



CITY OF
MONASH

ANNUAL REPORT SUMMARY

2011
2012



About this report summary

This Annual Report Summary provides a brief account of Council's performance from 1 July 2011 to 30 June 2012.

This summary provides information about Council's achievements in the 2011-12 financial year. It also identifies our key priorities, long-term objectives and future challenges. A more detailed account is provided in Council's 2011-2012 Annual Report.

The City of Monash Council Plan 2009-2013, Budget 2011-2012, Business Plan 2011-2012 and Monash 2021 are the guiding documents for the Annual Report. Those documents outline our objectives, targets and key strategies to meet our goals. Our central goal is to ensure that Monash continues to be 'a thriving community'.

Our city

The City of Monash is 82 km², located 20km southeast of the CBD and includes 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.

Where to get a copy

You can read the full Annual Report online at www.monash.vic.gov.au or view a hard copy at any of the Monash Public Library branches, the Monash Civic Centre or Oakleigh Service Centre.

You can also read this Summary online and at the above Council offices.



If you would like a copy to keep, please arrange for one to be sent to you by contacting us on 9518 3619.

Highlights

Environmental Sustainability Road Map

Council allocated an additional \$200,000 from its 2011-12 Budget to implement actions from its four-year Road Map. Energy efficient lighting has reduced greenhouse gas emissions at five community facilities by 14%.



Euneva Project

351 additional car spaces are now available in the heart of Glen Waverley, with the completion of this \$17.3 million project.



Oakleigh's Eaton Mall

Stage two of this \$2.2 million beautification project is well underway.



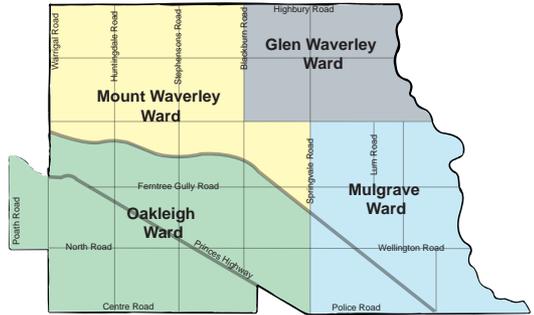
Central Reserve Pavilion

Was fully operational in October 2012, this \$1.8 million community pavilion will provide a new home for sports clubs.



Wards and Councillors

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CEO's Message

Council has been busy in 2011-12, continuing to provide high quality services to our community while also launching several exciting new projects.

Advocacy

We have taken a strong stance on two issues: reducing the harm caused by problem gambling and preventing family violence. We have been leading a campaign for the State Government to change the laws to reduce the high concentration of electronic gaming machines in vulnerable communities. We have also taken a proactive approach to preventing violence against women, and will soon begin a \$1 million three-year partnership project to reduce the incidence of violence against women and children.

Capital works

Over the past 12 months, we have invested \$35.4 million in expanding and improving local community infrastructure. Local residents and businesses will benefit from the additional 351 car parks provided as part of the \$17.3 million environmentally-friendly building in Euneva Avenue, Glen Waverley and from a beautification of Oakleigh's popular Eaton Mall.

Sustainability focus

Council allocated an additional \$200,000 from its 2011-12 Budget to implement actions from its

Environmentally Sustainable Road Map. The four-year plan sets out actions to meet measurable targets for energy, water, waste and food, natural environment, transport, and planning and design. We are making good progress, with the installation of energy efficient lighting at five community centres reducing greenhouse gas emissions 14%.

Celebrating diversity

We are so pleased that Monash remains one of the most vibrant and culturally diverse municipalities in Victoria. Data from the 2011 Census revealed that nearly half (45%) of Monash's residents were born overseas. We will keep reviewing our services and programs to ensure they meet the specific needs of our community.

Finally, I would like to thank the Councillors and staff of the City of Monash for welcoming me back to the organisation as Chief Executive. I would like to thank former CEO David Conran for his excellent stewardship of the Council over the previous 17 years.

