



CITY OF  
MONASH

# ANNUAL REPORT

2011  
2012



Brine Street Childcare

# Contact us

## Monash Civic Centre

293 Springvale Road,  
Glen Waverley, 3150  
Hours: 8.30am - 5pm  
Monday to Friday

## Oakleigh Service Centre

3 Atherton Road,  
Oakleigh, 3166  
Hours: 8.45am - 5pm  
Monday to Friday

[www.monash.vic.gov.au](http://www.monash.vic.gov.au)

## Follow Us

-  [www.facebook.com/CityofMonash](http://www.facebook.com/CityofMonash)
-  [www.twitter.com/MonashCouncil](http://www.twitter.com/MonashCouncil)
-  [www.youtube.com/MonashCityCouncil](http://www.youtube.com/MonashCityCouncil)
-  [www.flickr.com/CityofMonash](http://www.flickr.com/CityofMonash)

## General Enquiries

**Phone:** 9518 3555  
**TTY - Hearing impaired:**  
9518 3655

**E-mail:**  
[mail@monash.vic.gov.au](mailto:mail@monash.vic.gov.au)  
[www.monash.vic.gov.au](http://www.monash.vic.gov.au)

**Cover image:** Friends of Scotchmans Creek and Valley Reserve by Luzio Grossi

# In this Report

## Postal Address

Monash City Council  
PO Box 1  
Glen Waverley, 3150

## Community languages

Council provides a range of information in community languages and also offers an interpreting service on the telephone numbers below.

العربية	9321 5480
廣東話	9321 5481
Ελληνικά	9321 5482
Italiano	9321 5483
한국어	9321 5484
普通话	9321 5485
русском	9321 5486
Việt Ngữ	9321 5487
Other languages	9321 5488

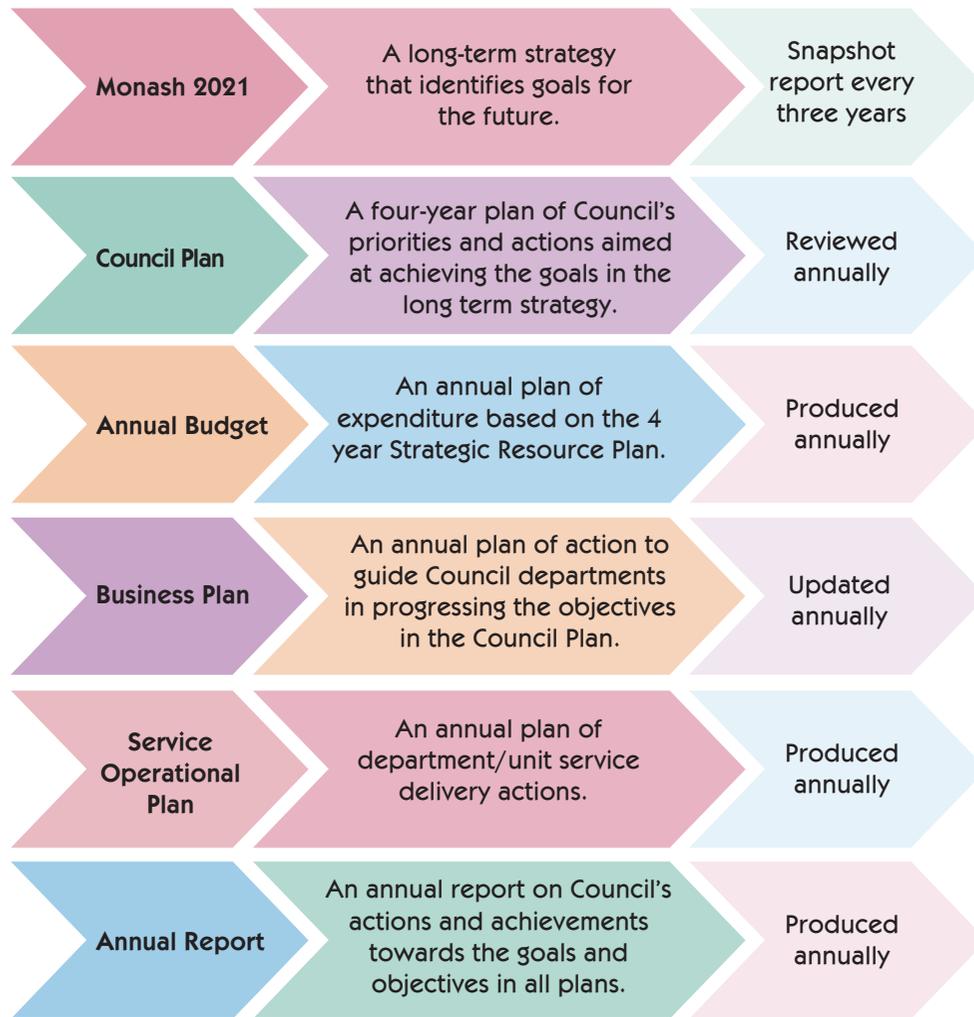
About this report .....	4
About Monash.....	5
Highlights.....	6
Foreword from the Mayor .....	12
Wards and Councillors.....	13
CEO's message.....	15
Financial sustainability .....	16
The results are in.....	18
Community consultations .....	22
Outstanding achievements in Monash .....	24
Strategic Objective 1 Our Community.....	25
Strategic Objective 2 Our Local Economy .....	45
Strategic Objective 3 Our Built Environment.....	49
Strategic Objective 4 Our Natural Environment.....	61
Strategic Objective 5 Our People and Organisation .....	69
Financial Report.....	87
In this Financial Report .....	88
Index.....	152
Glossary .....	153

# About this report

The City of Monash Annual Report 2011-2012 provides a comprehensive account of Council's performance from 1 July 2011 to 30 June 2012.

