



THEME THREE **SAFE, HEALTHY AND INCLUSIVE**

GLEN EIRA CITY COUNCIL **ANNUAL REPORT** 2020–2021

BENTLEIGH • BENTLEIGH EAST • BRIGHTON EAST • CARNEGIE • CAULFIELD • ELSTERNWICK
GARDENVALE • GLEN HUNTLY • MCKINNON • MURRUMBEENA • ORMOND • ST KILDA EAST



GLEN EIRA
CITY COUNCIL

THEME THREE

SAFE, HEALTHY AND INCLUSIVE

Long-term community goal:

A strong and safe community that connects people and enhances health and wellbeing.

We are committed to being a community that is safe, healthy and inclusive. Our aim is to help people feel socially included, with access to quality support services. We will build a social environment that encourages participation, where people are safe in their homes and around our streets.

In 2020–2021 we:

- delivered 95 per cent of actions (41 out of 43) from our *Municipal Public Health and Wellbeing Plan* for 2020–21. This included the development of a Business Resource Hub containing information on small business grants, rent relief, webinars for businesses and support for residents and ratepayers during COVID-19 lockdowns; administering more than 7,050 vaccinations to infants and children and 1,871 influenza vaccinations to eligible residents and staff; supporting 130 older residents through our *Active Adults* exercise program which promoted staying active during COVID-19; and spreading acts of kindness to our community through our Glen Eira Be Kind initiative; and
- continued to implement the actions within our *Reconciliation Action Plan 2018–20*, including: exploring options to expand and/or review Aboriginal markers and storyboards around Glen Eira's parks and open space; developing an Aboriginal cultures and histories publication of Glen Eira; and exploring options of possible locations to establish a Learning Stone site. We were also delighted to be announced winner of *Reconciliation Victoria* and *Victorian Local Government Association's* respected *HART (Helping Achieve Reconciliation Together) Award* in the Local Government category for 2021 for our January 26 *Koorie Day Out* program of events which included (in the words of the Awards organisers) "... lowering the Aboriginal and Torres Strait Islander flags to half mast to acknowledge the pain of the day and ensure the *Koorie Day Out* is a culturally safe place".
- significantly increased our online presence and engagement with the community via Glen Eira Leisure's *GEL Anywhere* program, which included more than 1,350 programs being presented on nutrition, mental health, fitness, and group fitness classes for children and older adults. More than 55 programs for people with disabilities were also provided free for the community. Glen Eira Libraries also pivoted several programs and events online, including *Library@Home StoryTimes* and in-conversation with local and international authors.

THE STRATEGIC OBJECTIVES OF THIS LONG-TERM COMMUNITY GOAL ARE:

1. WORK IN PARTNERSHIP TO MAKE OUR CITY A SAFE AND INCLUSIVE PLACE FOR ALL.

WE WILL:

- Partner with key stakeholders such as Victoria Police to promote and enhance community safety throughout the City.
- Develop strategies to increase the safety of common walking routes eg. options for enhanced lighting where required, enhanced business activity along transport routes, etc.
- Develop an evidence-based approach to implementing localised crime prevention strategies.
- Work collaboratively with community stakeholders to reduce the incidence of family violence in our community.
- Support and run events, programs and activities, that help people to connect with each other, and create a sense of community.

2. SUPPORT ACCESS TO A RANGE OF QUALITY AND VALUED SERVICES THAT MEET THE COMMUNITY'S NEEDS.

WE WILL:

- Provide services for children, youth and the aged that enhance the health and wellbeing outcomes of residents.
- Encourage volunteering by improving access to grants, delivering training and enhancing promotion of volunteering.
- Increase the access to and use of Council's community buildings and facilities.

