successful implementation of the trial of the organic waste digester and the delivery of the <i>Circular Economy Business Development</i> program.	
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 plan to glass recycling has been completed and considered as part of the current <i>Future Waste Procurement</i> project which has commenced.	
4.3 We will increase our tree canopy and expand private and public greening initiatives.			
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. <i>This is a major initiative in the 2023–24 Annual Budget.</i>	Increase in tree canopy cover.	<p>A renewed <i>Urban forest Strategy Action Plan</i> has been completed and we have prioritised actions for completion within the next three months.</p> <p>An <i>Urban Forest Tree Management Plan</i> has now been completed that is a guidance document that sets out how we will undertake the management of the Glen Eira urban forest. Further to this a set of guidelines are currently being drafted to provide more detail within the individual topics covered within the <i>Plan</i>.</p> <p>We have drafted an amended <i>Classified Tree Local Law</i> renamed the draft <i>Glen Eira Canopy Tree Protection Local Law</i> and this document has now been placed on public consultation."</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.	Five community events or projects delivered that educate and support planting on private land.	<p><i>Nature Strip Planting Guidelines</i> update has been endorsed by Council 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>Planning is underway for <i>Biodiversity Week</i>, with proposed dates set for the 28 April to 4 May 2024. The week will include activities such as: — hosting a plant giveaway at three locations throughout the municipality on Sunday 28th April, — a school planting event on the 28 May with Coatesville Primary; and — a community planting day on the 4 May at Moorleigh Reserve.</p> <p>A second plant giveaway for the financial year will centre around <i>National Tree Planting Day</i> in the middle of the year.</p>	

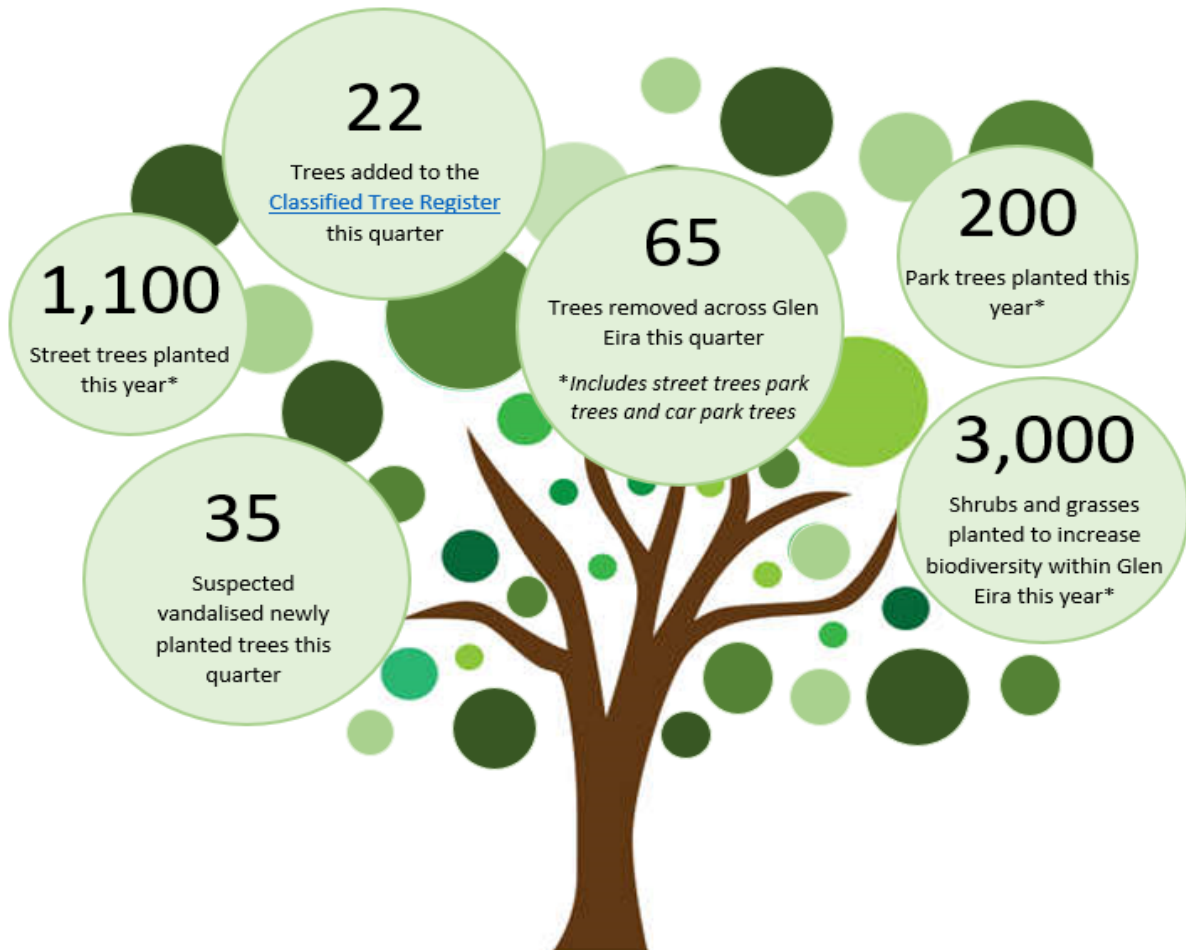
STRATEGIC PRIORITY

Action	Measure	Progress Updates as at 31 March 2024	Status
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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.

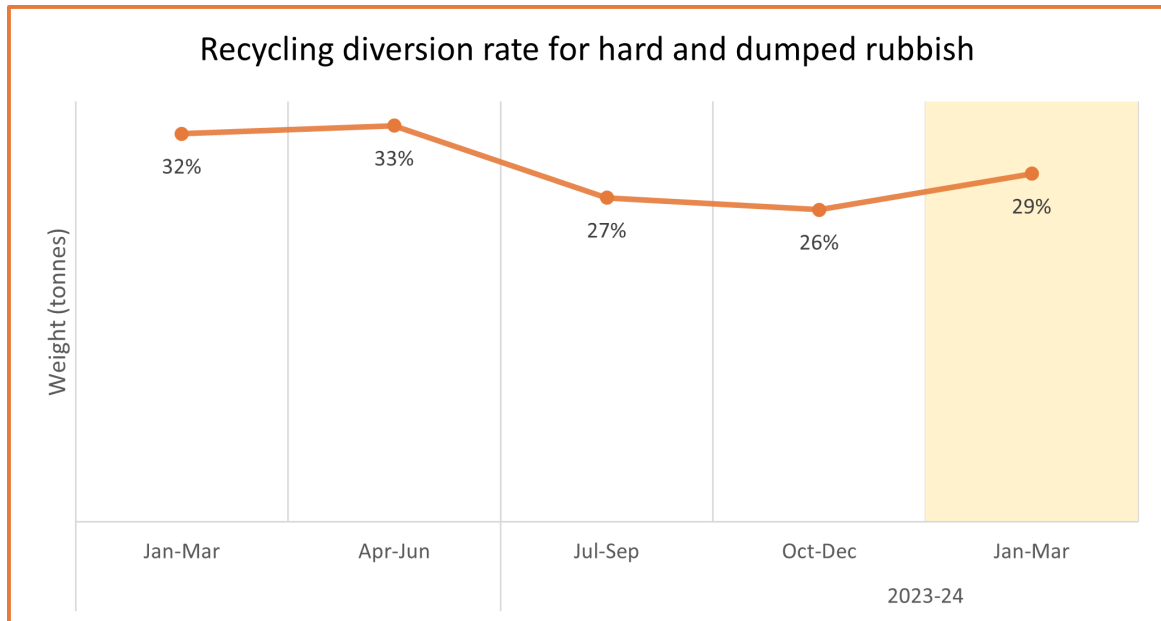
<p>4.4.1 Partner with community organisations to support vulnerable people in our community to improve resilience to the impacts of climate change.</p>	<p>10 community organisations engaged to deliver programs and information that support community members to improve their resilience to climate change 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 has provided feedback that we need to liaise with community organisations to better understand who in our community is particularly exposed to climate change risks, their needs and barriers to action; how these community organisations are endeavouring to support these community members and how we can assist them to do so.</p> <p>In response to this input we are commissioning a series of workshops from May in which community organisations and service providers will have the opportunity to share the challenges that they and their clients and communities face in responding to climate impacts, develop actions to address these challenges, and inform Council and other stakeholders about the deeper systemic barriers that we need to work to address in order to protect our community from climate change. The outcomes from this consultation will drive our climate adaptation work in 2024–25 and beyond.</p>	
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TREES

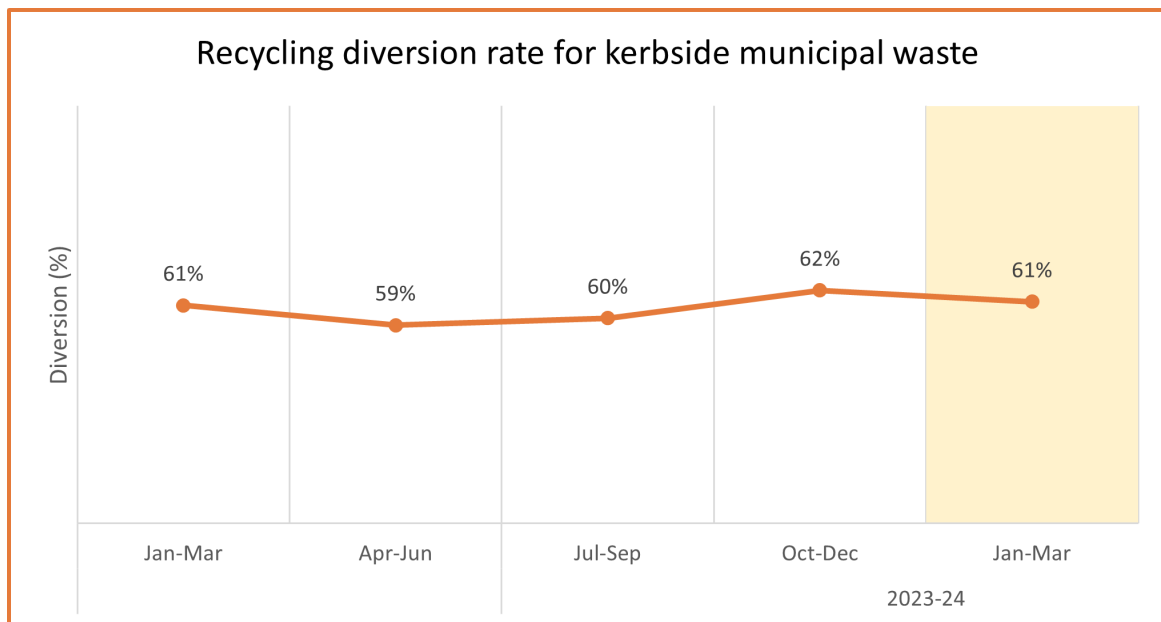


*The number of trees, shrubs and grasses are recorded on a bi-annual basis due to planting schedule.