The City of Monash Council Plan 2009-2013, Budget 2011-2012, Business Plan 2011-2012 and Monash 2021 are the guiding documents for this Annual Report. They describe our objectives, targets and key strategies to meet our goals and continue to ensure that Monash is 'a thriving community'.

The following illustration shows how Council's plans are linked and reinforce each other.



The aim of the Annual Report is to inform all Council stakeholders of the highlights and achievements of the financial year and to address the areas in need of improvement. It also identifies future directions and challenges that lay ahead for the City of Monash.

## Council's divisional responsibilities

The following symbols identify the division that has responsibility for delivery of each commitment.

-  CEO
-  City Development
-  Community Services
-  Corporate Planning and Finance
-  Human Resources
-  Infrastructure Services

## Where to get a copy

You can read the 2011-2012 Annual Report, or the Annual Report Summary, online at [www.monash.vic.gov.au](http://www.monash.vic.gov.au) or view a hard copy at any of the five Monash Public Library branches, the Monash Civic Centre or Oakleigh Service Centre.

If you would like a copy to keep, please contact 9518 3619 to arrange for one to be sent to you.

# About Monash

	Unit	2011-2012	2010-2011	2009-2010	2008-2009
<b>COMMUNITY</b>					
Health Inspections	No.	2,515	2,382	2,651	2,584
Immunisations Administered	No.	21,273	24,710	18,143	23,763
Visits to Monash Library Service	No.	1,052,377	1,063,413	1,123,818	1,132,540
Registered Animals	No.	19,029	19,219	19,304	19,590
Council's Home & Community Care Clients	No.	5,889	5,158	5,228	3,274
Meals Delivered (Meals on Wheels) by Council	No.	77,073	99,854	107,664	106,914
<b>ENVIRONMENT</b>					
Domestic Garbage Collection Per Household	kg	476	427	410	400.92
Recyclables Collection Per Household	kg	271	284	286	284.89
Green Waste Collection Per Household	kg	362	395	346	298.41
Waste Transfer Station Customers	No.	46,901	52,246	44,474	39,487
Street Signs Repaired/Replaced	No.	11,170	13,266	11,538	9,665
Tree Inspection Requests	No.	4,114	4,276	3,526	3,144
Footpaths Repaired	Sq. m	28,364	19,036	27,046	27,089
<b>ECONOMIC</b>					
Total Revenue	\$ ,000	158,297	144,184	137,637	133,119
Total Expenditure	\$ ,000	162,497	151,404	134,932	129,296
Surplus/(Deficit) for the period	\$ ,000	(4,200)	(7,200)	2,705	3,823
Rates Revenue	\$ ,000	81,773	76,431	71,490	67,407
Capital Works Expenditure	\$ ,000	35,369	26,958	31,278	27,495
Total Equity	\$ ,000	2,057,616	2,048,837	2,056,992	1,860,528
Town Planning Applications	No.	1,064	1,288	1,217	1,134
Building Activity Value	\$ ,000	674,249	877,356	605,455	450,850
<b>STAFF</b>					
Permanent		891	881	857	866
Temporary		32	25	56	32
Casual		349	334	327	322

# Highlights

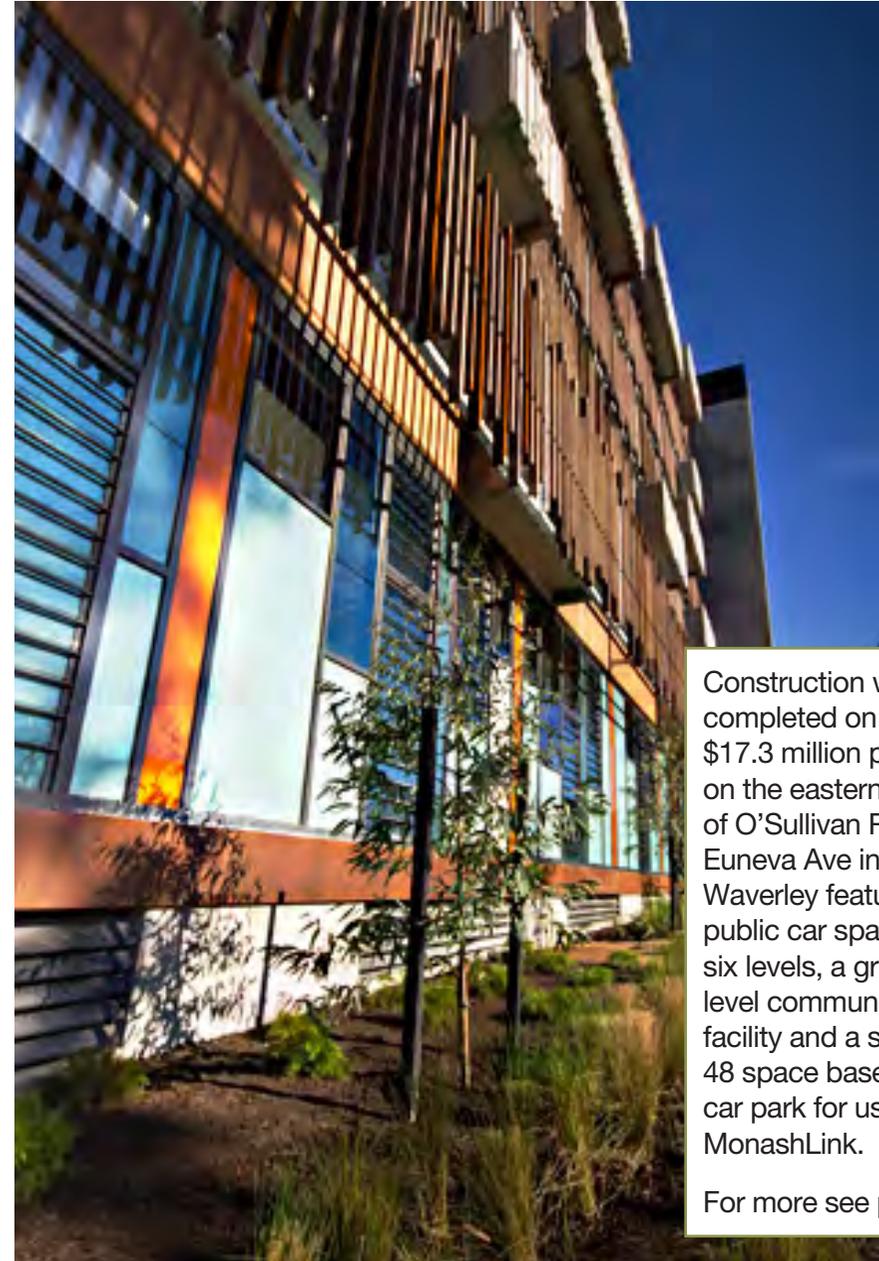
## Environmental Sustainability Road Map