Dr Andi Diamond

Community Engagement and Consultations

Topic	Result
Smoking in Monash	New Local Law introduced in October 2011
Monash Tree Review	15,065 residents participated in the review, with new guiding principles adopted in September 2011
Warrawee Park Access for All Playground	Playground design was developed with input from residents and students. Construction began in October 2012
Footpath Trading and Access Policy 2011	New policy adopted and implemented in July 2012
Community Wellbeing – Gambling in Monash	400 people took part in survey, with the results used to develop a draft strategy
Oakleigh's Eaton Mall Redevelopment	Works underway following community consultation
Walking and Cycling Needs of the Community	Strategy document being finalised, with more than 370 people providing input via surveys, submissions and public forums and 12 schools consulted
Aquatics and Leisure Customer Satisfaction	912 centre users provided feedback, with the centres averaging an 81% satisfaction rate
Draft Budget 2012-13 and Council Plan 2009-13 (2012 Update)	Six people made submissions on the draft Budget and Council Plan, which were adopted in June 2012
Responsible Gambling Strategy	400 people helped develop the new strategy adopted in May 2012
Monash Brings Carers Together	31 respondents helped guide the restructure of social support services

Calendar of major events

2011

JULY

- NAIDOC Week Activities
- Monash Business Awards

AUGUST

- Sir John Monash Community Awards
- Battle of the Bands
- Monash Short Story Competition Awards

SEPTEMBER

- William and Winifred Bowness Photography Prize

OCTOBER

- Activation! Festival
- Senior's Festival and Expo
- Community Safety Month
- Lights! Cameras! Shorts! Youth Film Festival

NOVEMBER

- Art in the Park MGA
- National Recycling Week tours

DECEMBER

- Monash Disability Awards
- Monash Carols by Candlelight

2012

JANUARY

- Australia Day flag-raising and Citizenship Ceremonies

FEBRUARY

- Chinese New Year and Lantern Festival
- Clayton Street Festival

MARCH

- Oakleigh Music Festival
- Glen Waverley Skate & BMX Competition
- Clean Up Australia Day

APRIL

- Mulgrave Fun Day
- National Youth Week and Youth Mental Health and Wellbeing Expo

MAY

- Monash WordFest 2012 events
- Responsible Gambling Awareness Week

JUNE

- Monash World Environment Day Awards
- Winter Concert Series 2012 begins
- Sir John Monash Community Lecture



1 Strategic Objective Our Community

A Monash community where people of all ages, backgrounds and abilities, are embraced and supported and can access Council services they need.

A Monash community that is connected and involved in shaping decisions that affect them.

1.1 Assisting Monash residents to access the Council support and services they need to help live healthy and fulfilling lives.

- Received 1,887 birth notices, with 941 of those births to first time mothers
- Provided 16,687 Maternal and Child Health key age and stage consultations and 6,053 additional consultations
- 366 families utilised the accredited Family Day Care service
- 129 families used the Brine Street Child Care Centre
- 32 preschools took part in a central enrolment scheme for 3 and 4 year-old children
- Monash Youth and Family Services (MYFS) had 33,437 contacts, with 1,386 individual support sessions
- About 1000 young people attended the MYFS Glen Waverley Skate and & BMX Competition in March
- Secured funds for the Inner East Prevention of Violence against Women Project
- An average of 104 children attended each day of Council's Vacation Care programs
- Delivered 21,273 vaccinations
- Carried out 2,217 food safety inspections
- Investigated 314 complaints of environmental nuisance such as domestic noise, pest control and rodents, and pollution

1.2 Valuing the social and cultural diversity of the City of Monash and recognising the contribution of communities in planning and decision-making.

- About 56,000 people attended Council's Festival Program
- Monash Libraries welcomed 1.05 million visitors and issued 2.05 million loans, including 207,201 loans from its community language collections
- The Monash Gallery of Art (MGA) had 67,317 visitors to its 16 exhibitions and was open 1,903 hours free of charge to the public
- The MGA Collection is valued at \$5 million
- Named winner of the Victoria Multicultural Award for Excellence in the Local Government category for our work promoting and supporting cultural diversity
- Undertook outreach work with CALD communities including the Seniors Groups and small and emerging communities such as the Pacific Island and Sudanese communities
- Established a Nuer (Sudanese) 'Home Work' Club
- Endorsed the presentation of an 'Empowering Monash Women's Award'
- Eight community consultative committees meet regularly to advise Council

1.3 Responding to the needs of an ageing population in the City.

- Provided 77 nursing home beds, 88 hostel beds and 48 independent living units at Elizabeth Gardens and Monash Gardens aged care facilities
- 5,889 clients received Community Care services
- Delivered 77,073 meals as part of the meals on wheels service

1.4 Working together to create a place where people feel safe and connected to their community and are encouraged to participate in community life.