RECYCLING AND SUSTAINABILITY

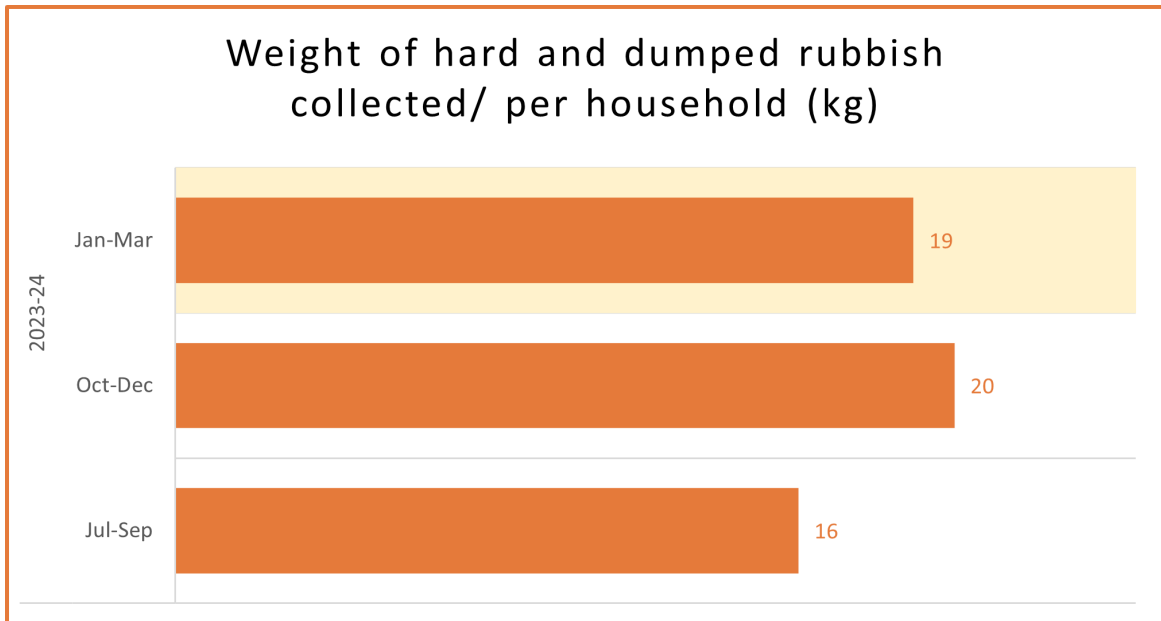


The recycling rate in the hard-rubbish service slightly increased to 29 per cent from the previous 25 per cent. However, an overall low recycling rate trend remains. This reflects that the majority of hard rubbish items are disposed at landfill rather than being repaired, donated or re-sold.

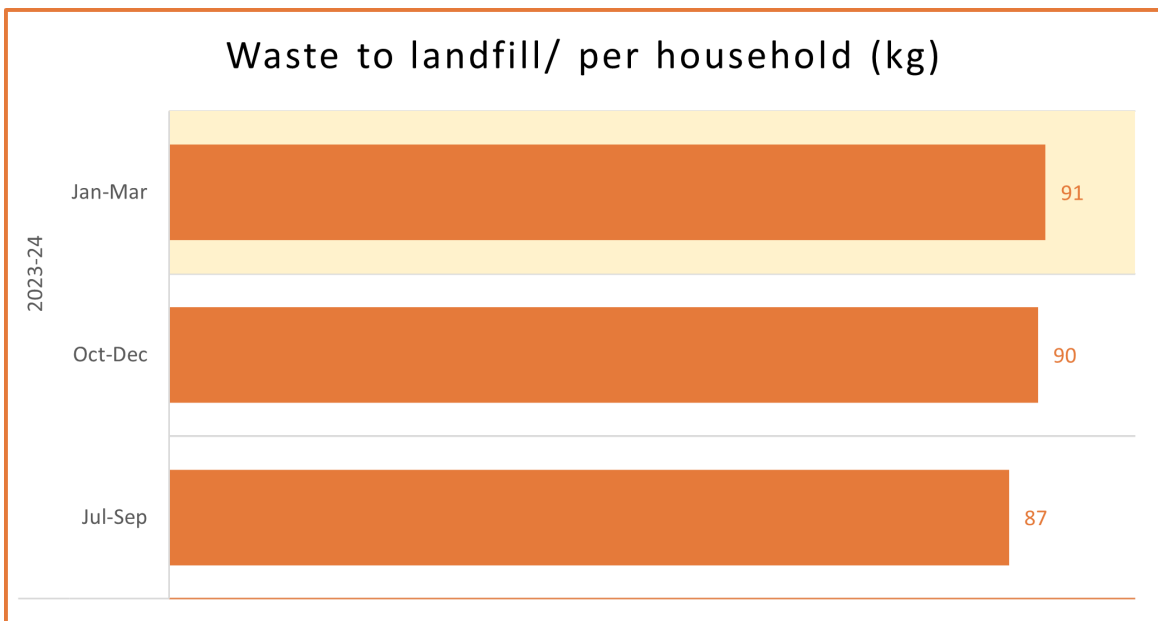


The recycling rate of 61.2 per cent for January to March is consistent with the previous quarter of 62.3 per cent, however a decrease is expected with the cooler months ahead, as it is expected garden waste tonnage will decrease further.

RECYCLING AND SUSTAINABILITY

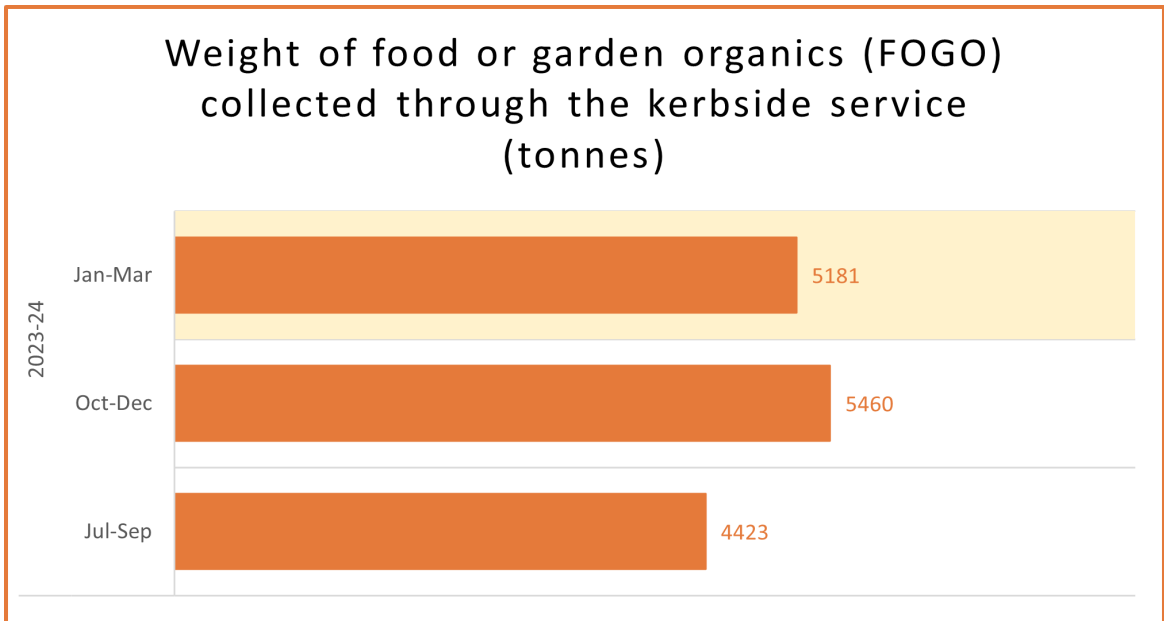


A clear trend for this new performance indicator is not yet evident, however the last two quarters showed an increase in the typical amount of hard rubbish produced at the household level compared to the July to September 2023 quarter.

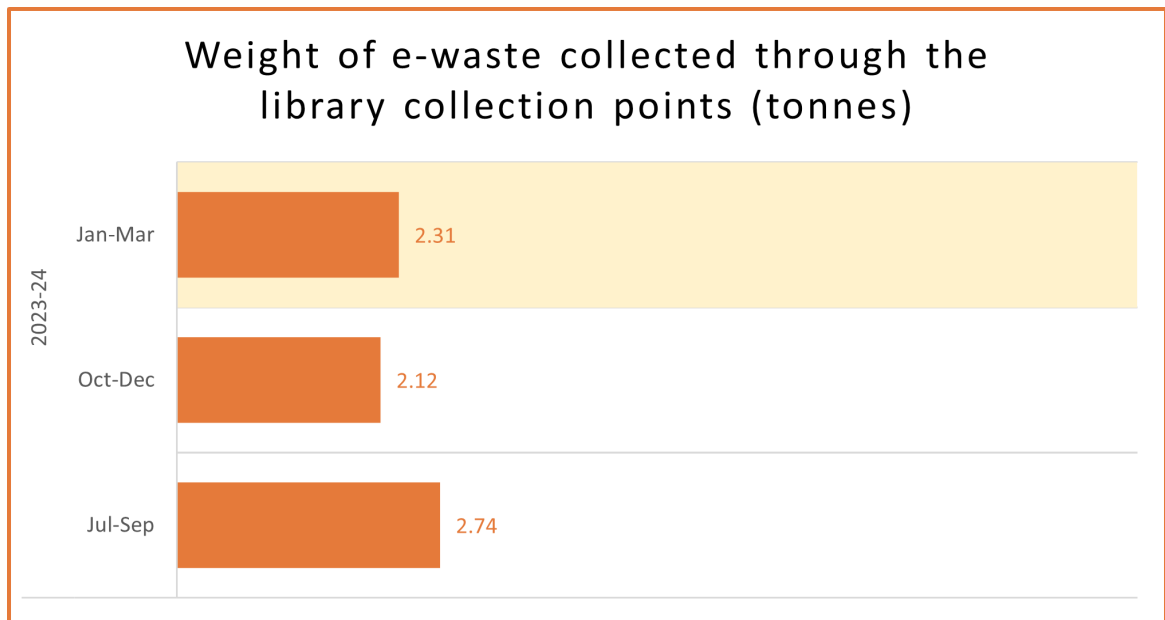


While this is a newly introduced performance indicator, the figures show an upwards trend over the last three quarters, indicating households continue to generate more waste rather than reduce household waste volumes.