The Road Map was adopted by Council in June 2011 and outlines a four-year plan to meet measurable targets in the areas of energy, water, waste and food, natural environment, transport as well as planning and design. In order to meet these targets, Council allocated \$200,000 from its 2011-12 Budget to implement new actions on top of the \$1.2 million already spent on existing environmental initiatives.

For more see page 64

## Euneva Project



Construction was completed on the \$17.3 million project on the eastern corner of O'Sullivan Rd and Euneva Ave in Glen Waverley featuring 351 public car spaces over six levels, a ground level community health facility and a secure 48 space basement car park for use by MonashLink.

For more see page 51

## Oakleigh's Eaton Mall



Stage two of improvement works at Eaton Mall have commenced to enhance the usability and pedestrian friendliness of the central section of the popular shopping area and maximise the use of public spaces for the community and traders. This \$2.2 million upgrade is a partnership between Office of Multicultural Affairs and Citizenship, Department of Planning & Community Development and Monash City Council. It is expected to be completed in early 2013.

For more see page 52

## Central Reserve Pavilion



Construction is almost complete on the new \$1.8 million community pavilion for the North Oval in Glen Waverley. It will be home to the Richmond Cricket Club as well as Mazenod Old Collegians Football Club. It is anticipated that the new environmentally friendly pavilion will be fully operational in October 2012.

For more see page 58

## Our City

The City of Monash is 81.5 square kilometres, located 20km southeast of the CBD and contains the suburbs of Wheelers Hill, Mulgrave, Glen Waverley, Mount Waverley, Ashwood, Huntingdale, Notting Hill, Clayton, Oakleigh, Hughesdale, Oakleigh East and parts of Chadstone, Burwood and Oakleigh South.

Historically, this land was part of the area traditionally occupied by the Woi Wurrung, specifically the Wurundjeri people, and Boon Wurrong clans of the Kulin Nation. In the 1840s, the land was proclaimed a Settled District and pastoral leases were issued.

Today, the municipality is predominantly a residential area, with substantial industrial, commercial and recreational areas. The City is served by the Monash Freeway, EastLink, Dandenong Road, North Road, Wellington Road and the Dandenong and Glen Waverley railway lines