- Supported the Monash Volunteer Resource Centre to provide almost 18,000 volunteer hours across a wide range of services
- Announced the Sir John Monash Awards recipients: Raymond Randall (Volunteer of the Year), Louise Taylor (Young Volunteer of the Year) and Brenda Gabe (Community Leadership Award, awarded posthumously)
- Held two community nights at the Clayton Community Centre and secured funding from the Department of Justice to develop safe laneways, as part of the Strengthening Clayton and Clarinda Project
- Approved \$875,488 for community projects, \$143,410 for arts projects and \$1.32 million worth of in-kind allocations as part of the Community Grants program



2 Strategic Objective Our Local Economy

A local economy, in which businesses and industries are recognised for their contribution and encouraged to grow.

A local economy that continues to attract investment and employment to the city.

2.1 Promoting the city's businesses and industries to take advantage of new opportunities and to maximise economic growth.

- About 16,000 workplaces provided about 119,000 jobs

- Substantially completed construction of the \$17.3 million multi-level car park and community health facility in Euneva Avenue (Glen Waverley)
- Began refurbishment of the northern section of Eaton Mall in May 2012, with the remainder of the Mall upgrade to be completed in early 2013
- Produced four issues of 'Focus' business newsletters to 4,500 businesses each quarter
- Introduced a new Footpath Trading and Access Policy in the Glen Waverley and Oakleigh Activity Centres in September 2011, and in the remaining Activity Centres (Mount Waverley, Pinewood, Clayton and Hughesdale) in mid-2012



- Some of the major employers include: Robert Bosch (Aust) Pty Ltd, Fonterra Australia, Mercedes Benz Varian Australia, Dulux Australia, Mayne Pharma Ltd, John Sands (Australia) Pty Ltd, ASSA Abloy Asia Pacific, NEC Australia, Nestle Ice Cream, Toyota Research, Jemena, Leica Biosystems Melbourne, CSIRO and Monash City Council

2.2 Forming partnerships with local business and industry to enhance local economy.

- About 140 people attended each of the six events associated with the Monash Business Awards

- Held two Economic Development Forum dinners, with about 80 people attending each
- Announced 2012 Monash World Environment Day Awards, with Wharington International Pty Ltd named as Sustainable Business Award winner
- Organised three Women's Business Network events, attracting an average of 110 people to each event
- The Monash Enterprise Centre held 126 events, housed a total of 38 tenants and facilitated business relationships with 104 associates





3 Strategic Objective

Our Built Environment

A city that is planned to meet the current and future needs of a diverse and growing population, while maintaining its leafy character.

A city where roads, public spaces, community facilities, parks, gardens and other essential infrastructure is fit for purpose, well maintained and contributes to the well-being of the community.

3.1 Working to improve local road and transport networks to manage movement within and across the city.

- Spent \$1.99 million on road reconstruction, with works completed in Atkinson Street, Oakleigh and along the Warrigal Road service road, Hughesdale. Reconstruction works began in Hamilton Street, Oakleigh, Caloola Avenue, Oakleigh, Railway Avenue, Oakleigh and Kanooka Grove, Clayton
- Invested \$1.89 million on drainage works, with major works in and around Smyth Street, Mount Waverley, Brandon Park Drive, Wheelers Hill and Remington Drive/ Waverley Road, Glen Waverley
- Spent \$914,000 on resurfacing the asphalt of various roads and car parks in Mt Waverley, Glen Waverley,

Ashwood and Mulgrave

- Cleaned 67,731 metres of drains
- Maintained more than 49km of off-road and 15km of on road bike paths
- Improved local bicycle paths, including a section of the Scotchmans Creek Trail between Forster Road and Waverley Road
- Issued 53,682 parking infringements, with 10,355 appeals lodged and 2,054 infringements withdrawn. The total parking revenue generated was \$3,87 million