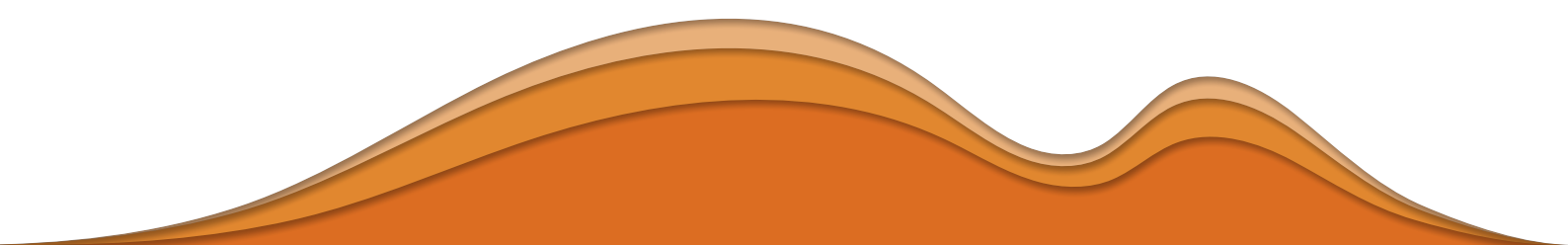
RECYCLING AND SUSTAINABILITY



As expected due to seasonal variations, the amount of food and garden waste collected through the kerbside green bins remains higher over the warmer months.



The amount of e-waste and accessories collected from the libraries e-waste stations remains consistent with the two previous quarters.



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





Monitor




STRATEGIC PRIORITY

Action	Measure	Progress Updates as at 31 March 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 <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>We have completed 31 per cent of the annual actions and are on track to complete 98 per cent of year three actions by June 2024. Highlights include:</p> <ul style="list-style-type: none"> —awarding 37 grants to 37 community groups, valuing a total of \$112,908, consisting of one annual Community Grant, 32 Senior Citizen Grants, two Facility Hire Grants and two Small Grants to a diverse range of community groups; —supporting 34 seniors community groups to provide over 24,000 hours of social and recreational activities to older adults by providing free facility use across nine Council venues; —delivering 10 <i>Chatty Cafes</i> to reduce social isolation and loneliness by creating opportunities for the community to share a cuppa and conversation and —Seven diner and cook pairs continued to meet regularly as part of the <i>Cooking Up Connections</i> program aiming to reduce loneliness and isolation. 	



STRATEGIC PRIORITY

Action	Measure	Progress Updates as at 31 March 2024	Status
<p>5.1 We will support improved health, wellbeing and resilience of all individuals, families and groups within our community.</p>			
<p>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.</p>	<p>Minimum of 90 per cent year two actions completed.</p>	<p>We have completed 27 per cent of the annual actions and are on track to complete 94 per cent of year two actions by June 2024.</p> <p>Highlights included:</p> <ul style="list-style-type: none"> —Delivering a heatwave event to inform residents about climate impacts, delivered in partnership with Glen Eira Adult Learning Centre, Condia Limnos Greek Club, Bentleigh Chinese Community Association, Micare Multicultural Senior Citizen Centre and Caulfield South Community House, which attracted 180 residents with a wide range of age, gender and cultural backgrounds. —Victoria University presented the key findings and recommendations of the Anti-Racism survey to Multicultural Advisory Committee on 19 February. The survey was conducted across the Cities of Glen Eira, Port Philip, Stonnington and Monash, receiving 69 responses from the community. —A ‘How to avoid scams’ Information session delivered in partnership with Victoria Police held on 28 March 2024 at the Murrumbeena Park Community Hub, attended by 16 community members with a focus on older adults and online safety. —Delivery of 17 online and printed stories encouraging our community members to participate in and enjoy the many safe, accessible and diverse activities that were on offer. 	
<p>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.</p>	<p>100 parent education sessions delivered.</p>	<p>From January to March, we delivered 91 parent education sessions including sleep and settling, health, physical activity, nutrition, play, safety and development. The sessions were primarily delivered face to face, with some sessions offered with the option of online.</p>	
<p>5.1.4 Provide a high standard of aquatic and leisure programming which supports and adapts to the community needs.</p>	<p>Platinum Pool Accreditation achieved with Life Saving Victoria. AusActive Accreditation achieved. Service improvement scores above 85 per cent.</p>	<p>Platinum Pool Accreditation with Life Saving Victoria is accredited on annually and we achieved accreditation this quarter.</p> <p>AusActive Accreditation is granted on a three-year basis and we achieved accreditation in 2022.</p> <p>The service performance scores are measured monthly. At the end of March, GEL scored 90 per cent."</p>	



STRATEGIC PRIORITY

Action	Measure	Progress Updates as at 31 March 2024	Status
5.1 We will support improved health, wellbeing and resilience of all individuals, families and groups within our community.			
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 interactions this quarter included: <ul style="list-style-type: none"> – 25 drop-in sessions with 225 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 have completed 16 per cent of year three actions in the <i>Gender Equality Action Plan</i> , the remaining 84 per cent are on track for completion by June 2024. Highlights include: <ul style="list-style-type: none"> – Completion of one <i>Gender Impact Assessment</i> and commencement of 11 additional assessments. – Ongoing engagement with the workforce on key people and culture projects including promotion of flexible working arrangements, bystander training and disability inclusion training – Celebration of days of significance by displaying the LGBTIQ+ banner at Council's Town Hall and acknowledging on social media for <i>Summer Pride</i>, <i>Midsumma Pride March</i>, and <i>Trans Day of Visibility</i>. – The <i>Hidden Disability Sunflower</i> program trained over 150 Council staff to support community members with hidden disabilities. 	
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 January to March 2024, Council awarded 37 grants to 37 community groups, valuing a total of \$112,908, consisting of one annual Community Grant, 32 Senior Citizen Grants, two Facility Hire Grants and two Small Grants to a diverse range of community groups. A total of 147 community organisations have been awarded grants across the year.	


STRATEGIC PRIORITY

Action	Measure	Progress Updates as at 31 March 2024	Status
5.2 We will embrace diversity and value all people, promoting a society that welcomes and includes everyone.			
5.2.3 Implement annual actions in our <i>Reconciliation Action Plan 2022–2024 Innovate</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.	<p>We have completed 93 per cent of actions in our <i>Reconciliation Action Plan (RAP)</i> meeting our target of minimum of 90 per cent of actions complete by 30 March 2024.</p> <p>Key achievements included:</p> <ul style="list-style-type: none"> — guiding businesses, schools and local community groups on <i>Cultural Protocols</i>; — flying the Aboriginal and Torres Strait Islander flags at half-mast on 26 January as a mark of acknowledgement, and show of support and respect to Aboriginal and Torres Strait Islander peoples; — identifying opportunities for interpretive markers around the City of Glen Eira using the draft Glen Eira First Nations History Report, similar to those currently guiding visitors around the Mallanbool Reserve Walking Trail; — engaging with traditional owner groups and First Nations leaders to inform the development of the next <i>Reconciliation Innovate Action Plan 2024–2026</i>; and — committing to engaging Kineway to support the organisation's ongoing engagement with Aboriginal and Torres Strait Islander suppliers. 	
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.	<p>As part of our <i>Community for All Abilities Program</i>:</p> <ul style="list-style-type: none"> — The <i>All Abilities Horticultural Training</i> and <i>All Abilities Career Advisor</i> programs continue to provide tailored supports for people with disability or mental health challenges to gain better access to training, career advice and employment opportunities which meets their unique needs; — Two Inclusive Volunteering Network meetings held on 23 January and 26 March attended by 19 representatives. The Network is fostering partnerships across community groups resulting in volunteering placements occurring regularly within the community; — Two Carers Support Group monthly meetings were held at Caulfield South Community House, including an Art Class in February and a Floristry Class in March, each with 15 carers in attendance. 	
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 engages with 36 families each month. We engaged with a total of 107 families this quarter.	

