

GLOSSARY — TERMS AND ACRONYMS

AAS — Australian Accounting Standards.

AASB — Australian Accounting Standards Board.

ABC — Australian Broadcasting Commission.

ABS — Australian Bureau of Statistics.

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; 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.

Amendment C120 — a *Planning Scheme Amendment* that sets a contribution rate on applicable developments to pay for additional open space within the City.

ATO — Australian Taxation Office.

Auditor-General — independent parliamentary officer appointed by legislation to examine and report to State Parliament and the community on the management of public sector resources and provide assurance on the financial integrity of Victoria's system of government.

BabyTime — a sensory and language program, which incorporates songs, rhymes, puppets and mini stories for babies and toddlers under three years.

Benchmarking — the qualitative and quantitative comparisons with a similar service or service organisation that provide a benchmark for service standards and therefore ensure Council is providing services to the municipality at or above quality standards.

Best Value — the *Best Value* model is a key component of Council's continuous improvement program. *Best Value Principles* allow councils to benchmark services, assess their efficiency and gauge the extent to which they meet community needs.

Bounce rate — represents the percentage of visitors who enter a website and then leave rather than continuing to view other pages within the same site.

CALD — Culturally and linguistically diverse. CALD programs have staff that speak a foreign language, organise specific cultural activities or meet spiritual needs.

Capital works — any work undertaken to establish, renew, expand and upgrade Council's assets.

Carbon emissions — carbon dioxide and carbon monoxide in the atmosphere, produced by vehicles and industrial processes.

Caulfield Racecourse Reserve — a 54-hectare parcel of Crown land in the centre of Caulfield Racecourse, East Caulfield. The Crown land is reserved for three purposes — a racecourse, public recreation and a public park.

CEO — Chief Executive Officer.

Charter of Human Rights — the *Charter* contains 20 rights that reflect the four basic principles of freedom, respect, equality and dignity. The *Charter* introduces standards to ensure human rights are considered when making laws and decisions, and when providing services.

City of Moorabbin — was first incorporated as a road district on 16 May 1862 and was proclaimed a City on 10 October 1934. On 15 December 1994, the City of Moorabbin was abolished and split three ways. Bentleigh, Bentleigh East, McKinnon and part of Ormond were transferred into the newly created City of Glen Eira, along with the City of Caulfield.

CIV — Capital Improved Value. The market value of the property at the date of valuation, including the value of the land and all improvements built on the land.

Clayton Regional Landfill — a now closed landfill and waste and recycling transfer station located at Ryans Road, Clayton South owned and jointly managed by five councils — Glen Eira, Boroondara, Stonnington, Whitehorse and Monash.

Community grants — Council funding to assist local not-for-profit community groups to implement projects and activities that meet identified community priorities and which benefit Glen Eira residents.

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.

Continuous improvement — the process that ensures review and improvement practices are built into operational activities.

Coronavirus — a family of viruses that cause illnesses ranging from the common cold to more severe diseases, including SARS and MERS. Coronaviruses predominantly affect animals, but in rare cases can spread to humans. The viruses can cause respiratory problems, fever and other issues. The strain of coronavirus that caused this global pandemic is COVID-19.

Corporate governance — the systems established by Council to ensure compliance with legislative and other obligations in the management of the municipality.

Council and Community Plan — a document outlining Council's strategic direction for five years.

Councillors — the elected representatives of Council.

Council asset — a facility or part of a facility that has value, enables a service to be provided and has an economic life greater than 12 months.

COVID-19 — is the disease caused by the virus SARS-CoV-2. The World Health Organisation gave this strain of the novel (new) coronavirus its name in early February 2020. Symptoms include fever, difficulty breathing, coughing and loss of the sense of smell.

COVID-19 Stage 3 restrictions — (Stay at Home restrictions). Restrictions to gathering and business operations directed by the Chief Health Officer under Victoria's State of Emergency declared on 16 March 2020.

