



THEME THREE **SAFE, HEALTHY AND INCLUSIVE**

GLEN EIRA CITY COUNCIL
ANNUAL REPORT
2019–2020

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 2019–2020 we:

- staged our largest annual *Glen Eira Youth Art Exhibition* and delivered our *Moving Up* program to more than 1,000 Year 6 students who will enter high school next year. We could only achieve 76 per cent of our first-year commitments (target 90 per cent) in our *Youth Strategy Action Plan 2019–2020* due to COVID-19 social distancing restrictions and school closures;
- built the Glen Eira Community Shed at Moorleigh Village in East Bentleigh. The key tenants of our new community facility include a men's shed, a community house a U3A and other groups that will engage, support and educate community members; and
- saw a decrease in construction activity and associated complaints from March to June 2020 due to the impact of COVID-19. Our compliance activity remained consistent and we achieved a 3.75 per cent decrease in complaints. Our target for 2019–20 year was 10 per cent.

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 2020 Local Government Community Satisfaction Survey 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 Local Government Community Satisfaction Survey 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 VicHealth Indicator Survey.</p>
The level of satisfaction with the ‘family support service’ in the Community Satisfaction Survey, will be consistent with, or better than, industry benchmarks.	The 2020 Local Government Community Satisfaction Survey indicates residents’ satisfaction with family support services has remained stable at an index score of 70 in the period 2019 and 2020, following an increase from 67 in 2018. The 2020 state-wide average index score for family support performance is 66.
There will be an increase in the percentage of residents that report that they feel safe to walk alone at night time.	The 2020 Local Government Community Satisfaction Survey indicates that 63 per cent of residents feel very safe walking in their local area alone after dark. This compares with 60 per cent in 2019.
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 Census 2011 and 2016.</p>

Achieved =  Not achieved =  Not achieved due to COVID-19 pandemic = 

2019–20 COMMITMENT	PERFORMANCE MEASURE	RESULT
<p>We will implement our Glen Eira Youth Strategy.</p>	<p>We will complete 90 per cent of first-year commitments by June 2020.</p> <p>This is also a major initiative of the 2019–20 Annual Budget.</p>	<p></p>
<p>Comment: A total of 28 actions (76%) of the <i>Glen Eira Youth Strategy Action Plan 2019–2020</i> were completed, nine actions (28%) were unable to be completed by 30 June 2020 due to COVID-19 restrictions and the closure of local primary and secondary schools throughout the pandemic.</p> <p>While restrictions on public gatherings during COVID-19 impacted some actions, there were still many highlights of the <i>Youth Strategy Action Plan</i> including: our largest <i>Youth Art Exhibition</i>; the delivery of the <i>Moving Up</i> program to more than 1,000 Year 6 students about to enter high school; and establishing the new Glen Eira Multicultural Youth Network.</p>		
<p>We will build a Community Shed at Moorleigh Village.</p>	<p>Community Shed completed by June 2020.</p> <p>This is also a major initiative of the 2019–20 Annual Budget.</p>	<p></p>
<p>Comment: The Glen Eira Community Shed is currently built and following some minor construction delays is now near completion. The contractor is carrying out final finishing tasks, ready for handover in mid-July 2020. Key tenants will then move into the new facility including: the Bentmoor Men’s Shed; Moongala Community House; Moorleigh U3A; MiCare; and East Bentleigh Village Garden that currently operates a community garden at Moorleigh Village. The aim of the shed is to encourage use by diverse groups, including; age, culture, gender and socioeconomic situation.</p>		
<p>We will support crime prevention in the municipality through the delivery of key activities under our <i>Community Safety Plan 2018–2022</i>.</p>	<p>We will support crime prevention in the municipality through the delivery of key activities under our <i>Community Safety Plan 2018–2022</i>.</p>	<p></p>
<p>Comment: The <i>Community Safety Action Plan 2018-2020</i> has completed 94 per cent of actions. A recent achievement of the Action Plan is the completion of the research into community views of safety. The research highlighted that lighting and having other people around had the biggest impact on making people feel safer in their neighbourhood and parks. Of those who reported being concerned about their home being burgled the most common action taken was to problem solve the issue with neighbours. Speeding cars and graffiti were most commonly identified as major issues.</p>		