STRATEGIC PRIORITY



Action	Measure	Progress Updates as at 31 March 2024	Status
<p>5.3 We will support accessible pathways into services, activities and facilities for people of all ages and abilities, particularly those most in need.</p>			
<p>5.3.3 Implement upgrades at Caulfield Town Hall and Bentleigh Senior Citizens Centre to improve disability access.</p> <p><i>This is a major initiative in the 2023–24 Annual Budget.</i></p>	<p><i>Disability Discrimination Act (DDA) Works projects delivered.</i></p>	<p>Works to upgrade the access ramp located at the Clock Tower entrance, Caulfield Town Hall has commenced and is on track for completion by 20 May 2024.</p> <p>The upgrade for the bathroom at the Bentleigh Senior Citizens Centre has been completed.</p>	
<p>5.4 We will deliver services, events and programs that recognise and celebrate our broad interests and differences and promote participation for all.</p>			
<p>5.4.1 Deliver community programs and events in Council places and spaces to promote community inclusion, celebrate diversity and encourage cultural expression.</p> <p><i>This is a major initiative in the 2023–24 Annual Budget.</i></p>	<p>90 community programs and events delivered.</p>	<p>The programs and events delivered from January to March were wide-ranging and encouraged locals to engage with friends, family and the community. Events activated a number of spaces throughout the municipality, including Town Hall venues, Packer Park, and Glen Eira Libraries.</p> <p>The exhibition <i>Talking Shops</i> was a celebration of the history of Glen Eira and saw locals fondly reminiscing about their experiences living in the area.</p> <p>The <i>International Baccalaureate Visual Arts</i> exhibition was a wonderful display of the future of art from talented young students.</p> <p><i>Edge of Elsewhere</i>, an official exhibition of the <i>PHOTO24 Festival</i>, was a thought-provoking experience that made visitors consider the impacts of climate change and was enjoyed by over 1,200 people throughout March.</p> <p>Council's <i>Lunar New Year</i> celebration took place in February, and over 350 members of the local Chinese community participated or watched the festivities in the Town Hall Auditorium.</p> <p><i>Under the Stars</i> at Packer Park was extremely popular, with over 6,000 people attending to listen to music, dance, picnic, and spend time with friends and family. The space allowed for a wonderful stage, dance floor, picnic area, and food truck space which locals took full advantage of.</p> <p>Broad, a joyous cabaret-style concert by Geraldine Quinn to celebrate International Women's Day, was held in the Auditorium and was enjoyed by around 115 people.</p> <p>The <i>Storytelling Festival</i> included a broad range of events held across Glen Eira's four libraries and Town Hall. Panel talks, workshops and kids' concerts were held with over 1,000 people attending.</p> <p><i>Live Sunday Sessions</i> in the Gallery gave local artists Chloe James and Camilla Burrows opportunities to entertain visitors in February and March, with attendance figures of around 80 people per session.</p>	

STRATEGIC PRIORITY

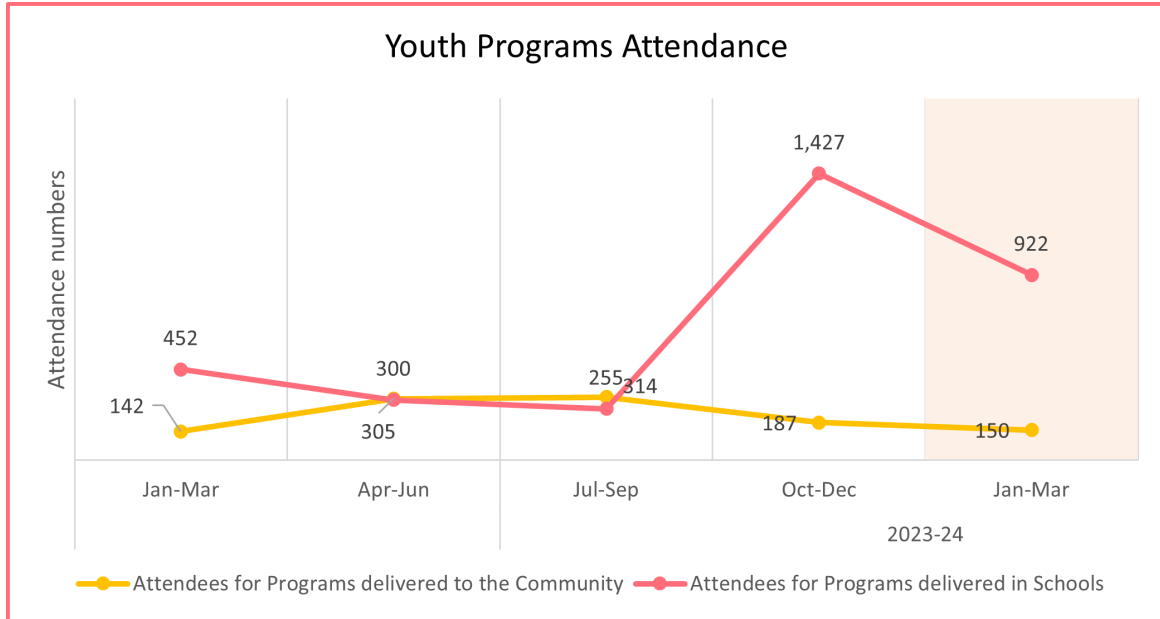
Action	Measure	Progress Updates as at 31 March 2024	Status
5.4 We will deliver services, events and programs that recognise and celebrate our broad interests and differences and promote participation for all.			
5.4.2 Purchase at least 15,000 new items for our library services in varied and accessible 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.	A total of 17,441 items have been purchased across the year. Almost 40 per cent of these were digital resources due to the addition of Borrowbox e-magazine subscriptions in July 2023.	

2022–23 ANNUAL ACTIONS

STRATEGIC PRIORITY

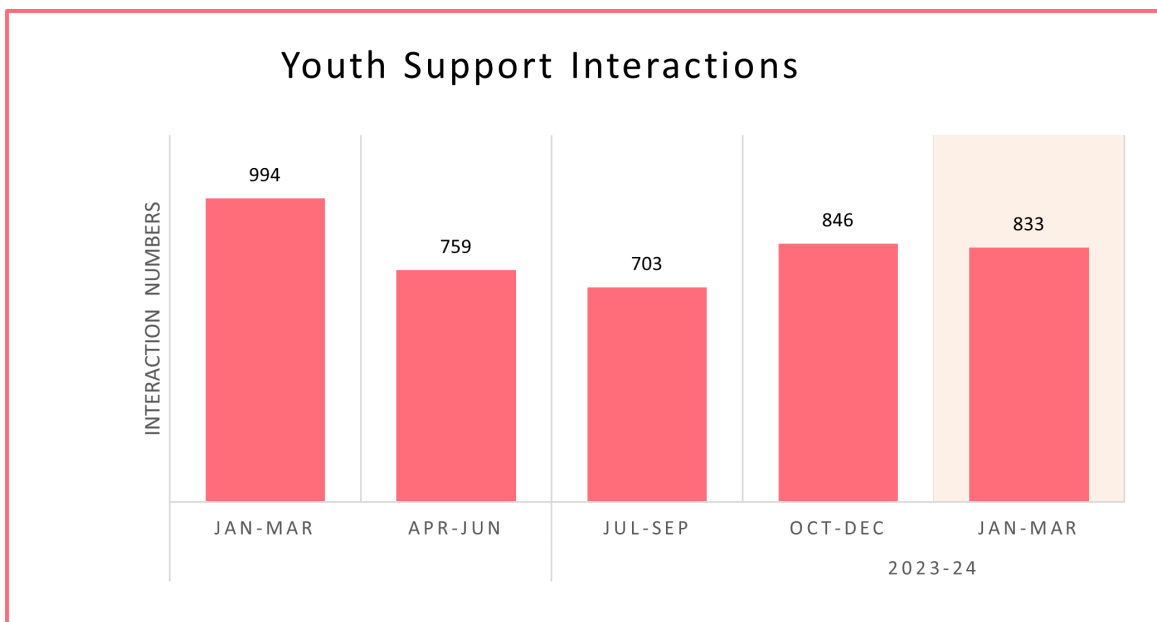
Action	Measure	Progress Updates as at 31 March 2024	Status
5.2 We will embrace diversity and value all people, promoting a society that welcomes and includes everyone.			
5.2.3 Implement traffic safety improvements included within the 2022–2023 budget. <ul style="list-style-type: none"> Whitmuir Road, at Elster Creek Trail, Benteleigh. Neerim Road at Boyd Park (eastern end), Murrumbena. Kooyong Road, between Sycamore Street and Carlingford Street, Caulfield South. Neerim Road, just west of Hobart Road, Murrumbena. 	100 per cent planned traffic safety improvements implemented.	<p>The Whitmuir Road, at Elster Creek Trail, Benteleigh - Shared User Path Crossing project is complete.</p> <p>The Neerim Road at Boyd Park, Murrumbena (eastern end) - Pedestrian Operated Signals project is in the planning and design stage. The Signal Layout Plan has been completed. The detailed design is currently being prepared.</p> <p>Kooyong Road Pedestrian Operated Signals project (between Sycamore Street and Carlingford Street, Caulfield South) - Planning and design is underway and near completion. Construction will commence towards the end of this financial year.</p>	
5.3 We will support accessible pathways into services, activities and facilities for people of all ages and abilities, particularly those most in need.			
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.	<p>On 14 December 2023, the Commonwealth announced a further delay where <i>Commonwealth Home Support Program</i>, and block funding, will cease and be replaced by <i>Support at Home</i> 'no earlier than 1 July 2027'.</p> <p>Commonwealth is still yet to define the detail of the reforms and how it will impact providers under the Support at Home Model.</p> <p>Engagement survey on '<i>Living and Ageing Well in Glen Eira</i>' was undertaken in May/June 2022 with outcomes presented to Council in December 2022.</p> <p>Officers continue to provide updates to Councillors on the Commonwealth's Aged Care Reforms and moving timelines.</p>	