Timeline:

Monday 16 March 2020

State of emergency declared by Victorian Premier Daniel Andrews.

Sunday 22 March 2020

Non-Essential Business Closure Directions were issued by Victoria's Deputy Chief Health Officer. These directions necessitated that the following Glen Eira City Council services were closed: Glen Eira Leisure; Glen Eira Libraries; Glen Eira Youth Centre; Town Hall Service Centre front counter; Glen Eira Gallery; and use of sportsgrounds, pavilions and sports facilities, such as skate parks, multi-purpose courts, rotundas and picnic shelters.

Wednesday 25 March 2020

Prime Minister Scott Morrison announced new Australia-wide Stage 3 restrictions would come into effect from midnight on Monday 30 March 2020. Under these restrictions there were only four reasons people could leave their home: food and necessary supplies; medical care; daily exercise; work or education that cannot be done remotely. Playgrounds, skate parks and outdoor gyms were closed and non-essential businesses were to cease operating. Gatherings of more than two people from outside your home were not allowed. Restrictions were placed on attendances at weddings (five people) and funerals (10 people). People were urged to self-isolate in their homes. Shopping centres, schools, universities and businesses deemed essential are still allowed to stay open under the Stage 3 measures, as long as they complied with physical distancing rules.

Monday 1 June 2020

The following Council services were permitted to reopen with restrictions: Glen Eira Leisure's aquatic and gym facilities; Glen Eira Libraries; community sporting activity on municipal land.

CPA — Certified Practising Accountant.

Crown land — land owned by the Commonwealth of Australia or State Government.

DAM Plan — Council's *Domestic Animal Management Plan* provides strategic direction for the management of animals within the City of Glen Eira.

Defined Benefit Plan — a type of superannuation plan where the benefits that a member will receive are defined in advance using a set formula. For the *Vision Super Defined Benefit Plan*, a member's retirement benefit is based on their years of membership of the fund multiplied by a benefit multiple, multiplied by their final salary.

Deliberative panel process — in March 2020, 42 community members were selected from more than 300 community members who had registered to be part of the process. These 40 people form the Deliberative Citizens' Panel. The panel will review community engagement information and provide a collective response to the following question: What is our vision for the future of Glen Eira and how can we reflect the aspirations of our diverse and growing

community?

Expense — an outgoing payment made by Council.

FaceTime — a mobile phone video chat app that allows people to speak to each other over a video call.

Family Day Care — a Council sponsored scheme that offers care and education for children from birth to 12 years in the safe home environment of registered educators.

Fire Services Property Levy — the *Fire Services Property Levy Act 2012* (the Act) imposes a Fire Services Property Levy (levy) on all real property in Victoria, unless specifically exempt, to fund the Metropolitan Fire and Emergency Services Board (MFB) and the Country Fire Authority (CFA). The levy is collected by councils through rate notices, or in the case of a non-rateable property, through a separate notice. The Act provides that the owner of the land is liable to pay the levy.

FOI — Freedom of Information.

GEL Anywhere — Glen Eira Leisure's online fitness hub providing training and exercise videos for home-workouts.

GESAC — Glen Eira Sports and Aquatic Centre.

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.

GST — Goods and services tax.

Have your Say — a resident engagement platform where Council asks residents to contribute ideas, provide feedback and exchange views with others on key decisions and priorities in Glen Eira. Each project page contains key dates, questions, discussion, downloads, photos and relevant project information.

HESTA — a superannuation fund for Council employees.

High intensity interval training — HIIT is a cardio workout with intense exercise periods followed by recovery periods.

IBAC — Independent Broad-based Anti-corruption Commission. IBAC is Victoria's anti-corruption body with responsibility for identifying and preventing serious corrupt conduct across the whole public sector, including members of Parliament, the judiciary and State and Local Governments.

Index score — A score calculated in the *Local Government Community Satisfaction Survey* and represented as a score out of 100 (on a 0 to 100 scale). Points are tallied based on the respondents' answers to a series of questions. Respondents can choose from a set range of responses i.e.: Very good; Good; Average; Poor; Very poor; and Can't say. In this instance 'Can't say' is discarded and weighted points are given to each response to tally an index score.