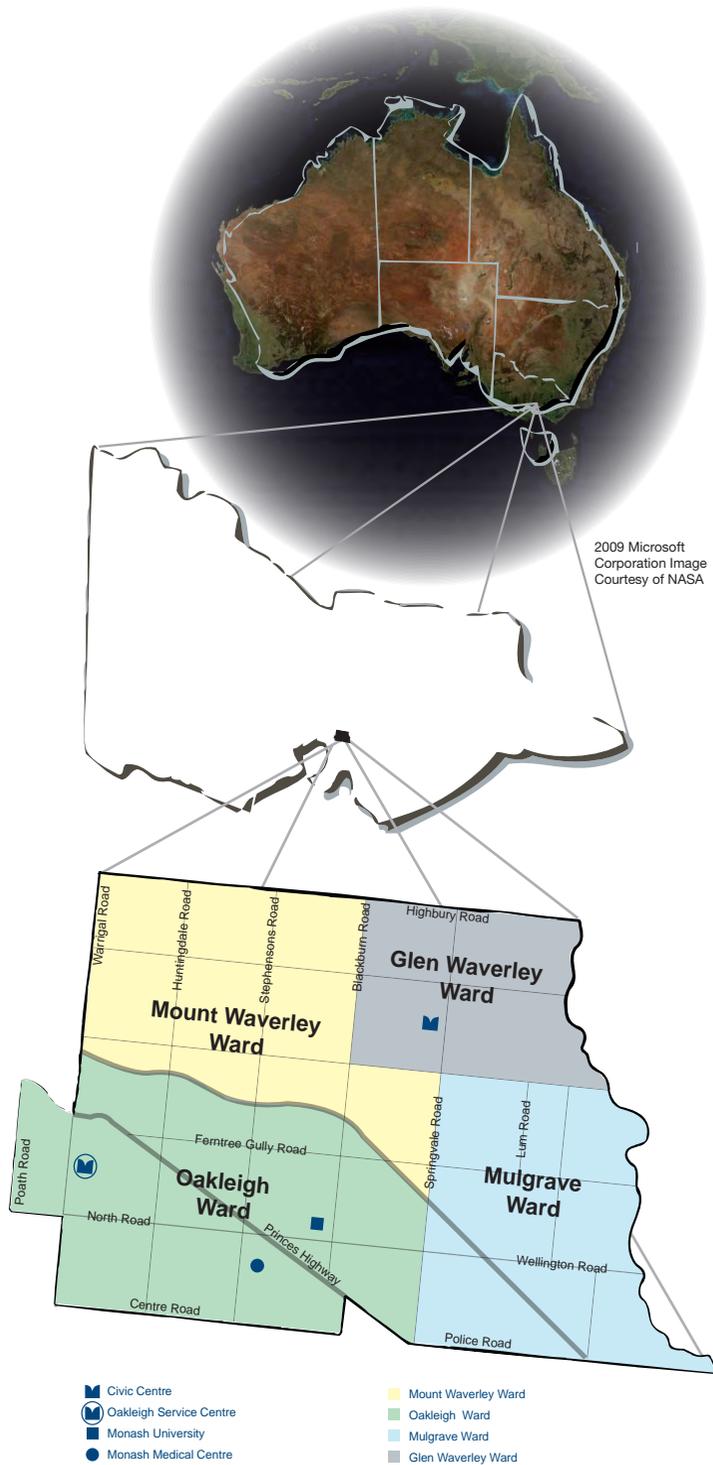
## Our Community

Monash has a estimated resident population of 177,970, living in 65,498 households, making it one of most populous municipalities in Melbourne.

The community of Monash is made up of people from the following age groups:

- Children (0-14 years): 26,336 (15.5 %)
- Young People (15-19 years): 10,938 (6.5 %)
- Adults (20-54 years): 84,543 (49.9 %)
- Mature Adults (55-74 years): 33,222 (19.6 %)
- Senior Citizens (75 years plus): 14,236 (8.4 %)

Monash continues to be a culturally diverse community, with around 45 per cent of residents born overseas and at least 35 per cent born in non-English speaking countries. Monash is in the top ten local government areas for new settlers to Australia.



**The City of Monash is home to a diverse range of high quality facilities.**

**They include:**

- The Monash Medical Centre
- Monash University
- Australian Synchrotron
- Holmesglen Institute of TAFE
- Victoria Police Academy
- Monash Aquatic and Recreation Centre
- Jells Park
- Clayton Community Centre
- Waverley Basketball Centre
- Waverley Women's Sports Centre
- Oakleigh Recreation Centre
- Glen Waverley Public Golf Course
- Huntingdale Golf Club
- Metropolitan Golf Club
- Oakleigh Public Golf Course
- Riversdale Golf Club
- Valley Reserve - Scotchmans Creek Linear Trail

**This Year in Monash...**

There were more than  
16,300 workplaces.

Empowering Monash Women Award winners





Walk in the Park festival

## Our Economy

Monash is a centre for 'high tech' industry with a number of major companies based in the area, including Robert Bosch, NEC, Philips, Adidas, BMW, Telstra, Biota, Nestle Ice Cream and Toyota Research.

The City is also home to Melbourne's most substantial innovation cluster, with notable features including Monash University's Science Technology Research and Innovation Precinct, CSIRO, Australian Synchrotron and the Monash Medical Centre.

More than 16,300 workplaces in the City of Monash provide approximately 119,000 jobs, making our City second only to the Melbourne CBD for job opportunities.

The municipality is continuing to experience significant commercial development and this will further strengthen its position as the centre for economic activity in Melbourne's South East.

For more demographic and economic information about the City of Monash, visit [www.monash.vic.gov.au](http://www.monash.vic.gov.au)

## Our Council

In December 1994, part of the City of Oakleigh north of Centre Road and the City of Waverley were amalgamated to form the City of Monash. It was named after the consolidation of the 'Monash Knowledge Precinct' which included Monash University, the Monash Medical Centre, Montech Science Park and Monash Business Centre. These institutions took their name from one of Australia's greatest heroes, General Sir John Monash, a civil engineer and volunteer soldier who rose to the highest rank in the Australian Army by the end of World War 1.

## Vision

- Our City will promote a sustainable, quality environment where the community is actively encouraged to participate to enrich the cultural, social, environmental and economic viability of our City

## Council Values

- Promotes and fosters a strong sense of community
- Consults regularly with residents, ratepayers and other stakeholders
- Ensures economic, social and environmental sustainability
- Is open and transparent through accountable leadership and integrity
- Delivers services efficiently, effectively and equitably
- Supports the cultural and diverse needs of the community
- Values the work of volunteers
- Supports Council staff and recognises their vital contribution; and
- Promotes equal opportunity in employment, in the use of Council services and the allocation of resources.

## Service principles

- Continually monitor and assess the community need for services
- Continually monitor services offered by local providers to ensure they are affordable and high quality
- Determine the most efficient, effective and risk aware service delivery methods
- Ensure Council's subsidies for services are consistent with the community service objectives; and
- Consult with the community before making any changes to the way Council services are managed or delivered.