YOUTH SERVICES



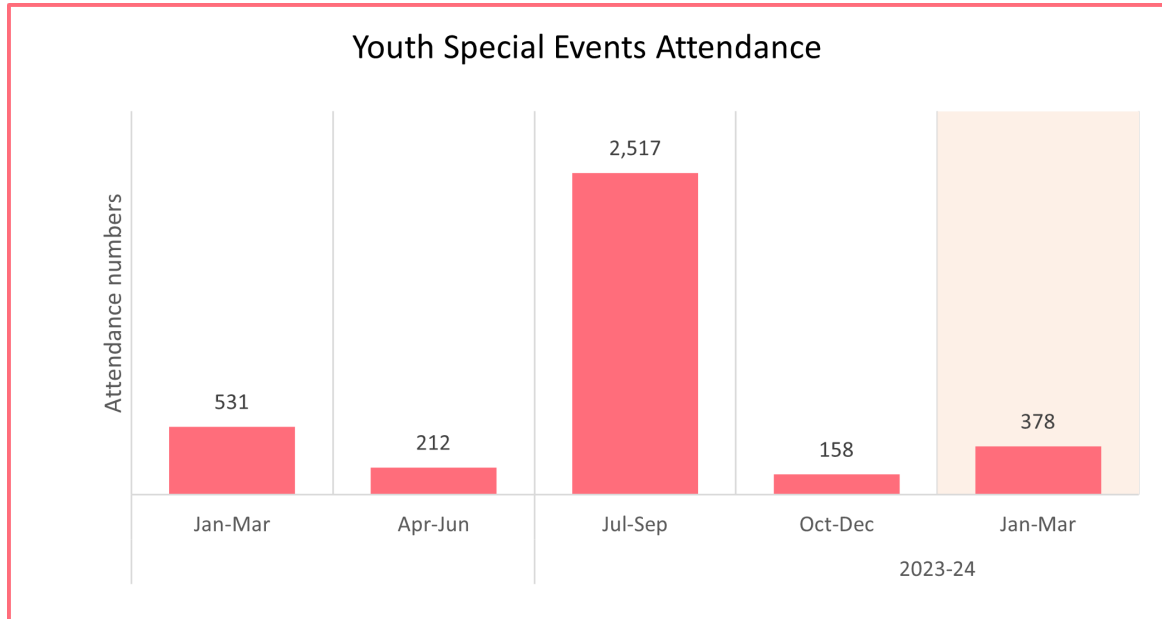
Youth Programs delivered to the community: Community-based programming delivered this quarter included Drop Ins; Press Start and Green Thumb, Youth Voice, the Youth Event and Leadership Team, Hub Social and the inaugural Youth Engagement Team. Drop Ins’ Green Thumb facilitated environmental themed activities including building a garden bed for the Bentleigh Library and Youth Hub for young people to maintain and acknowledging the cultural significance of some of our indigenous animals, through a reptile petting workshop.

Youth Programs delivered in local schools: Youth Programs delivered in local schools included the expansion of the Moving In Program, delivered to year 7 students at McKinnon Secondary School and Glen Eira College as well as the Pride in schools support sessions. The Moving In program provided a range of passive and active lunch time sessions designed to support social connections and integration into the school for year 7 students. Activities provided through the program facilitate opportunities for students to connect with their peer mentors and teaching staff. The sessions were also utilised to activate spaces in the school that may not otherwise be accessed by younger students.



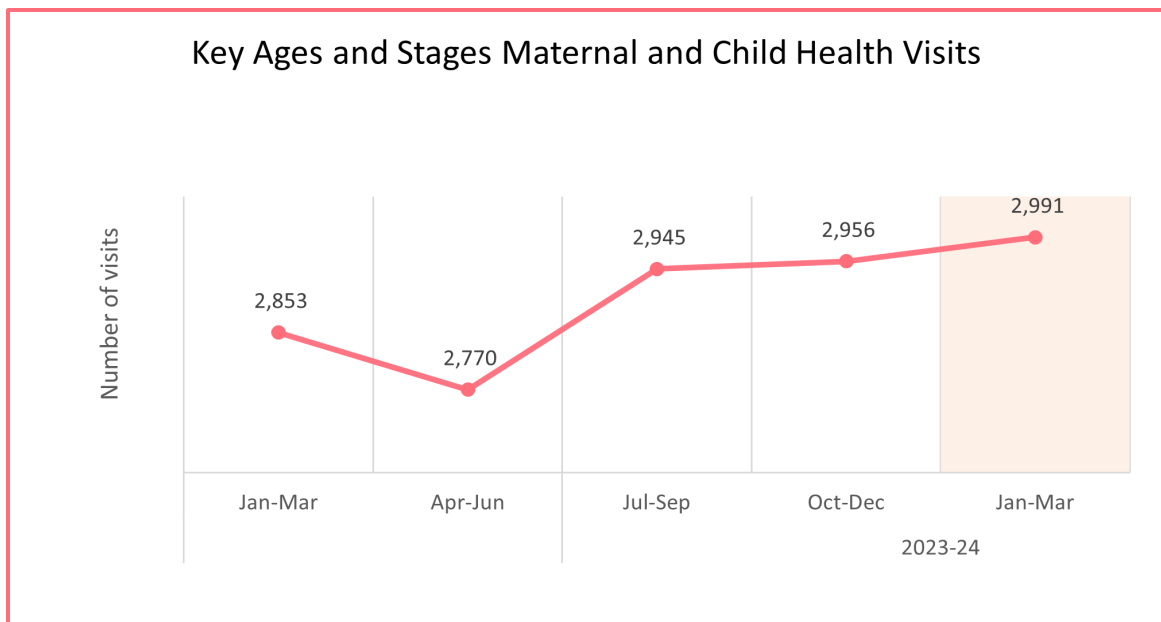
Support sessions include nine drop-in sessions, information provision, brief interventions, referrals from schools and community organisations, and ongoing client support.

YOUTH SERVICES



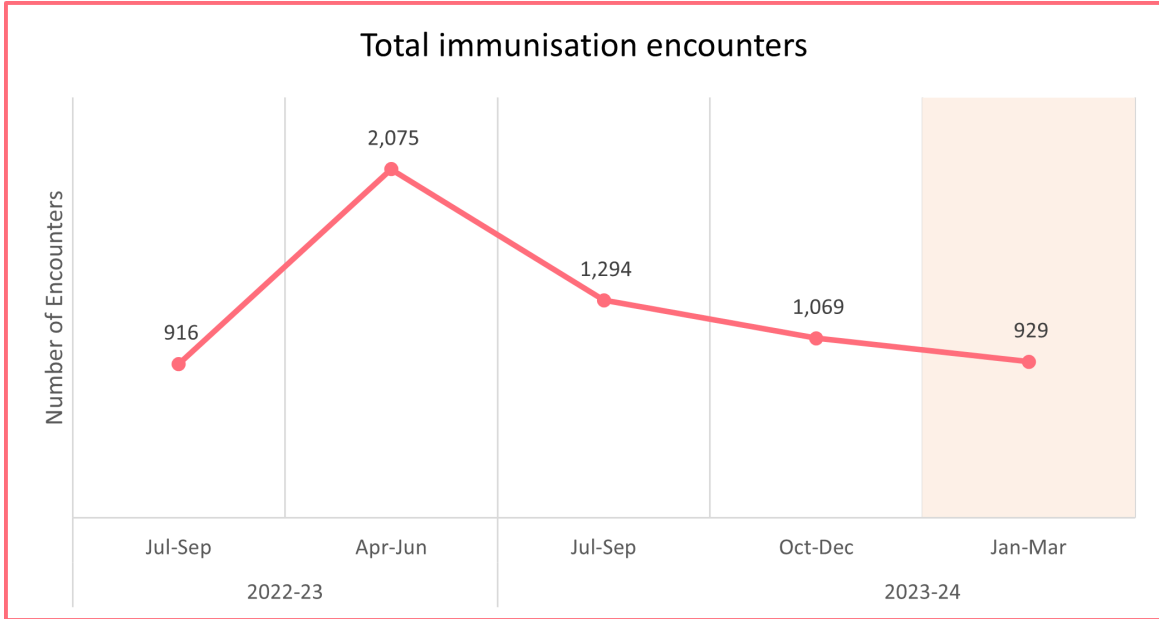
Youth Services facilitated the Summer School Holiday Program, which included life skills such as cooking, accessing public transport on city-based days and facilitating the skate park event at Bailey Reserve. Youth Services also supported the McKinnon Basketball School holiday training program.

CHILDREN'S SERVICES

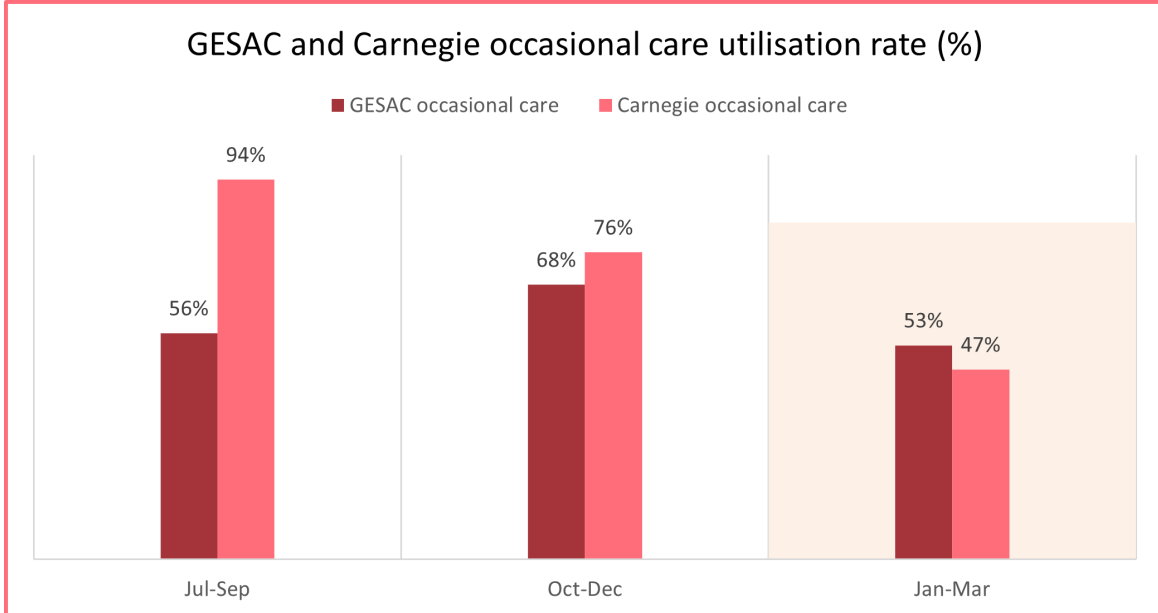


The numbers of Key Ages and Stages visits remain constant can be attributed to the recommencement of the Maternal Child Health (MCH) Outreach Service which increases accessibility to the service to children attending childcare and kindergartens and therefore unable to attend MCH centres.