3. DELIVER PROGRAMS AND ACTIVITIES TO PROMOTE A HEALTHY AND RESILIENT COMMUNITY.

WE WILL:

- Deliver programs and initiatives that support young people that are responsive to the feedback received through Council youth engagement activities, eg. *Resilience Youth Survey* of primary and secondary school students.
- Provide the community with support and information to build resilience and recover from local emergencies.
- Promote the health and development of young children through the delivery of quality Maternal and Child Health Services, parent education programs and family health and wellbeing initiatives.
- Deliver health promotion initiatives which educate and encourage an active and healthy lifestyle.
- Provide a greater range of library, sporting and recreation services to bring people together and encourage healthy lifestyles.
- Develop a *Municipal Public Health and Wellbeing Plan* that addresses mental health, obesity and drug related harms.
- Provide opportunities to communities who may be discriminated against, such as the Aboriginal and Torres Strait Islander community, disability community, culturally and linguistically diverse community and LGBTIQ community, to access programs, gain supports and engage in community life.
- Explore opportunities to create a dog agility park within the municipality.

ON BEHALF OF THE COMMUNITY, COUNCIL WILL ADVOCATE FOR:

- Increased security and local police presence.
- The timely removal of graffiti from state and federal government owned assets.
- Access to affordable, safe, accessible and diverse housing.
- State and federal initiatives that address social issues in the community.
- Funding for children's services, including child care and kindergarten services.
- Better funding for aged support services that meet community needs and enable residents to age in place.
- State and federal government funding for community infrastructure.

HOW WILL WE KNOW IF WE HAVE BEEN SUCCESSFUL?



STRATEGIC INDICATOR	RESULT
There will be an increase in the percentage of residents who agree this is a close-knit community.	<p>The 2021 <i>Local Government Community Satisfaction Survey</i> indicates that 56 per cent of residents agree '... that people live in a close neighbourhood' with 15 percent that 'strongly agree' and 41 per cent 'agree'. This is a decrease on the 2020 response.</p> <p>The 2020 <i>Local Government Community Satisfaction Survey</i> indicates that 62 per cent of residents agree '... that people live in a close neighbourhood' with 19 per cent that 'strongly agree' and 43 per cent 'agree'.</p> <p>The 2019 <i>Local Government Community Satisfaction Survey</i> indicated that 61 per cent of residents agree '... that people live in a close neighbourhood'. This compares with 59.8 per cent found in the 2015 <i>VicHealth Indicator Survey</i>.</p>
The level of satisfaction with the 'family support service' in the <i>Community Satisfaction Survey</i>, will be consistent with, or better than, industry benchmarks.	The 2021 <i>Local Government Community Satisfaction Survey</i> indicates residents' satisfaction with family support services is slightly lower at 65 than the period 2020 of 70. The state-wide average remains at 66 with the Metro average at 67 (down from 69 last year).
There will be an increase in the percentage of residents that report that they feel safe to walk alone at night time.	The 2021 <i>Local Government Community Satisfaction Survey</i> indicates that 66 per cent of residents feel very safe walking in their local area alone after dark. This compares with 63 per cent in 2020.
There will be an increase in the percentage of residents who participate in volunteering.	<p>In 2011, 18.7 per cent* of Glen Eira residents participated as a volunteer. This number increased by five per cent in 2016 with 21.3 per cent* of residents participating as volunteers.</p> <p>*Source: Australian Bureau of Statistics <i>Census 2011</i> and 2016.</p>