## Human Rights Charter

- Council is committed to acting compatibly with the human rights of the community.

# From the Mayor

It is my pleasure to present the 2011-2012 Annual Report which outlines the successful year Monash has enjoyed over the past twelve months.

During my time as Mayor, it has been most rewarding to work with an enthusiastic range of community members and Council staff who are doing their very best to make this City the best place to live, work and study in Victoria.

Our major capital works program features an eco-designed \$17.3 million multi-level car park and community health facility in Euneva Avenue Glen Waverley, a new sports pavilion at Central Reserve and Stage two enhancement of Oakleigh's popular Eaton Mall.

## STRENGTHENING MONASH COMMUNITIES

Community Strengthening has been a focus of ours in recent years and I am delighted with the progress being made particularly in Clayton, Mulgrave and Notting Hill.

One of the strengths of our City is our cultural, linguistic and religious diversity. It is very satisfying to see the extensive array of Council multicultural services and programs catering to the increasing needs of the 45 per cent of Monash residents who were born overseas.

I am also proud that Monash is taking the lead when it comes to community programs that are working to reduce violence against women and children. We have recently secured \$1 million, the largest funding ever for a non-capital

works project in the City of Monash, which will enable us to build on the solid foundations that we have laid over the past 12 months in this important area.

## ENVIRONMENTAL LEADERSHIP

This year we celebrated our tenth consecutive Monash World Environment Day Awards, honouring those in our community who are making a difference for future generations. Council is leading by example, making outstanding progress towards energy saving targets set last year with our Environmental Sustainability Road Map.

Our City has a great history of volunteering and the 2011 Census reported that around 17% of people in Monash dedicate themselves to unpaid work. I'd particularly like to thank those volunteers who have assisted us in maintaining our bushland reserves and parks or have helped deliver local events and festivals, run sporting clubs, aged care facilities and youth care programs, as well as providing vital services like our meals on wheels.

Stefanie Perri



Mayor



Oakleigh Pool

# Wards and Councillors

-  Civic Centre
-  Oakleigh Service Centre
-  Monash University
-  Monash Medical Centre



Jieh-Yung Lo



Tom Morrissey JP



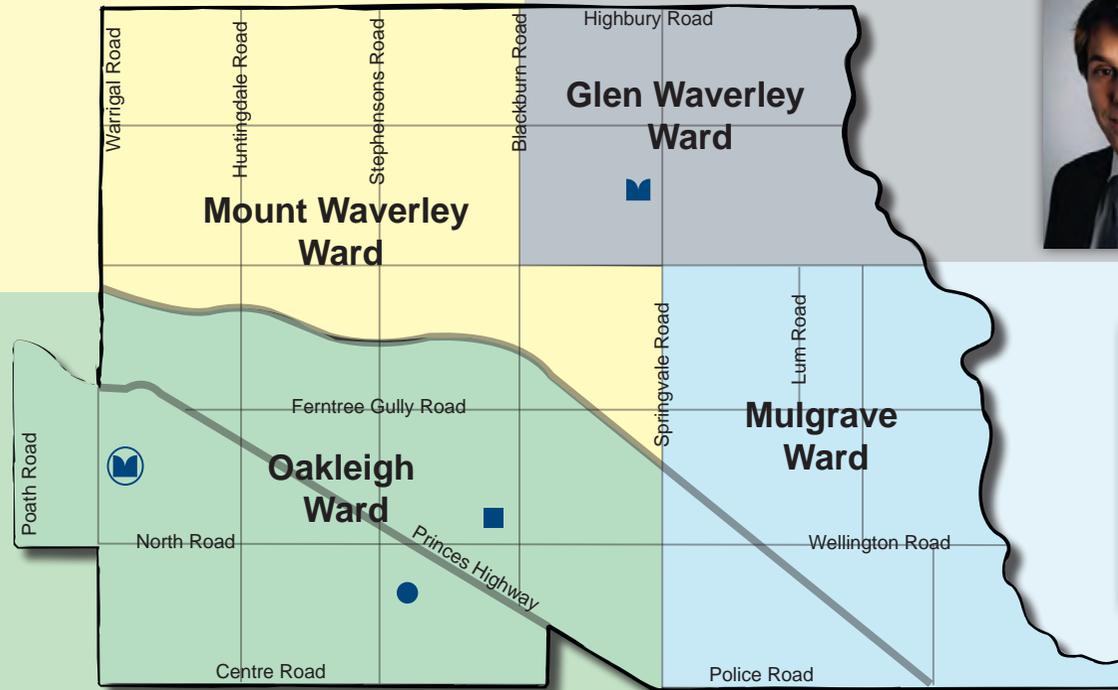
Greg Male JP



Joy Banerji



Geoff Lake



Stephen Dimopoulos



Paul Klisaris



Denise McGill OAM



Stefanie Perri



Charlotte Baines



Micaela Driberg

## ABOUT THE COUNCILLORS

Victorian local government elections are held every four years. The community elects eleven councillors and they represent the overall public interest of the municipality and their respective ward. The Councillors have chosen to elect the Mayor and Deputy Mayor for a one-year term. The current Council was elected on 28 November 2008. On 29 November 2011, Cr Perri was elected Mayor and Cr Lo, Deputy Mayor.