CHILDREN'S SERVICES



We have completed 40 overseas "catch up" vaccinations for children in order to meet required vaccinations on the Australian schedule. 98 Secondary school students were immunised as part of Victorian School Immunisation Program.

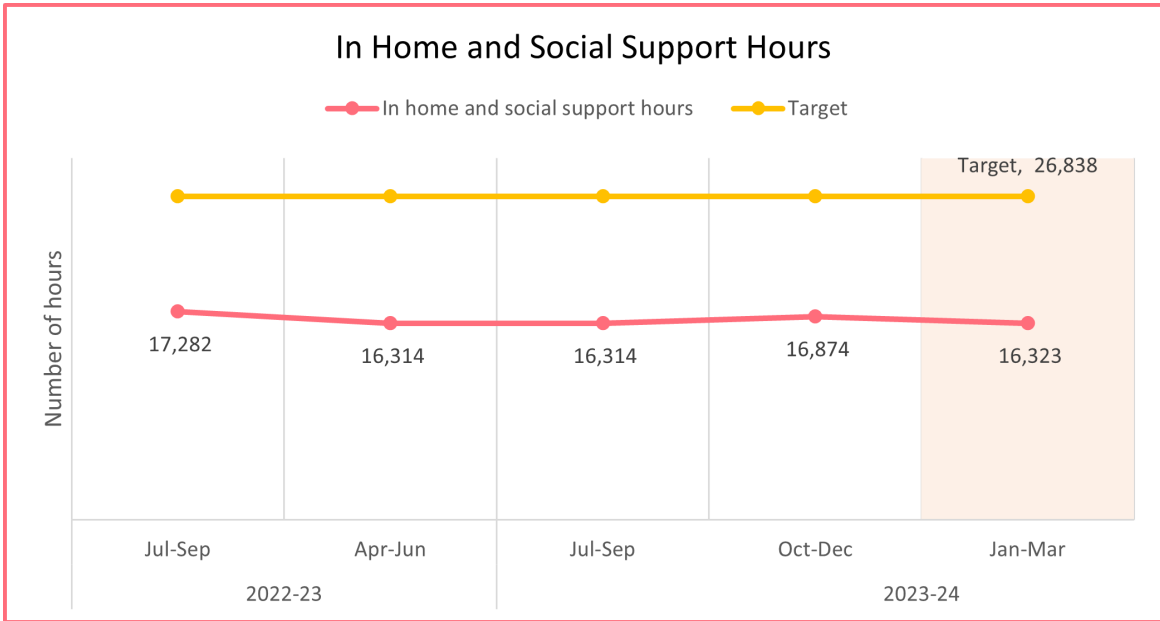


GESAC occasional care: This quarter the service offered 2,066 places. Two sessions per weekday with between 19 and 23 available places, 1,103 of these were places were booked.

There were also three public holidays when the centre did not open. The centre was also closed on one day (2 sessions) due to a disruption to the water supply.

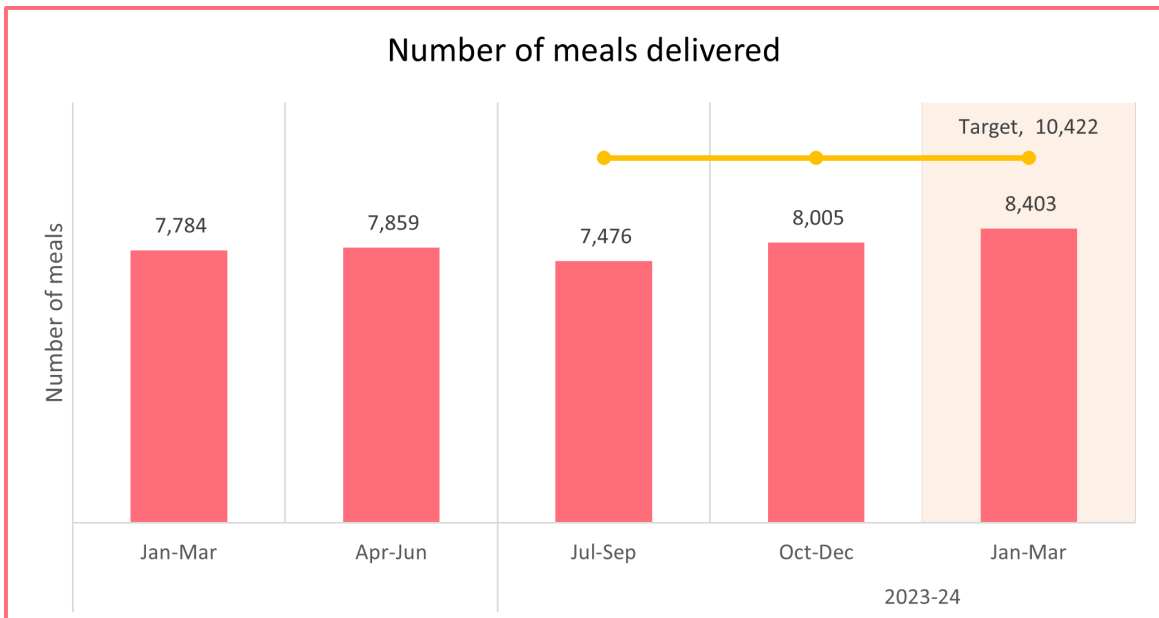
Carnegie occasional care: The number of available places increased this quarter, with between 8 and 19 places being offered, two days a week. Total places offered 267 with 126 booked.

IN HOME SUPPORT



Although we were able to meet demand for in-home support services, it was below the targets funded by the Commonwealth Government. The key reasons for this were:

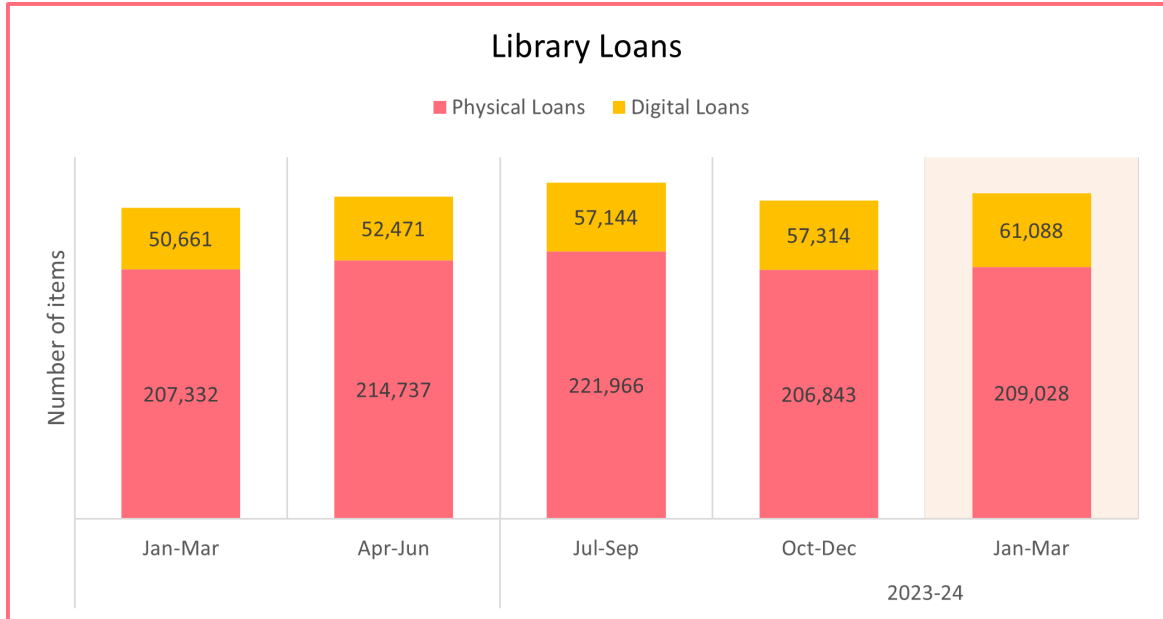
- > number of public holidays during the period between January and March and associated clients on leave
- > clients only required the service for a short period.
- > clients moved to either National Disability Insurance Scheme program, Home Care Package program or Residential Aged Care Homes due to more complex care needs.
- > clients left Glen Eira municipality



Although we were able to meet the demand for delivered meal services, it was below the targets funded by the Commonwealth Government. Despite the modest increase this quarter, the key reasons for the target shortfall were:

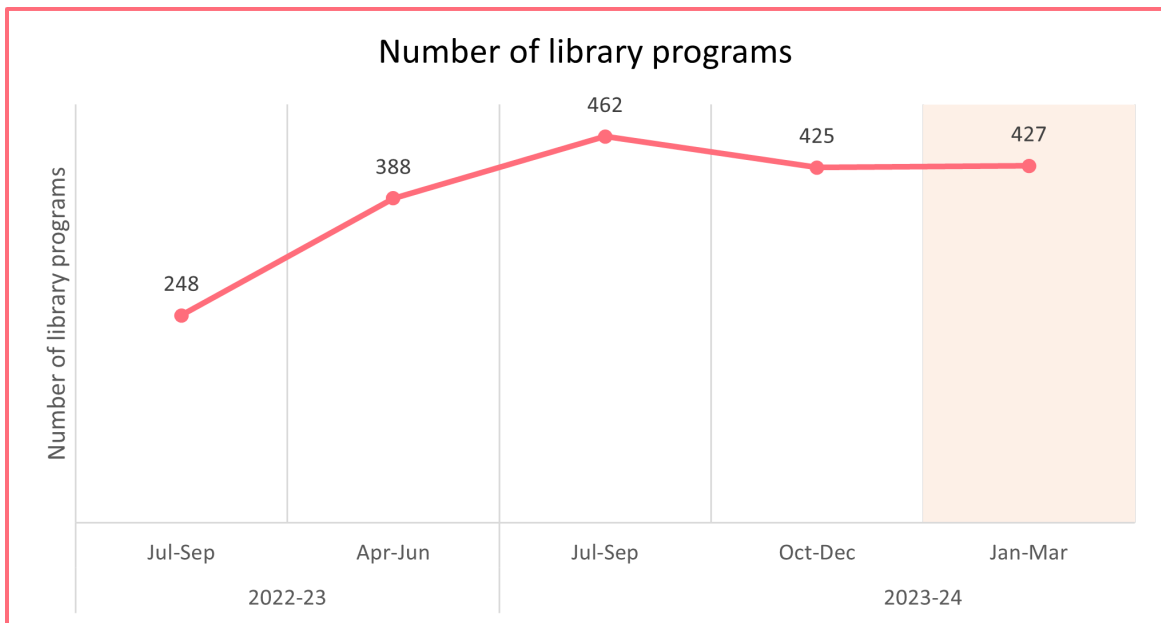
- > number of public holidays during the period between January and March and associated clients on leave
- > clients only required the service for a short period.
- > clients moved to either National Disability Insurance Scheme program, Home Care Package program or Residential Aged Care Homes due to more complex care needs.
- > clients left Glen Eira municipality.