The following index score levels display Councils' performance. 75–100: Council is performing very well in this service area. 60–75: Council is performing well in this service area, but there is room for improvement. 50–60: Council is performing satisfactorily in this service area but needs to improve. 40–50: Council is performing poorly in this service area. 0–40: Council is performing very poorly in this service area.

Infrastructure — the basic facilities required for the functioning of the community, such as parks, roads and drainage and waste systems.

In Home Support Program — 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 Home Care, Personal Care and Respite Care services.

JobKeeper — a Federal Government wage subsidy available to eligible businesses that are seriously impacted by COVID-19 restrictions.

Joint operation — disposal of waste in landfill by the cities of Glen Eira, Boroondara, Stonnington, Whitehorse and Monash located at the Clayton Regional Landfill, Clayton South.

Kulin Nation — the Kulin Nation was an alliance of five Indigenous Australian nations in Central Victoria, before European settlement, that spoke related languages. The Eastern Kulin group includes four of these languages from the Woi Wurrung, Boonwurrung Taungurong, and Ngurai-illam Wurrung nations. The City of Glen Eira is located on the traditional estate of the Yaluk-ut Weelam clan of the Boonwurrung.

Labassa — is an outstanding 19th century mansion with opulent architectural features. Built in 1862, the building was redeveloped in the 1880s in the French Second Empire style as a 35-room mansion.

Local Authorities Superannuation Fund — a superannuation fund for Council employees.

Local Government Community Satisfaction Survey — Council elects to participate in the *Local Government Community Satisfaction Survey* co-ordinated annually by the Department of Transport, Planning and Local Infrastructure (DTPLI) on behalf of Victorian councils. In 2012, the Department of Planning and Community

Development (the name of the department at the time), appointed independent research company JWS Research to conduct the Survey.

Local Government Performance Reporting Framework (LGPRF) — a mandatory system of performance reporting to ensure all councils are measuring and reporting on their performance in a consistent way. The *Framework* is made up of 67 measures and a governance and management checklist of 24 items, which together build a comprehensive picture of council performance.

Local Law — the laws adopted by Council that prohibit, regulate and control activities, events, practices and behaviours within Glen Eira.

Marriot Support Services — a local organisation assisting people with intellectual disabilities and autism to lead connected, healthy and independent lives, through a wide range of employment, training, volunteering, social and recreational opportunities.

Maternal and Child Health (MCH) Key Ages and Stages consultations — a schedule of 10 Key Ages and Stages visits provided by Council's Maternal and Child Health nurses for families and children from birth to three-and-a-half years.

Middle East Respiratory Syndrome (MERS) — is a strain of coronavirus (MERS-CoV) which infects humans, bats and camels through close contact. Patients develop severe respiratory illness with symptoms of fever, cough and shortness of breath.

Moieties — together with totems and skin names make up the primary foundations in Aboriginal and Torres Strait Islander kinship systems, where everything is split in half, including people and the environment. Each half of these entities are a mirror of each other.

Moorleigh Community Village — is a multipurpose facility in Bentleigh East that caters for a wide range of community activities.

Municipal Association of Victoria — the Local Government peak body for Victoria's 79 councils.

Municipal rates — a property tax based on property valuations, which are determined by Council.

National Disability Insurance Scheme — a *Scheme* to support a better life for Australians with a significant and permanent disability, their families and carers. The *Scheme* is implemented by an independent statutory authority — the National Disability Insurance Agency.

NAV — Net Annual Value — this is the assessed annual rental value and is used to determine the amount of rates property owners will pay.

Neighbourhood character — the collective term used to describe the physical components of the built environment, architectural style, street width and layout vegetation and fence height and style.

Open space — public open space in Glen Eira.

Open Space Strategy — a Council approved strategy that will guide the future provision, design and management of public open space in Glen Eira until 2026.