Ordinary Meetings of Monash City Council are open to the public on every fourth Tuesday night. Meetings are held in the Council Chamber of the Monash Civic Centre, starting at 7.30pm. The minutes of Ordinary Meetings of Council can be inspected at the Civic Centre, Oakleigh Service Centre and Council's five branch libraries, as well as on Council's website.

In the past financial year, 12 Ordinary Meetings of Council were held on:

2011	2012
26 July	31 January
30 August	28 February
27 September	27 March
25 October	24 April
22 November	29 May
13 December	26 June

## ATTENDANCE AT COUNCIL MEETINGS

Councillor	Meetings Attended
Charlotte Baines	11
Joy Banerji	11
Stephen Dimopoulos	9
Micaela Drieberg	11
Paul Klisaris	9
Geoff Lake	11
Jieh-Yung Lo	10
Greg Male	10
Denise McGill OAM	9
Tom Morrissey	11
Stefanie Perri	12

Central Reserve Glen Waverley

# CEO's Message

It has been a busy and productive 2011/12 with Council launching a number of new and exciting projects while continuing to provide high quality services to the Monash community.

We have taken a strong stance on community development and advocacy, with a particular focus on the social issues of problem gambling and family violence. We have been leading a campaign for State Government legislative reform in an attempt to reduce the high concentration of electronic gaming machines in vulnerable communities and minimise the devastating harm of problem gambling on our residents.

We also took a proactive approach to preventing violence against women as the lead agency in a multi-council project targeting family violence funded by the Inner East Primary Care Partnership. We have also made a submission to the State Government on its 'Addressing Violence against Women and Children Action Plan' and our efforts in this area have been recognised with a new ground-breaking \$1 million three-year partnership project that will soon commence.

## CELEBRATING DIVERSITY

I am pleased to say that Monash remains one of the most vibrant and culturally diverse municipalities in Victoria. The ABS 2011 Census data revealed 45% of residents in the City of Monash were born overseas, significantly higher than Greater Melbourne. We welcomed more than 15,000 new residents to the City who were born outside Australia and the overall number of

residents now calling Monash home increased by 5.5%.

## CELEBRATING OUR PEOPLE

I want to take this opportunity to thank the staff and Councillors at the City of Monash for such a warm and inviting welcome. I am very pleased to have returned 'home' having been the Director for Community Services from 2000 to 2008. There is a terrific amount of growth happening throughout the municipality and I am energised by the enthusiasm for the exciting times ahead.

I would particularly like to acknowledge the former CEO David Conran who retired earlier this year. David was the inaugural CEO of the City of

Monash following the amalgamation in 1995 and has been responsible for a long list of Monash accomplishments over the past 17 years.

Last, but certainly not least, I want to extend my sincere thanks to all the volunteers here at the City of Monash for the tremendous work they do all year round. We have some of the most dedicated, caring and hard-working residents who help us to deliver more than 100 valuable services to the community.

Andi Diamond



Chief Executive Officer

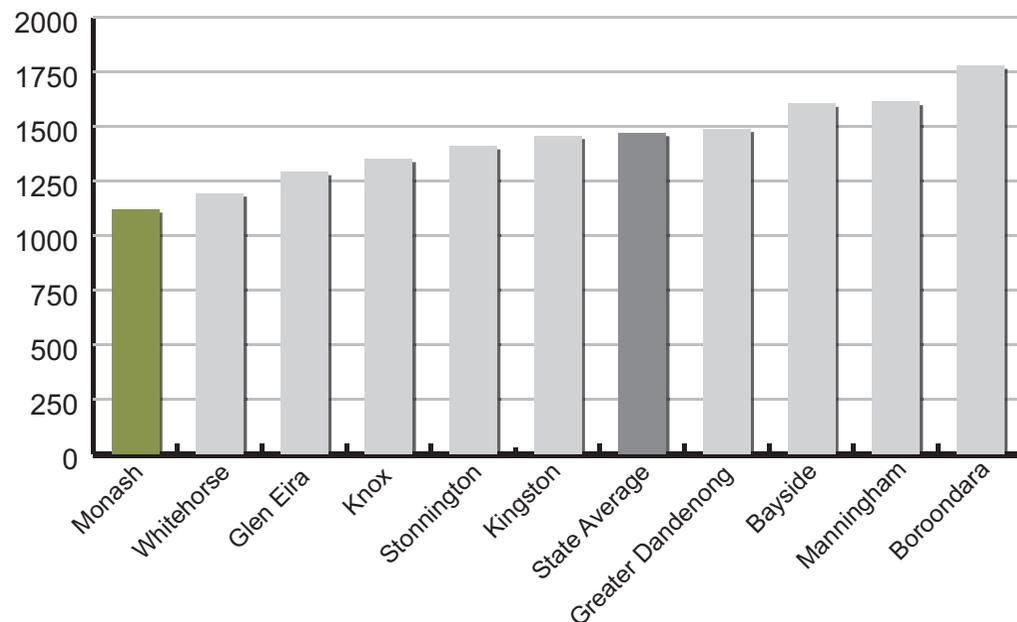


# Financial Sustainability

Council's Balance Sheet is a representation of the overall state of Council's financial position. In 2011-12 Council's total equity, represented by total net assets was \$2.06B. With over \$2.1B in non-current assets, comprising Land, Buildings, Roads, Drains, Plant, Art, Library books and other infrastructure, coupled with current assets of \$57M Council's overall financial position is very strong.