Achieved =  Not achieved =  Deferred by Council 

Not achieved due to COVID-19 pandemic = 



Not achieved due to factors outside of Council's control = 



2020–21 COMMITMENT	PERFORMANCE MEASURE	RESULT
We will continue to deliver our <i>Active Communities Program</i> to improve the health and fitness and social connection of residents.	We will engage at least 500 Glen Eira residents in free exercise activities in parks throughout Glen Eira.	
Comment: We engaged 986 attendees in outdoor programs. As COVID-19 restrictions were lifted, Glen Eira Leisure used an outdoor marquee to provide free fitness classes for the community. In addition, classes will be scheduled in parks in Q4 2021.		
We will contribute to the community's sense of safety and support crime prevention in the municipality through delivery of key activities in our <i>Community Safety Plan 2018–2022</i> .	We will deliver bystander training to staff and the community in order to educate and empower participants so that they can contribute to the prevention of family violence.	
Comment: As part of the 16 Days of Activism Against Gender-Based Violence campaign, Council delivered Everyday Conversations — Active Bystander Training for Council staff on 26 November 2020, and for the Glen Eira community on 9 December 2020.		
	We will develop a 2020–22 <i>Action Plan</i> and deliver a minimum 80 per cent of the year one commitments.	
<p>Comment: The <i>Community Safety Action Plan 2020–2022</i> contains 21 actions to be implemented each year over two years. Of the 2020–21 actions, 95 per cent (20) were completed. In early 2021 Council developed and launched the <i>Glen Eira Good Neighbour Recognition Program</i> designed to connect and build positive relationships with our neighbours, build friendships and enhance community safety.</p> <p>During the 2020–2021 COVID-19 lockdown periods, Council supported and promoted online events, activities and programs that brought the community together, fostered connections and increased understanding of culture and faith.</p> <p>Glen Eira Libraries had weekly online multicultural and diversity author discussions, which included international and national guests from the indigenous, transgender and diverse communities. Council also held four virtual Coffee with a Cop sessions with Victoria Police, which offered the opportunity to access resources, gain information and asked questions about elder abuse, mental health, community policing and youth. Council was successful in receiving funding from the Department of Justice and Community Safety to develop and implement the <i>Living Safely Program</i>. In partnership with Victoria Police and Glen Eira Neighbourhood Watch, 5,860 Crime Prevention Kits were distributed to Glen Eira residents, which saw improvement in community confidence and an increase in car and home security measures.</p>		

2020–21 COMMITMENT	PERFORMANCE MEASURE	RESULT
We will deliver programs and initiatives that support young people and give them a voice through the implementation of our <i>Glen Eira Youth Strategy 2019–2023</i> .	We will complete a minimum of 80 per cent of year two commitments of the <i>Glen Eira Youth Strategy 2019–2023</i> by June 2021.	
<p>Comment: Eighty-eight per cent of year two actions in the <i>Glen Eira Youth Strategy Action Plan 2020–21</i> were completed as of June 2021.</p> <p>Some highlights of completed actions include:</p> <ul style="list-style-type: none"> • the online event, <i>Queerstories</i> which ran as a part of the <i>2021 Glen Eira Storytelling Festival</i> and had 220 registered attendees; • the online Parent Information Night webinar in partnership with Cyber Safety Project, with 48 registered attendees, • Youth Leadership Team presentations to Council on current youth issues, the return to face-to-face delivery for all community and school-based programs in 2021; • the <i>Moving Up with Parents</i> primary school to secondary school transitions webinar, attended by 76 parents; • the online Youth Art Expo, with more than 120 entries; and • two ‘Welcome to Glen Eira’ Glen Eira Multicultural Youth Network activities (barista training and sushi social). <p>This is also a major initiative of the 2020–21 Annual Budget.</p>		
We will deliver swimming lessons to residents with limited water safety knowledge and skills to ensure they are safe around water.	A minimum of 100 residents will have the opportunity to participate in a modified swimming program by June 2021.	
<p>Comment: We enrolled 90 participants in the culturally and linguistically diverse (CALD) swimming program. The swimming program was heavily impacted by COVID-19 restrictions with the GESAC learn-to-swim program closed for 35 weeks and COVID-19 capacity restrictions placed on the pools for an additional 10 weeks. Demand for the program also decreased due to stay at home pandemic restrictions and family concerns about possible exposure to the virus in the community.</p>		