2019–20 COMMITMENT	PERFORMANCE MEASURE	RESULT
<p>We will support crime prevention in the municipality through the delivery of key activities under our <i>Community Safety Plan 2018–2022</i>. (continued)</p>	<p>We will undertake research on community views of safety as part of a midway check-in on our <i>Community Safety Plan</i> to inform future directions.</p>	
<p>Comment: <i>Community Confidence and Feelings of Safety Survey</i> was completed with the Glen Eira Community Voice online panel. The survey findings were distributed to the community and three community focus groups were scheduled: one took place on 17 March at Town Hall and due to COVID-19 restrictions, the remaining sessions were conducted online via Council's <i>Have Your Say</i> page. The analysis of the data and responses will be presented to the Community Safety Committee in July 2020.</p> <p>Additionally, Glen Eira asked further tailored questions regarding community safety and social cohesion as part of the <i>2020 Local Government Community Satisfaction Survey</i>. Ninety-four per cent indicated they felt safe or very safe when walking in their local area alone during the day, and 64 per cent felt safe or very safe when walking in their local area alone after dark.</p>		
<p>We will develop role descriptions for all categories of Council volunteers and deliver training programs to build their capacity to support the community.</p>	<p>Role descriptions developed for all categories of volunteers.</p>	
<p>Comment: Role descriptions have been developed for all the categories of volunteers at Council. These role descriptions were approved by the Executive team in June 2020.</p>		
	<p>We will develop a <i>Volunteer Induction Program</i> and commence rollout by June 2020.</p>	
<p>Comment: A <i>Volunteer Induction Program</i> was developed in consultation with key stakeholders. The <i>Program</i> was approved by the Executive team. However, due to the impacts of COVID-19, many of Council's volunteers have temporarily ceased their engagement and the implementation of the induction program has not been able to be implemented. When our volunteers re-engage, following COVID-19 impacts, the <i>Induction Program</i> will be implemented.</p>		
<p>We will develop health and fitness programs in community venues to expand our reach.</p>	<p>We will engage 400 participants in our Active Parks programs.</p>	
<p>Comment: We ran another <i>Active Parks</i> program starting in February 2020 which ran for six weeks. The attendance for this program was 478 which was a great result. The program has been well received and we plan to continue it once COVID-19 restrictions are eased.</p>		

2019–20 COMMITMENT	PERFORMANCE MEASURE	RESULT
<p>We will develop health and fitness programs in community venues to expand our reach. (continued)</p>	<p>We will implement <i>Dive in and Learn to Swim</i> — an eight-week program for culturally and linguistically diverse communities.</p>	<p>CX</p>
<p>Comment: Four weeks of the Learn to Swim program was completed in February 2020. The program was then put on hold due to COVID-19 restrictions and will resume when the restrictions allow. The participants loved the program and were very thankful Council started such an initiative.</p>		
<p>We will implement our ‘innovate’ Reconciliation Action Plan.</p>	<p>We will complete 90 per cent of the 2019–20 actions.</p>	<p>✓</p>
<p>Comment: The <i>Reconciliation Action Plan 2019–20</i> has 50 actions: 96 per cent of those are complete or on target. There are two actions (four per cent) which cannot be completed due to dependencies on external organisations. Highlights in the final quarter of 2019–20 include: <i>National Reconciliation Week</i> activities which covered a ‘You can’t ask that’ panel for Council staff; an online community event with Welcome to Country and Smoking Ceremony from Boon Wurrung Foundation, a Bush Tukka workshop by Cassie Leatham and musical performance by <i>Pirrutu</i>; cultural awareness online staff training hosted by the Koorie Heritage Trust; an Indigenous history report by Dr Ian Clark provided in draft; and workshop planning commenced for our <i>Reconciliation Action Plan 2020–2022</i>.</p>		
<p>We will engage our community through a diverse program of events and activities.</p>	<p>We will deliver 50 programs to the community, including literacy-based and community interest programs in libraries, cultural and celebratory events at indoor venues and outdoor in Council’s parks and gardens to engage the community.</p>	<p>✓</p>
<p>Comment: Target exceeded with 128 programs delivered throughout 2019–20. Libraries and Arts and Culture presented the community with ways to create, learn, experience, and connect through diverse programs held in libraries, Council venues, parks and gardens. Since the COVID-19 pandemic, online programming now engages our usual audiences as well as new audiences across Glen Eira. Online events included <i>Artynoons</i> for children and families, <i>Living through History with COVID</i>, art lessons, <i>Library@Home StoryTimes</i> and workshops, and <i>Inconversations</i> with artists, international and local presenters and authors. Formats include pre-recorded, live and streaming to reach the widest audiences, creating an added benefit to those who normally could not attend programs in person because of busyness or mobility challenges.</p>		
<p>We will continue to implement all-abilities access in Council managed community facilities, aligned with Council’s Disability Action Plan 2017–2021.</p>	<p>Implement upgrades to ensure all-abilities access at Bentleigh Reserve Pavilion.</p>	<p>✓</p>
<p>Comment: The <i>Disability Action Plan</i> works at Bentleigh Reserve Pavilion are completed. We updated the accessible parking space to allow a clear space from other vehicles; adjusted four internal doors so that they could be easily opened; updated a backrest and the braille and tactile signage in the accessible toilet; and provided new recessed mats at the main entrance.</p>		