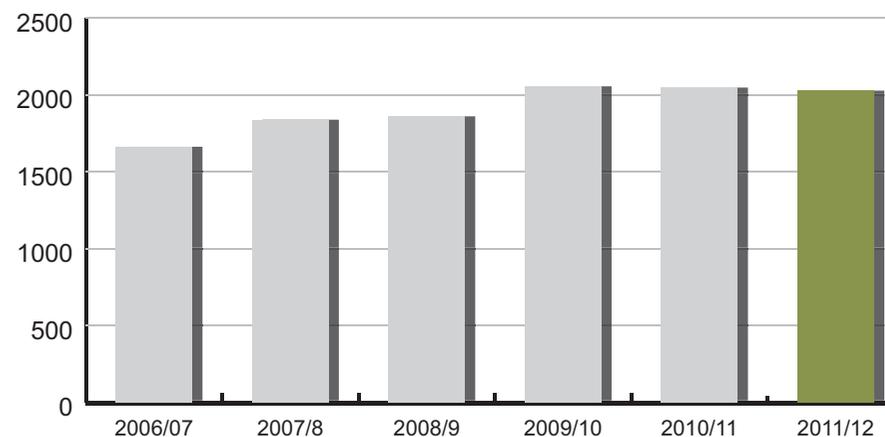
Overall, Council continues to be in a sound financial position with a positive working capital ratio (1:1) demonstrating Council's ability to meet its current commitments.

## Average Rates Per Assessment 2011-12



Based on average rate per assessment for 2011-2012 - Source: MAV

## Net Assets (\$Millions)



As detailed in Note 44 of the Financial Statements, Council's financial ratios remain healthy. Over the 3 years it has shown:

- Debt Servicing Costs as a proportion of Total Revenue have reduced slightly at 0.45%;
- Debt Servicing and Redemption Costs as a proportion of Rate Revenue have decreased from 3.19% to 2.95%;
- Debt Exposure Costs as a proportion of Total Realisable Assets has increased from 4.11% to 5.4% due to increased borrowings to fund major capital works;
- Working Capital Ratio has decreased from 104.29% to 100.35%; and
- Adjusted Working Capital Ratio has decreased from 217.08% to 212.89%.

## Your Rates At Work 2011-12

Where your rates go per \$100

	Aged, Disabled and Residential Care	\$15.65		Libraries, Arts and Culture	\$6.33
	Garbage collection, Street and Public Facilities Cleaning	\$14.12		Engineering, Transport and Infrastructure Development	\$6.09
	Buildings, Roads, Path and Drainage Maintenance	\$13.06		Property, Insurance, Fire Protection and Interest	\$4.94
	Recreation and Aquatic Centres	\$12.39		Planning, Building, Economic and Urban Development	\$4.66
	Parks and Sports Grounds Maintenance	\$7.73		Health, Local Law and School Crossings	\$4.59
	Children, Youth and Family	\$7.61		Governance and Administration	\$2.83

\* Costs include Plant & Equipment

# The results are in ...

Every year Council selects Key Strategic Activities (KSA) and activities and initiatives that will accompany the Strategic Objectives and make Monash 'a thriving community'. Here are the results for a year's effort against the Key Strategic Activities.

Strategic Objective	Key Strategic Activities	
Our Community	Complete the Mulgrave and Notting Hill Community Research Needs Analysis.	
Our Local Economy	Implement the Footpath Trading and Access Policy for Oakleigh and Glen Waverley Activity Centres and adopt a policy for other trading areas.	
	Undertake the development of a municipal wide Industrial Land Use Strategy.	
	Complete the structure plan for the Oakleigh Activity Centre.	
	Commence the process for the commercial development of Council owned land in the Oakleigh Activity Centre, including design of a multi-deck car park.	
Our Built Environment	Implement the 2011/12 New and Base Capital Works Program.	
	Commence the construction of the Central Reserve Northern Pavilion.	
	Commence the Oakleigh Village Public Space Renewal Program.	
	Complete construction of Euneva Avenue, Glen Waverley Carpark by June 2011.	
Our Natural Environment	Implement actions agreed to meet the objectives of the Monash Environmental Sustainability Road Map.	
Our People and Organisation	Conduct an Electoral Representation Review as per Section 219 of the Local Government Act.	
	Maintain or improve Council's results in the DPCD Local Government Community Satisfaction Survey.	

**KEY:** Achieved   
 Ongoing   
 Not Achieved 

Status	Result
Mulgrave and Notting Hill research needs analysis has been completed.	
Further consultation has occurred with traders. Footpath markers and bollards have been installed for the new policy to take effect from 1 July 2012.	
Incomplete. DPCD advised that funding is not available. Contract review with consultant and project parameters modified. Contract commenced with completion date of December 2012.	
Incomplete. Panel Report received in mid June 2012. Detail of submissions received and the Panel Report was adopted by Council in August and referred to the Minister for Planning for approval and gazettal.	
Probity auditor and property advisor appointed. First draft of Expressions of Interest prepared.	
Target achieved, 85.64% completion as at 30 June 2012.	
Construction commenced in February 2012.	
Construction of the Eaton Mall Agora is complete. The revised Eaton Mall Enhancement design and tender process has been completed.	
Building works completed. Awaiting issue of Certificate of Practical Completion.	
Funded action items have been completed.	
The Electoral Representation Review has been completed.	
A DPCD review of the Local Government Community Satisfaction Survey questions and framework delayed release of results until 17 July 2012. This review prevents an annual comparison of actual results, due to a change in the methodology. Monash achieved a higher score than the state wide benchmark on 4 of the 5 core indicators, and a higher score than the Inner Metropolitan Group benchmark on 3 of the 5 indicators.	N/A