2020–21 COMMITMENT	PERFORMANCE MEASURE	RESULT
We will engage our community through a diverse program of events and activities.	We will deliver 60 curated events and activities including literacy based and community interest programs in libraries, and cultural and celebratory events at indoor venues and outdoors in Council's parks and gardens to engage and strengthen our communities including: the <i>Glen Eira Storytelling Festival</i> ; three <i>Party in the Park</i> events; and <i>Reconciliation Week</i> activities in line with Council's <i>Reconciliation Action Plan</i> .	✓
Comment: Libraries and Arts and Culture delivered 151 online and face-to-face (where permitted) community events and activities despite the cancellation of major cultural events, such as <i>Carols in the Park</i> , <i>Party in the Park</i> and <i>Groove and Graze</i> due to the closure of libraries, physical distancing restrictions and COVID-19 lockdowns. The <i>Storytelling Festival</i> was moved online. Events and activities included performance groups and children's entertainers; artists and curators; arts and crafts programs, pop-up events in shopping precincts and parks; in-conversations with international and local presenters and authors; and <i>Library@Home Storytimes</i> and workshops.		
	We will organise and promote at least three community activities at the new community space in Neerim Road, Carnegie, enhancing the activity centre's vibrancy and attractiveness.	CX
Comment: The community space is complete with the opening event held on 15 May. Two additional events were planned but didn't proceed due to COVID-19 restrictions. Opportunities to conduct additional events will be discussed with the Carnegie Traders Association and programmed when permitted.		
We will enhance health and wellbeing outcomes in our community by implementing Council's <i>Municipal Public Health and Wellbeing Plan (MPHWP)</i> .	We will deliver a minimum of 90 per cent of the <i>Municipal Public Health and Wellbeing Plan 2017–21</i> year four commitments by June 2021.	✓
Comment: The <i>Municipal Public Health and Wellbeing Plan</i> for 2020–21 contained 43 actions, of these 41 actions (95 per cent) were completed. Key actions included: <ul style="list-style-type: none"> • Development of a Business Resource Hub containing information on small business grants, rent relief, webinars for businesses and support for residents and ratepayers during COVID-19 lockdowns. • Our Public Health team administered more than 7,050 vaccinations to infants and children and 1,871 influenza vaccinations to eligible residents and staff. • Our <i>Active Ageing</i> program supported 130 older residents through exercise programs which promoted staying active during COVID-19. • Our <i>Glen Eira Be Kind</i> campaign successfully focused on spreading acts of kindness for yourself and others, including stories and tips on how to look after yourself and your neighbours. • During the COVID-19 lockdowns the Children Services teams reached families through weekly online playgroups. Resource packs with arts and crafts supplies and activity sheets were delivered to families to keep children engaged at home. • A successful <i>Glen Eira Community Awards</i> event was held in May 2021 to recognise our many volunteers and community groups. Awards were presented for <i>Citizen of the Year</i>, <i>Young Citizen of the Year</i> and <i>Community Group of the Year</i>. 		

2020–21 COMMITMENT	PERFORMANCE MEASURE	RESULT
<p>We will enhance health and wellbeing outcomes in our community by implementing Council’s <i>Municipal Public Health and Wellbeing Plan (MPHWP)</i>.</p> <p>Continued.</p>	<p>We will engage with the community in preparation for the <i>Municipal Public Health and Wellbeing Plan 2021–25</i>.</p>	
<p>Comment: During April to June 2021 we delivered a variety of engagement activities using online, written and face-to-face methods. These incorporated surveys, pop-up engagements in local shopping centres and libraries, workshops and focus groups with a broad range of population groups and people in our community from diverse backgrounds and identities. This helped shape the draft plan, which will go through a further period of community consultation in August and September 2021.</p>		
<p>We will enhance outcomes for people with disabilities in our municipality by implementing Council’s <i>Disability Action Plan 2017–2021</i>.</p>	<p>We will upgrade a minimum of four Council facilities to improve their functionality for people with disabilities and ensure that they meet appropriate compliance standards.</p>	
<p>Comment: Council has implemented accessibility upgrades at Mackie Road Reserve, Bentleigh East Pavilion; Victory Park Pavilion, Bentleigh; Princes Park Multipurpose Pavilion and DC Bricker Function Room, Caulfield South. These works have enhanced the physical access and improved their functionality for people with disabilities.</p>		
	<p>We will implement 70 per cent of quick wins from the accessibility reports for Bentleigh, Elsternwick and Carnegie shopping precincts to make accessibility improvements which will help people with disabilities to be active in the community.</p>	
<p>Comment: Council has implemented 89 per cent of quick wins from the accessibility reports for Bentleigh, Elsternwick and Carnegie shopping precincts. This includes improving parking accessibility options around shops and services for people with disabilities and engaging local businesses to be more aware of access and inclusion.</p>		
<p>We will invest in increased compliance activity on building sites in order to improve safety and amenity during major construction works.</p>	<p>We will aim to decrease the number of complaints received by 10 per cent.</p>	
<p>Comment: Complaints relating to building sites decreased by 22.5 per cent but enforcement action increased during this period.</p> <p>These figures show a trend of Council taking a zero-tolerance approach to the impact construction is having on community safety and amenity to ensure compliance. Officers have been proactive in monitoring building sites and creating a presence, which has resulted in a decreased need to be reactive.</p>		