Pandemic — the worldwide spread of a new disease. The World Health Organisation declared the COVID-19 outbreak a pandemic on 11 March 2020.

Personal Care — a Council service that assists frail older and disabled residents with personal tasks, such as showering, dressing, eating and drinking.

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.

Property Maintenance — a Council service that assists frail older and disabled residents with minor repairs and modifications in the home.

Quality Design Guidelines — provide guidance for all new commercial and residential development across Glen Eira, outlining appropriate building types for each location and setting architectural design standards to protect what is unique about our suburbs.

Rate cap — an annual cap set by the Victorian Minister for Local Government, which controls general rate increases for all councils during that financial year.

Rate cap variation — Councils have the option to seek a variation above the annual rate cap, through the Essential Services Commission (ESC).

Reconciliation Action Plan (RAP) — Our *RAP* was adopted on 16 October 2018 and celebrates Aboriginal and Torres Strait Islander peoples' culture and history and promotes a more inclusive and engaged community through involvement in new activities and initiatives, to employment and inclusion strategies.

Respite Care — a Council service that provides support to carers of a frail older person or person with a disability by providing them with a break from their role.

Revenue — the amount of money Council receives from its activities, mostly from rates and services provided to customers and ratepayers.

Rippon Lea House and Gardens — a large 19th century mansion surrounded by seven hectares of Victorian gardens. It is listed on the National Heritage Register and is one of the finest examples of an original suburban estate in Australia. Glen Eira residents have free access to the gardens.

Risk management — the procedures adopted by Council to manage, minimise or eliminate the risk of adverse effects resulting from future events and activities.

Rosstown Community — Council's low care, aged care facility in Carnegie.

Service Centre — Council's Customer Service Centre that handles requests, enquiries and payments from the general public.

Severe Acute Respiratory Syndrome (SARS) — is a viral respiratory illness caused by a coronavirus called SARS-associated coronavirus (SARS-CoV). Patients develop fever, dry cough, headache, muscle aches and difficulty breathing. SARS appeared in 2002 in China. It spread worldwide within a few months and was quickly contained.

Single customer view — is an aggregated, consistent and holistic representation of the data held by an organisation about its customers that can be viewed in one place.

Social Support Group — a Glen Eira City Council program that provides frail older people and people with disabilities with opportunities for friendship and social activities in a supportive environment.

Solar power generation — a system that uses solar photovoltaic (PV) systems via solar panels to generate electricity from sunlight.

Spurway Community — Council's aged care facility for high care residents.

State of emergency — a situation that grants authorities increased powers in a certain area during occurrences, such as civil unrest, a natural disaster or a pandemic.

Stay at Home restrictions — see COVID-19 Stage 3 restrictions

StoryTime — a program of reading development for preschoolers that includes stories, music, songs and rhymes.

Strategic Resource Plan — a plan covering long-term financial resources, which includes key financial indicators to support our *Council and Community Plan*.

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.

Super Tuesday Commuter Bike Count — Australia's biggest annual commuter bike count. The Count records the number and movement of people who ride bikes through municipalities on behalf of local councils.

Sustainability — providing for the needs of the present community without compromising the ability of future generations to meet their own needs.

VCAT — Victorian Civil and Administrative Tribunal.

VicRoads — a Victorian statutory authority that plans, develops and manages the arterial road network and delivers registration and licensing services.

Victorian Grants Commission — allocates financial assistance grants from the Federal Government to local councils in Victoria.

Victorian WorkCover Authority — the manager of Victoria's workplace safety system. Broadly, its responsibilities include: helping avoid workplace injuries occurring; enforcing Victoria's occupational health and safety laws; helping injured workers back into the workforce; and managing the workers' compensation scheme.

Ward — an area that provides a fair and equitable division of a municipal district. The City of Glen Eira is divided into three wards, each with three elected Council representatives.

Warrawee Community — Council's low and high care residential aged care facility.