More	Future Directions	Challenges
page 39	Conduct quantitative and qualitative research on the extent and impact of problem gambling and research appropriate strategies to address problem gambling in Monash.	Ensuring services are accessible by and sensitive to the needs of diverse cultural communities.
page 36		Planning and advocating to assist greater numbers of older and culturally diverse people.  Addressing pockets of social disadvantage and health issues.
page 46	Progress the development of Council owned land in the Oakleigh Activity Centre.	Maintenance of economic growth and generation of jobs for local people.  Ensure the benefit of services is shared across as many sectors of the community as possible.
page 50	Implement the 2012/13 New and Base Capital Works Program.	Community expectations about the levels of services and facility provision.  Rising asset maintenance costs.
page 52	Complete the construction of the Central Reserve Northern Pavilion.	
	Complete the Oakleigh Village Public Space Rejuvenation project.	
	Progress actions from the Oakleigh Village Master Plan.	
page 64	Commence the preparation of a Master Plan for Council land in the Glen Waverley Activity Centre.	
	Commence the design for the Waverley Community Hub.	
page 64	Continue to implement actions agreed to meet the objectives of the Monash Environmental Sustainability Road Map.  Make funding applications to the Federal and State Government for the conversion to sustainable street lighting.	Education of the community regarding climate change.  Ongoing pressure to balance economic benefits with sustainable development and protection of the environment.
page 74	Provide support to the conduct of an election process.	Impact of information technology on work practices.
page 73	Monitor Council's results in the DPCD Local Government Community Satisfaction Survey in order to improve services.	Rising community expectations to have Council services more accessible online.





Mulgrave Fun Day

# Community Consultations

Monash regards community consultation as a vital part of its decision-making process and a key element in successful local government. To ensure that we are offering the most appropriate and contemporary approaches to involving the community, Council has adopted the Monash Engagement Framework and Guideline

In addition to our regular consultation processes for planning applications and amendments, last year we conducted ten extensive community consultations on a variety of issues. They included;

Topic	Description
<b>Smoking in Monash</b>	The community had another chance to have its say on the introduction of more smoke-free environments in the City of Monash.
<b>Monash Tree Review</b>	Two consultations about the way trees are managed in the municipality.
<b>Warrawee Park Access for All Playground Upgrade</b>	Residents could bring their ideas to the community consultation regarding design and use of the playground.
<b>Footpath Trading and Access Policy 2011</b>	Consultation on the Draft Policy for Mount Waverley, Pinewood, Clayton and other shopping centres.
<b>Community Wellbeing - Gambling in Monash</b>	Review of Gambling policy and Council's current role to minimise harm from gambling.
<b>Oakleigh's Eaton Mall Redevelopment</b>	Follow the progress, review the plans and submit your views on Stage Two works.
<b>Walking and Cycling Needs of the Community</b>	The information gathered will assist in the development of the Monash Walking and Cycling Strategy.
<b>Aquatics and Leisure Customer Satisfaction</b>	Guests and members of Council's Centres rated their satisfaction with services and programs
<b>Draft Budget 2012-13 and Council Plan 2009-13 (2012 Update)</b>	Residents and ratepayers were invited to make comment on the proposed Budget and Council Plan update.
<b>Responsible Gambling Strategy</b>	Public feedback on the Draft Monash Responsible Gambling Strategy 2012-2015.
<b>Monash Brings Carers Together</b>	Monash Community Care Services were keen to identify the needs of carers in the community.



Closed	Result
July 2011	New Local Law 3a introduced on 1 October 2011
August 2011	15,065 residents participated. Adopted new guiding principles in September 2011
December 2011	55 responses to feedback form. 22 students participated. Playground Design developed for construction to commence September 2012.
December 2011	New policy was adopted and implemented from 1 July 2012.
December 2011	400 people completed survey. Results used to develop draft Strategy.
December 2011	373 community responses, 12 schools, 50 people attended public forums. Strategy in development.
March 2012	8 submissions, 4 community groups consulted, 12 schools responded to survey, 50 people attended public forums and 373 people completed the community survey. Strategy document now being finalised.
May 2012	912 users participated. The Centres averaged 81% overall satisfaction.
June 2012	6 submissions received on the Budget and Council Plan prior to adoption on 26 June.
June 2012	400 participants informed the new Strategy adopted on 29 May.
June 2012	31 respondents helped guide the restructure of social support HACC services.



Clean up Australia Day

## Outstanding Achievements

The City of Monash is proud of its reputation as a progressive council. In 2011-2012, the following acknowledgements and awards for excellence and innovation in the delivery of a range of Council services and projects were announced:

Award	Category	Service or project
2012 Aquatic and Recreation Victoria Awards	Winner – Seasonal Aquatic Facility of the Year	Oakleigh Recreation Centre
Victorian Sustainability Awards	Finalist - Community Government Partnership	Batesford Community Hub and Landscape
	Finalist - Protection of the Environment	Settlers Court Estate
	Finalist – Efficient Energy	Batesford Community Hub
Victoria’s Multicultural Awards for Excellence	Local Government	Multiculturalism in Practice: ‘The Monash Way’
2012 LGPro Awards for Excellence	Finalist - Community Partnership Initiative	Strengthening Clayton and Clarinda Project
2012 LGPro Awards for Excellence	Finalist - Community Assets and Infrastructure Initiative \$1 million or under initiative	Monash Men’s Shed