LIBRARIES



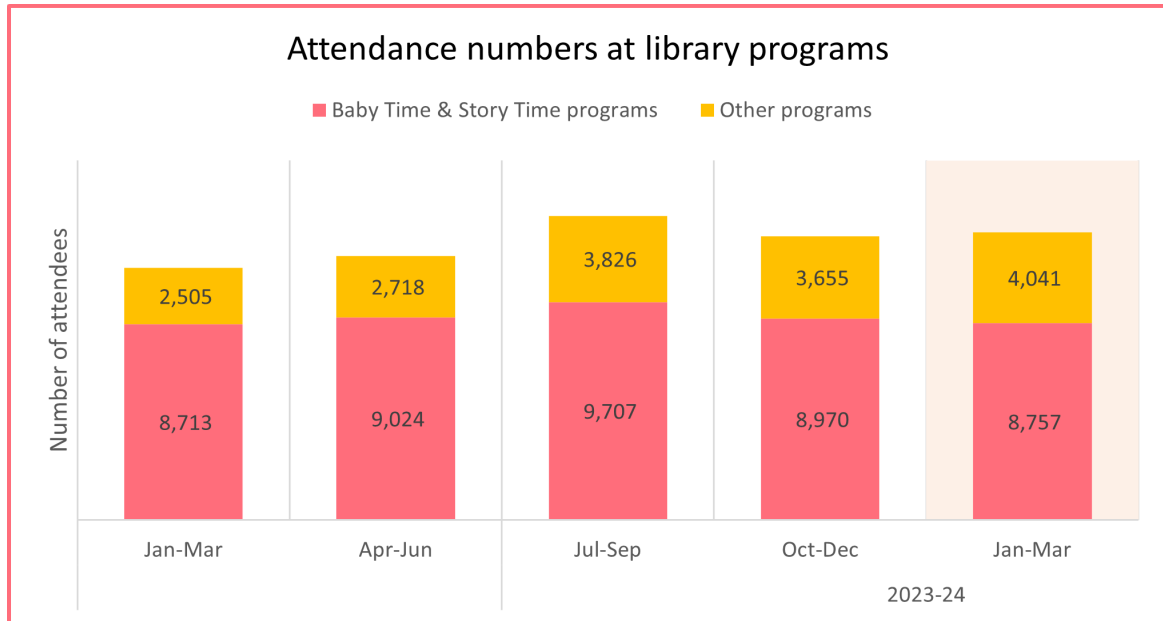
Digital library items: Digital item loans were strong this quarter with downloadable audio books, eBooks and digital magazines proving most popular.

Loans of physical library items: Loans of physical library items were higher than the previous quarter but loans of magazines were less, possibly due to take up of digital magazines through our BorrowBox platform.

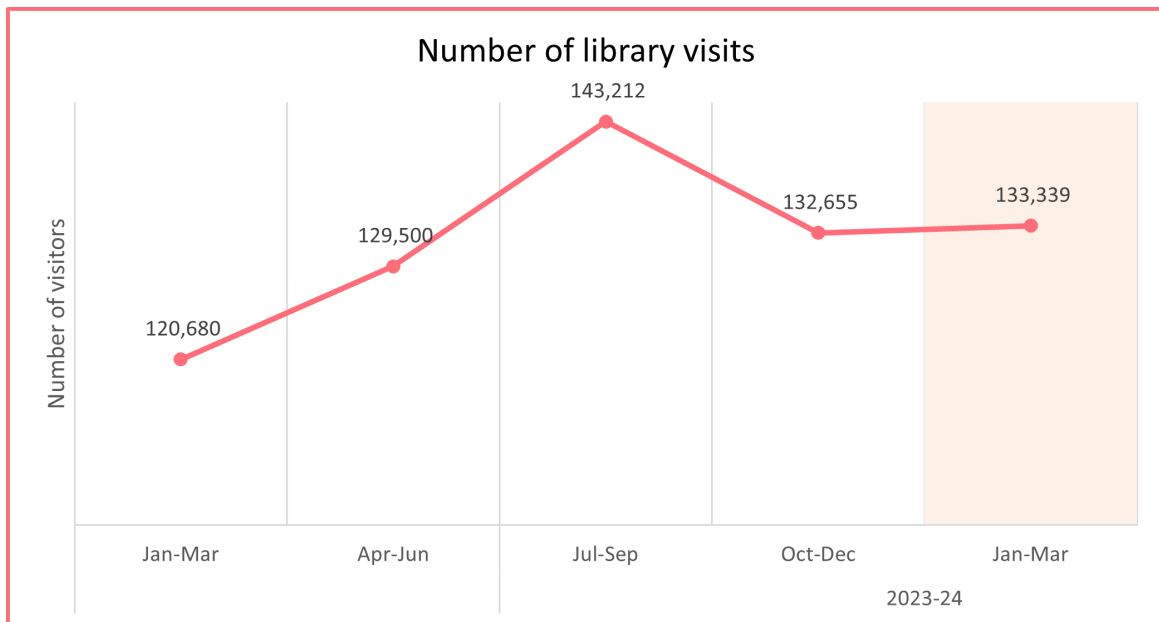


In comparison to the previous quarter, a similar number of library program sessions were conducted but overall attendance was higher.

LIBRARIES

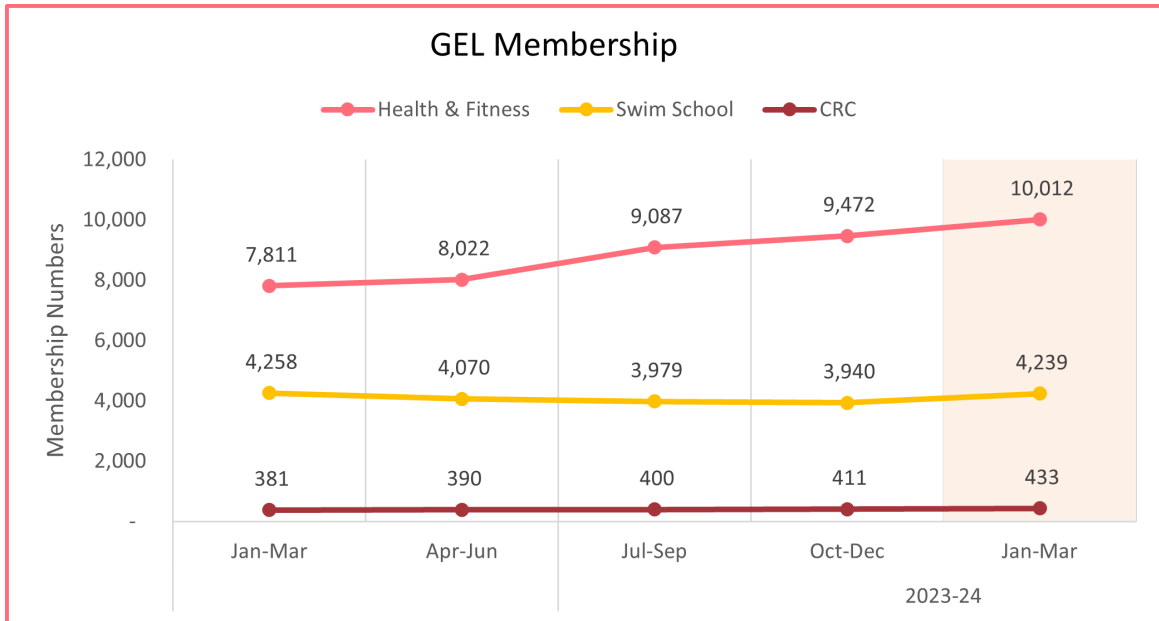


Attendance at BabyTime and StoryTime programs reduced compared to the previous quarter due to fewer sessions being held due to public holidays, particularly in March. Library program attendance for other programs increased compared to the previous quarter with Storytelling Festival events proving popular in February and March.



Visits to library branches increased modestly compared to the previous quarter. Visits in March were limited by an unusual number of public holidays and the unexpected closure of Caulfield Library for three days while a potential public health issue was investigated.