3.2 Providing clear direction to ensure appropriate and high quality development and accessible safe public spaces.

- Incorporated an Amendment into the Monash Planning Scheme

to provide guidance for future development in the Holmesglen Neighbourhood Activity Centre

- Adopted an Amendment to the Planning Scheme regarding the Oakleigh Major Activity Centre and submitted the Amendment to the Minister for Planning for approval
- Undertook stage one of a street furniture upgrade at the Glen Waverley Activity Centre and the Clayton Activity Centre
- Received 1064 town planning applications and issued 760 planning permits, 244 Notices of Decisions to grant a permit and 85 refusals to grant a permit
- 2,165 building permits valued at \$674 million issued by Private Building Surveyors and 160 building permits valued at \$7 million issued by Council's Municipal Building Surveyor or his delegate
- Carried out 1,384 building permit inspections
- Issued 465 notices and orders for illegal or non-complying building work, dangerous buildings and drainage issues
- Investigated 117 swimming pools to ensure the required safety measures were in place
- Undertook 5,399 inspections where building activity was taking place to ensure that community assets were protected

- \$125,762 allocated to remove graffiti, with contractors removing 5,198m² of graffiti from community assets

3.3 Maintaining and improving the condition of assets to ensure essential services are provided and the community has access to quality public buildings, parks and gardens.

- More than one million visits were made to the Monash Aquatic and Recreation Centre, a record number
- Achieved a 12% increase in annual attendance at the Oakleigh Recreation Centre and a 6% increase in annual attendance at the Clayton Aquatics and Health Club
- Upgraded sports lights at Mount Waverley Reserve, Warrawee Park and Gladeswood Reserve Tennis Club as part of Council's annual Capital Works Program
- Maintained 332 hectares of reserves and sports fields and 244 hectares of passive open space
- Began developing a Walking & Cycling Strategy to identify where improvements can be made
- Spent more than \$150,000 on upgrading playgrounds in five local reserves
- Completed consultation and design for the next accessible playground at Warrawee Park
- Invested \$120,000 for improvement works at the two local public golf courses



4 Strategic Objective Our Natural Environment

A city that is working together to protect and enhance its natural environment

4.1 Leading the community through Council's management of resources to reduce its impact on the environment.

- Initiated 19 energy and water conservation projects
- Allocated an additional \$200,000 in the 2011-12 Budget to implement actions in the Environmental Sustainability Road Map
- Reduced emissions from gas and electricity use by 14% through installing energy efficient lighting at five community facilities
- Reduced greenhouse gas emissions from the Council vehicle fleet by 9.75%
- Installed water tanks at four community facilities, saving about 68 kilolitres of water per year
- Replaced cool season grasses with warm season grasses at three local sports fields, reducing water demands

- Achieved Gold level Waste Wise certification, demonstrating a strong commitment to reducing waste
- Spent \$3.4 million on sustainable products as part of the Ecobuy Program

4.2 Providing services and advice to encourage the community to reduce its impact on our natural environment.

- Held the tenth annual Monash World Environment Day Awards, with Valerie Yule (Greenest Household), Wharington International Pty Ltd (Sustainable Business), Brentwood Secondary Green Team (Community Leadership), 'Yarrowonga' Building Monash University, Clayton (The Built Environment) and The Brentwood Green Team, Arielle Tickner-Smith and William Savory (Youth Environment) named winners

- 55.67% of waste was diverted from landfill, meaning a total of 21,643 tonnes of green waste and 17,838 tonnes of recyclables was diverted from landfill
- Residents recycled more than 26 kg of mobile phones through the Mobile Muster Program
- Began trialling the Monash Pride Crew, a new street cleaning and maintenance model
- Continued the 'Don't Trash Monash' campaign to reduce the incidence of dumped rubbish
- 49,934 customers attended the Monash Waste Transfer Station, with 52,000 m³ of material deposited – 63% of which was recycled



4.3 Protecting our natural assets through short and long-term planning and environmental programs

- 19 community activity days took place throughout the year, involving planting, weeding, pruning and erosion control works
- Planted about 120,000 trees, shrubs and ground covers
- Managed 100,000 plus street trees as part of a cyclic maintenance program
- Inspected 4,114 public trees in response to community requests
- Adopted new guidelines for the management of trees following community consultation
- Installed more than 200 nest boxes suitable for native species in Monash reserves





5 Strategic Objective

Our People And Organisation

An organisation that is responsive to the evolving needs of the community.