2020–21 COMMITMENT	PERFORMANCE MEASURE	RESULT
We will investigate Council's provision of active recreation facilities identified in the <i>GET ACTIVE — Future of Sport and Active Recreation Report</i>.	We will prepare and consult on an <i>Active Recreation Action Plan</i> , focused on future provision of active recreation facilities, including multipurpose courts, skate facilities and outdoor fitness equipment in our parks.	
<p>Comment: Extensive consultation has been undertaken including in-park observations at nine sites, including: Caulfield Park, Caulfield North; Princes Park, Caulfield South; Booran Reserve, Glen Huntly; Packer Park, Carnegie; Joyce Park, Ormond; Duncan Mackinnon Reserve, Murrumbeena; Hodgson Reserve, Bentleigh; King George Reserve, Bentleigh East; and McKinnon Reserve, McKinnon. We also conducted online surveys and engaged with internal Council departments and a range of external community organisations, including Sport and Recreation Victoria and Maccabi Victoria.</p> <p>Analysis of the engagement outcomes, as well as assessments of individual suburbs, examining their open space provision (as reflected by the <i>Open Space Strategy</i>), active recreation facility provision and gaps, demographics and analysis of opportunity were undertaken and have been used to inform the development of the <i>Active Recreation Action Plan</i>.</p> <p>The <i>Active Recreation Action Plan</i> focuses on future provision of active recreation facilities, including multipurpose courts, skate facilities and outdoor fitness equipment in our parks, and opportunities to activate the community through physical activity programs.</p> <p>The <i>Active Recreation Action Plan</i> is scheduled to be considered for endorsement at the 20 July Ordinary Council Meeting.</p>		
We will provide high quality leisure facilities to improve the health and wellbeing of all Glen Eira residents by engaging them in visits to our health clubs, pools and stadium.	We will increase our online presence and engagement of Glen Eira Leisure activities by 20 per cent.	
<p>Comment: Our online programming has increased by over 20 per cent in response to higher demand during the COVID-19 lockdown period.</p> <p>The <i>GEL Anywhere</i> program proved to be very popular in 2020–21 with a variety of programs being presented including nutrition, mental health, fitness, children's and older adult programs. Programs for people with disabilities were also provided free for the community. The minutes viewed of <i>GEL Anywhere</i> online classes saw an increase of 375 per cent, from 320,900 in the previous year to 1.2 million in 2020–21 and net followers of our Facebook page increased by 1.9 million compared to a modest increase of 800,000 the previous year.</p>		
We will provide visible and active community leadership throughout the COVID-19 pandemic, ensuring that our community is informed, essential services are maintained, and best practice public health principles are upheld.	We will comply with all Department of Health and Human Services COVID-19 guidance, notes and directions.	
<p>Comment: 2020–21 has continued to be a challenging time for our community. We have continued to adhere to the guidance and directions of the Department Health and Human Services; communicating changes and advice as they come to hand via social media, our website and other channels, pivoting our operations online and continuing to deliver our core services to the community. We are committed to ensuring we can support the community by providing leadership, partnership and advice as we move into a new financial year.</p>		