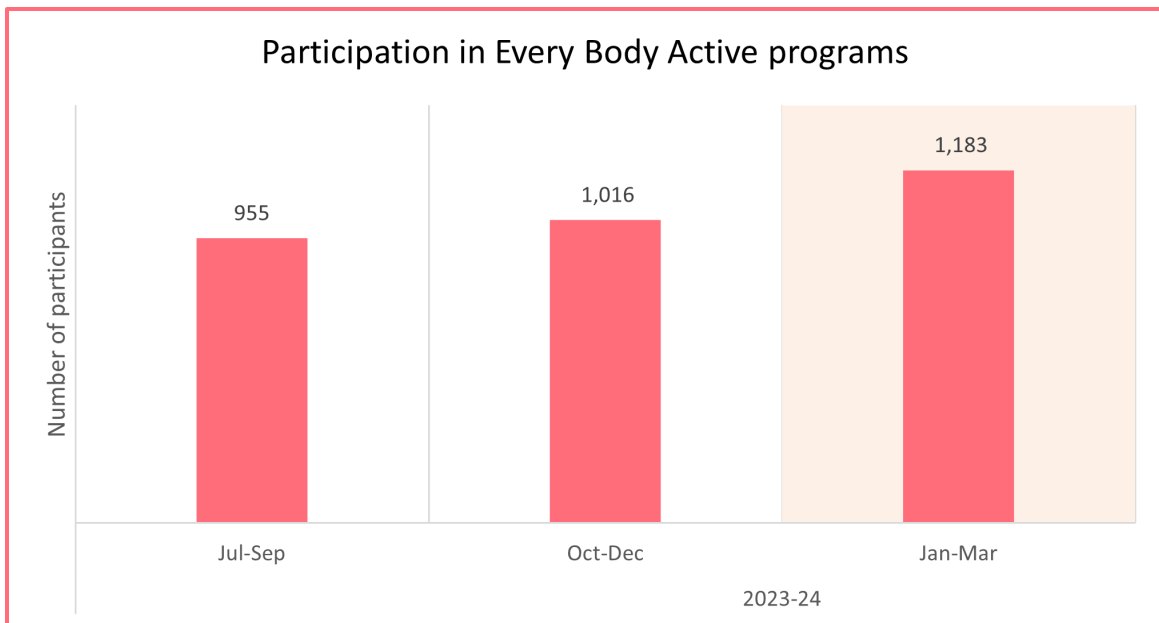
GLEN EIRA LEISURE (GEL)



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

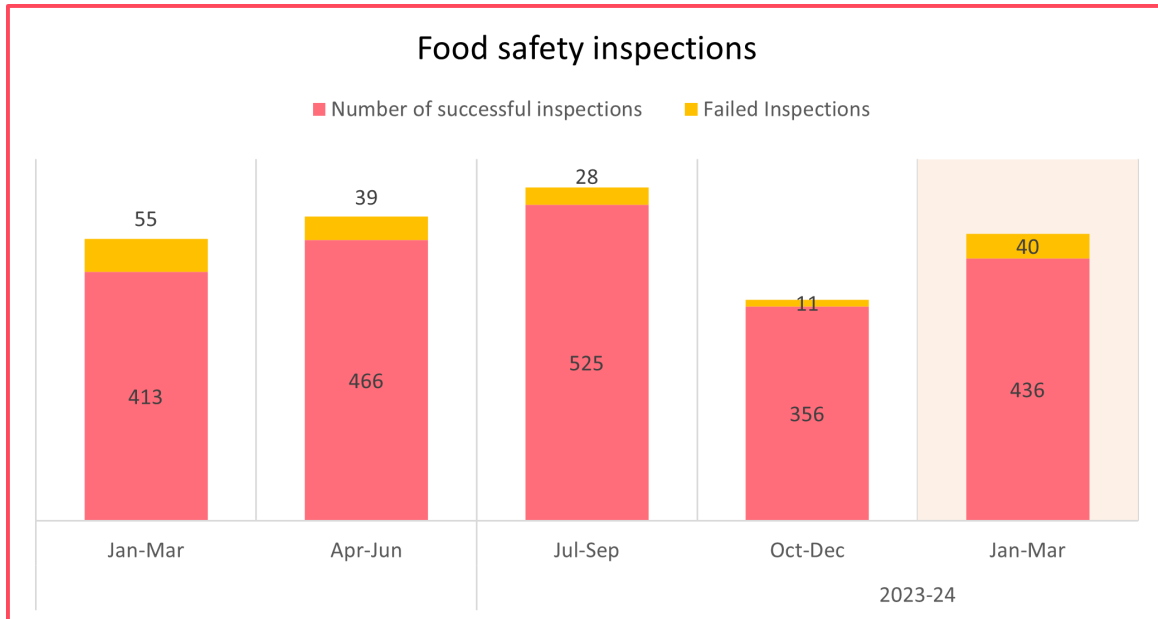
Swim School: Swim School Memberships have peaked over the summer period

Caulfield Recreation Centre (CRC): memberships remain consistent.



This quarter, we support 102 clients each week across Hydrotherapy, Gym and Group Fitness in our Every Body Active (EBA) Support Program. We had 459 participants across the quarter for EBA Group Fitness, noting there were no sessions in January due to school holidays. We also had 295 player attendances in our Basketball Unlimited program, noting it was a short term of only seven weeks.

FOOD SAFETY



Council inspects all food businesses annually. The number of inspections remains generally consistent. 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 target high risk premises early in the year.

DOMESTIC ANIMAL MANAGEMENT PLAN

The *Domestic Animal Management Plan (DAMP)* is Council's *Plan* that leads the management of dogs and cats in the City. It identifies actions to teach responsible cat and dog ownership through education and innovative strategies that allow pets and people to live together harmoniously and safely in addition to outlining programs for the training of Authorised Officers to deliver the *Plan* effectively.



Completed



On track



Off track







Deferred



Monitor

2024 Activities	Progress	Status
Dangerous Dog Management Training (Authorised Officers)	Training was delivered to all officers September 2023. One new officer will complete the training in 2024	
Defensive Driving (Authorised Officers)	Training will be completed by July 2024.	
Provide 12 months free registration for animals adopted from pounds and animal shelters	Currently planning to implement in June 2024.	
Review and improve dog barking investigation and enforcement procedures to encourage residents to work together to achieve harmony	A review is currently being undertaken, this will be completed by end of 2024.	

DOMESTIC ANIMAL MANAGEMENT PLAN

2024 Activities	Progress	Status
Review existing publications in relation to cat ownership and look to extend the publications where appropriate	We will commence this in June 2024.	
Consider whether a cat restriction is appropriate for Glen Eira	We are currently benchmarking with other Councils and developing a community consultation plan to consider if a cat restriction is appropriate for Glen Eira. This will be completed by end of 2024.	
Update existing declared material	Declared dog information has been updated on Council's website for Dangerous and Menacing Dogs. Restricted Breed Dog information will be added by end of 2024. Problems with dogs - Glen Eira City Council Glen Eira City Council	
Investigation of the suitability of entering into section 84Y agreements with animal welfare, rehoming and adoption groups. A section 84Y agreement can allow for a person or body to seize, retain or dispose of cats or dogs	We are currently in discussions with RSPCA (Council's pound provider) and a dog rescue organisation regarding possibility of an 84Y agreement. Council currently has 84Y agreements in place with a majority of Vet Clinics within Glen Eira.	

COMMUNITY EVENTS – LIBRARIES, ARTS AND CULTURE

January Events

STEAM program



In January, we kicked off a monthly STEAM (Science, Technology, Engineering, Arts and Maths) program for young people at Bentleigh Library and Youth Hub and Carnegie Library and Community Centre, where participants did some stop motion activities using lego and the IPADS, inspiring their curiosity and creativity.

Holiday Mania



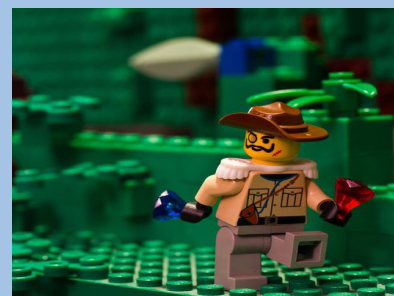
Holiday Mania ran in the last week of the January school holidays, providing a range of free or low-cost activities, including cartoon workshops and family magic shows

Talking Shops Panel Discussion



The community were joined by journalist Aron Lewin and photographer Tatiana CC Scott for a floor talk to learn more about our distinctive neighbourhood character and cultures in Glen Eira's activity centres and shopping strips.

LEGO Day



Glen Eira Libraries also launched our inaugural LEGO Day at Bentleigh Library and Youth Hub, which included an exhibition, a free play zone and guided workshops.

COMMUNITY EVENTS – LIBRARIES, ARTS AND CULTURE

February Events

Storytelling Festival



The Glen Eira Storytelling Festival launched across all four library branches (and online) and ran over late Feb/early March. There were 18 events over five days including musical in-conversations, panel events, theatrical StoryTimes, shadow puppetry shows, author talks – and more. Highlights included an evening with one of Australia’s leading experts on Artificial Intelligence, Professor Toby Walsh; a panel event on book cover design; a musical performance by Aboriginal artist, Jessie Lloyd, and an in-conversation with disability advocate and writer, Hannah Diviney.

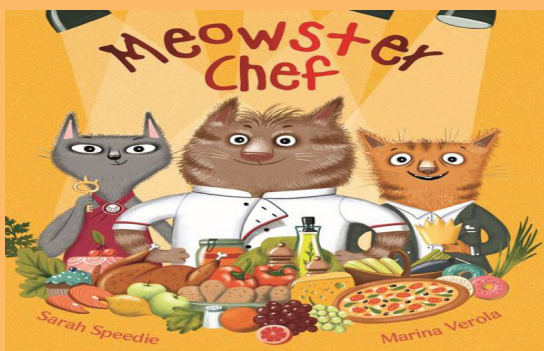
Big Summer Read



The annual BIG Summer Read concluded with Glen Eira Libraries placing third across all library services in Victoria for the number of registrations. More than 600 participants enrolled in the reading challenge – a huge effort.

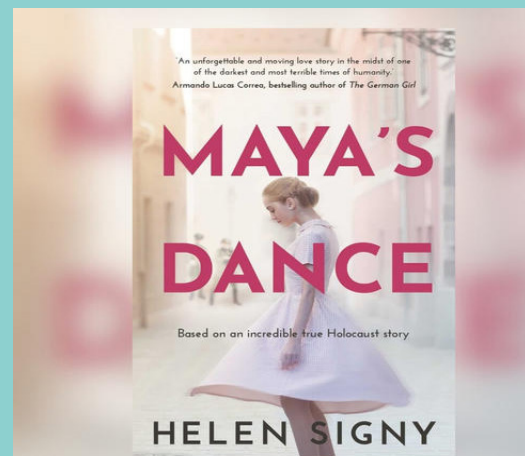
March Events

Storytime Takeover



Author - Sarah Speedie, took over Storytime to read her favourite story books, as well as her own popular titles, *Mozzies Vs Flies* and *Meowster Chef*.

Author talks with Helen Signy



Sydney based author Helen Signy visited to talk about her latest book, *Maya's Dance* - a powerful novel of survival, resilience and enduring love based on the incredible true Holocaust story of Lucie Pollak-Langford.

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

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.

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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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