An organisation that is responsively governed with a strong emphasis on astute financial management.

An organisation that values and supports the development of its people, and strives to be an employer of choice.

5.1 Ensuring Council is governed and its finances are managed responsibly.

- Continued to follow the long term strategy Monash 2021
- Published the Council Plan 2009-2013 (2012 update)
- Developed the Annual Business Plan, to ensure the short term focus of Council is on the achievements of the objectives in the Council Plan
- Increased rate revenue by 6%, in line with the Strategic Resource Plan
- Spent \$35.4 million on capital works, completing 85.6% of the budgeted program
- Achieved excellent results in the statewide Community Satisfaction Survey, scoring higher than the statewide benchmarks on four of the five core indicators.
- Held 12 Ordinary Council Meetings
- Received 19 Freedom of Information applications, with access granted to all
- Introduced Local Law No.4 to restrict smoking in and near Council buildings

5.2 Continuously developing the organisation and its people to provide our community, our businesses and our visitors with the best possible services.

Division	Total		TOTAL
	Female	Male	
Executive	26	13	39
Corporate Planning & Finance	42	15	57
Human Resources	7	5	12
Infrastructure Services	33	144	177
City Development	96	67	163
Community Services	631	193	824
TOTAL	835	437	1,272

- Trained more than 400 staff in Communication Skills, Customer Service, Time Management, Fraud Awareness and other topics
- Held more than 40 staff Health and Wellbeing activities



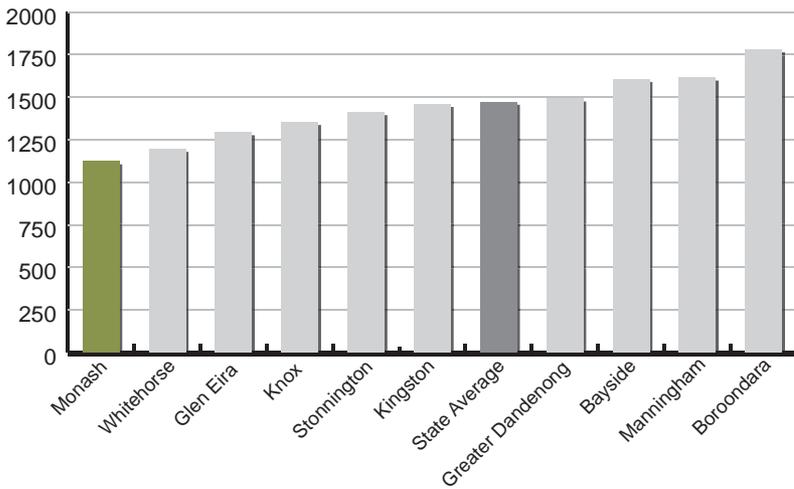
Financial Sustainability

Council’s overall Financial Performance has improved considerably, with Council achieving a surplus of \$8.8 million in 2011-12 compared with a \$7.2 million deficit the previous year.

Despite this surplus, Council does recognise a \$12.3 million liability for the payment of the Local Authorities Superannuation Fund unfunded liability.

Monash Council had the lowest levels of rates amongst its neighbours with a 6% increase in rates for the 2011-12 year. The table below shows how Monash compares based on the average rate (in dollar amounts) per assessment as compiled by the Municipal Association of Victoria.

Average Rates Per Assessment 2011-12



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

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 \$2.06 billion. With more than \$2.0 billion in non-current assets (comprising Land, Buildings, Roads, Drains, Plant, Art, Library books and other infrastructure) and current assets of \$57 million, 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.

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

- 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 have 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%
- Adjusted Working Capital Ratio has decreased from 217.08% to 212.89%



YOUR RATES AT WORK 2011-2012

Where your rates go per \$100

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

**Costs include Plant & Equipment*



CITY OF
MONASH

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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