2020–21 COMMITMENT	PERFORMANCE MEASURE	RESULT
We will update our planning controls to better protect areas that are prone to overland flooding.	Once the Melbourne Water flooding analysis has been completed, we will seek authorisation from the Minister for Planning to commence a Special Building Overlay Planning Scheme Amendment.	
Comment: Finalised flood mapping data was received late in Q4 and is now under final review. Council is expecting a formal request from Melbourne Water as the proponent for its component of the Amendment in November 2021. Following this, officers will brief Council and seek authorisation for the Amendment.		
We will work with community, businesses and other stakeholders to develop and deploy a comprehensive COVID-19 Recovery Strategy.	Implement all high priority actions from <i>COVID-19 Response and Recovery Plan</i> .	
Comment: Currently there are 32 actions contained within the <i>COVID-19 Recovery Strategy 2021</i> . These actions relate to ongoing activities within business units with a strong focus on community recovery from the social and economic impacts of the pandemic. The actions related to the social impacts of COVID-19 have been initiated and continue to run on an ongoing basis through the recovery phase. Council's Pandemic Response and Recovery team have actioned relief services as directed under the Emergency Management arrangements, managed referrals from State Government under the <i>Community Activation and Social Isolation Initiative</i> , coordinated the local Pandemic Response and Recovery Committee and provided COVID safe information to Council business units and to the public. The actions addressing the economic impacts includes, initiating and continuing to work with neighbouring Councils and peak bodies to create opportunities for local businesses, discuss innovation for business rejuvenation, consult and engage with local traders association and local key business contacts during the length of the COVID-19 crisis, and promote COVID safe behaviour for business operations during the COVID-19 crisis. This is also a major initiative of the 2020–21 Annual Budget.		
We will work with local Elders and the Boon Wurrung Foundation to build a unified community that acknowledges Aboriginal and Torres Strait Islander Peoples through meaningful reconciliation.	We will continue to implement our <i>Reconciliation Action Plan 2018–20 — Innovate</i> and achieve 90 per cent of commitments.	
Comment: We were successful in completing all of our actions within the <i>Reconciliation Action Plan 2018–20 — Innovate Plan</i> . We were delighted to be announced winner of <i>Reconciliation Victoria and Victorian Local Government Association's respected HART (Helping Achieve Reconciliation Together) Award</i> in the Local Government category for 2021.		

2020–21 COMMITMENT	PERFORMANCE MEASURE	RESULT
We will work with local Elders and the Boon Wurrung Foundation to build a unified community that acknowledges Aboriginal and Torres Strait Islander Peoples through meaningful reconciliation. Continued.	We will renew Council's memorandum of agreement with the Boonwurrung Traditional Owners.	
Comment: The memorandum of agreement documents were signed by both parties on 8 February 2021, continuing our strong partnership for the future.		
	We will seek endorsement of the next iteration of our <i>Reconciliation Action Plan — Innovate</i> from Reconciliation Australia.	
Comment: Conditional endorsement was received from Reconciliation Australia. The new <i>Reconciliation Action Plan</i> is now being prepared for launch in August 2021.		
	We will renew Aboriginal markers and storyboards at Mallanbool Reserve.	
Comment: The updated text has been approved by the Boon Wurrung Foundation and Council's Aboriginal and Torres Strait Islander civic and cultural officer. Signage style and design type have been confirmed and a manufacturer engaged. Final updates to images and text alignment is being completed. We were waiting on COVID-19 restrictions to lift for signage to be confirmed onsite. Installation of the signage is now expected in September 2021.		
	We will commence a process to engage with the community on design of a learning stone and gathering place site at Mallanbool Reserve, Murrumbeena.	
Comment: A site visit with Traditional Owners and <i>Reconciliation Action Plan</i> Advisory Group members took place and discussion with the Elders confirmed similar design ideas. We have engaged with a learning stone representative and Council's Parks team to progress the design. An engagement plan has been developed containing clearly defined goals for the project.		

COMMITMENTS 2019–20 (CARRIED OVER)

2019–20 COMMITMENT	PERFORMANCE MEASURE	RESULT
Council will provide digital kiosks in two activity centres. These spaces will allow customers to complete transactions, find information about Council, its services, events and amenities.	Two digital kiosk spaces implemented by June 2020.	✓
Comment: A digital kiosk was installed in the Carnegie Library in February 2021. A second digital kiosk was installed in the Elsternwick Library instead of Bentleigh Library, given that Bentleigh is currently closed for redevelopment.		
We will develop role descriptions for all categories of Council volunteers and deliver training programs to build their capacity to support the community	We will develop a volunteer induction program and commence rollout by June 2020.	✓
Comment: A <i>Volunteer Induction Program</i> was developed in consultation with key stakeholders. The <i>Program</i> was endorsed by the Executive Team; however implementation was delayed due to the impacts of COVID-19. Implementation recommenced in early 2021 once COVID-19 restrictions on volunteers lifted.		