2019–20 COMMITMENT	PERFORMANCE MEASURE	RESULT
<p>We will continue to implement all-abilities access in Council managed community facilities, aligned with Council's <i>Disability Action Plan 2017–2021</i>. (continued)</p>	<p>Implement upgrades to ensure all-abilities access at Caulfield Park Pavilion.</p>	
<p>Comment: The <i>Disability Action Plan</i> works at Caulfield Park Pavilion are completed. We installed a new kerb ramp in the Pavilion car park; provided a compliant handrail in the lift lobby area; updated the facilities in the accessible toilet; adjusted the doors; and provided compliant braille signage.</p>		
	<p>Implement upgrades to ensure all-abilities access at McKinnon Reserve Pavilion.</p>	
<p>Comment: The <i>Disability Action Plan</i> works at McKinnon Reserve Pavilion are completed. We constructed two new accessible ramps to both change rooms, including new handrails and compliant entry doors; ensured there was 30 per cent luminance contrast to bike racks on the external pathway; provided a continuous accessible path of travel to the main entrance; and provided new braille and tactile signage in the accessible toilets.</p>		
	<p>Implement upgrades to ensure all-abilities access at Packer Park Pavilion.</p>	
<p>Comment: The <i>Disability Action Plan</i> works at Packer Park Pavilion are completed. We provided correct accessible parking signage in off street parking areas; installed new compliant handrail extensions to a main hall entry; and installed new compliant braille signage and updated the facilities in the accessible toilets.</p>		
<p>We will increase compliance activity around building sites in order to improve safety and amenity during major construction works.</p>	<p>Decrease in the number of complaints received from neighbours by 10 per cent.</p>	
<p>Comment: There was a notable decrease in construction activity and associated complaints over the last four months of the financial year due to the impacts of COVID-19. Despite this decrease Council's compliance activity remained consistent with the previous year. In 2018–19, 4,529 complaints were received, compared to 4,359 complaints received in 2019–20. This represents a 3.75 per cent decrease in complaints.</p>		
<p>We will increase park patrols with a focus on educating the importance of cleaning up after your dog.</p>	<p>Increase the number of park patrols in 'hot spot' locations by 10 per cent.</p>	
<p>Comment: There has been a 10.09 per cent increase in park patrols compared to the previous year. In 2018–19 were 2,338 park patrols, compared to 2,574 in 2019–20.</p>		
<p>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.</p>	<p>Two digital kiosk spaces implemented by June 2020</p>	
<p>Comment: The digital kiosks were ready to be installed in Bentleigh and Carnegie Libraries by the end of March 2020. However due to COVID-19 Stage 3 restrictions resulting in the closure of the libraries this was not achievable. When the libraries reopen in a greater capacity and we can meet safety, cleaning and social distancing requirements the kiosks will be installed.</p>		