

STRATEGIC DIRECTION FIVE

A HEALTHY, INCLUSIVE AND RESILIENT COMMUNITY

STRATEGIC OUTCOME:

We support our residents to be healthy, strong and resilient and will embrace and celebrate our diverse community.

We will work with our community and build on our partnerships with community health providers and community organisations to tackle the most pressing health and wellbeing priorities to improve health outcomes across the community.

In 2021–22, we:

- worked with a range of organisations to provide support for the community including seniors and community groups. These included; coordinating the distribution of Rapid Antigen Tests to Culturally and Linguistically Diverse (CALD) community groups, volunteers, senior citizens, local food relief agencies and vulnerable residents; continuing to work with Local and State Government health partners to promote vaccination messaging for children and adults with focus on vulnerable and CALD groups; and provided business support including links to Local and State Government support, business webinars and the ‘Your Glen Eira’ campaign to support local business;
- provided 17 empathetic public off-street carparks within Glen Eira. Spaces were provided at parks and reserves including Booran Reserve, Caulfield Park, McKinnon Reserve, Mackie Road Reserve, King George Reserve and Joyce Park. Other locations where parking spaces were provided include Bentleigh, Bentleigh East, Carnegie, Caulfield North, Elsternwick, McKinnon and Ormond;
- worked with community leaders from CALD backgrounds to ensure our strategies, services and initiatives build social cohesion. A CALD Community Leaders Forum was held online on 10 November 2021 to engage with new and emerging community leaders. Based on feedback from the forum, we endorsed the establishment of a Glen Eira Multicultural Advisory Committee on Tuesday 17 May 2022. We are seeking Expressions of Interest for community members to be considered for the Multicultural Advisory Committee.

STRATEGIC INDICATORS

Strategic Indicator	Performance Measure	Result
<p>Services and partnerships to improve the health and wellbeing of residents of all ages and backgrounds across the community</p>	<p>Maintain or increase participation in Council-delivered health and wellbeing programs and activities across the community</p>	<p>Key achievements that have supported the health and wellbeing of residents of all ages and backgrounds across the community include:</p> <ul style="list-style-type: none"> - <i>Come and Try</i> event at Glen Eira Sports and Aquatic Centre, attended by 300 participants who explored various sporting activities for people with disability; - heatwave information distributed to various services including Glen Eira City Council libraries, Maternal Child Health Centres, Early Learning Centres and Senior Centres. These were also provided in languages, including Italian, Polish and Greek; - Glen Eira Leisure ran a variety of fitness programs, which included Teen Boxing, Tai Chi and Family Zumba; - online music event to celebrate International Day of Volunteers and International Day of People with Disabilities; and - a Mental Health Sheet developed and distributed to our sporting and community groups. The fact sheet is also available in Russian, Mandarin and Greek.
	<p>Community satisfaction with Council services which support community wellbeing, including arts, libraries, community, cultural, family and disadvantaged support services, is maintained or increased</p>	<p>Community satisfaction with art centres and libraries increased from 75 per cent in 2021 to 76 per cent in 2022.</p> <p>Community and Cultural remained consistent at 67 per cent.</p> <p>Disadvantaged support services remained consistent at 62 per cent.</p>

STRATEGIC INDICATORS

Strategic Indicator	Performance Measure	Result
<p>Opportunities to celebrate our diverse community and people of all backgrounds and abilities welcomed into all aspects of community life</p>	<p>Increase in opportunities for the community to engage with, connect and celebrate our diverse community</p>	<p>We hosted <i>Lunar New Year</i> and <i>Chanukah Celebrations</i> at Town Hall. National Reconciliation Week and immersive events such as the CUBE at were hosted at the Carnegie Community Space.</p> <p>Our gallery hosted a celebration of aboriginal artists through <i>The Torch: Confined 13</i>. The <i>UNEARTHED</i> exhibition was a collaboration between a Yorta Yorta aboriginal artist and a Mumbai based artist.</p> <p>Our <i>Community Grants</i> program supported Glen Eira Adult Learning Centre to deliver the Multicultural Festival during Cultural Diversity Week in March 2022.</p> <p>Our <i>Annual Senior Citizen Centre and Seniors Grant</i> program supported over 30 culturally diverse groups to deliver inclusive and culturally specific programs and events across the five senior centres and other culturally safe community spaces.</p> <p>The 2021 Seniors Festival included a virtual ‘in conversation with the ageing LGBTIQ+ community’.</p> <p>Glen Eira Libraries hosted in-person events representing diverse authors that included ‘Am I Black Enough for You? 10 Years On’ by Anita Heiss, Children’s Book Week in August and ‘The Strength of Hope’ by Holocaust survivor Abram Goldberg.</p> <p>We celebrated disability and sport with a <i>Come and Try Day</i> in May at Glen Eira Sports and Aquatic Centre where 300 people attended. In December 2021, Council hosted a celebration International Day for people with a disability and International Day for Volunteers with an online music event, ‘Festability’ including music acts, comedian and short video celebrating volunteerism.</p> <p>Our <i>Disability Awareness in Schools</i> program attended three primary schools where 150 students participated in understanding more about barriers people with disability face daily in a fun and interactive way.</p> <p>The <i>Community Wellbeing Plan</i> was converted to Easy English to benefit people with cognitive impairments, low literacy and English as a second language.</p>




STRATEGIC INDICATORS

Strategic Indicator	Performance Measure	Result
Opportunities to celebrate our diverse community and people of all backgrounds and abilities welcomed into all aspects of community life	Increase in promotion of the benefits and opportunities of diversity in our community	<p>Efforts to promote opportunities for our diverse community included:</p> <ul style="list-style-type: none"> - Chat n Chuckle Acquired Brain Injury Social group, promoted through <i>Glen Eira News</i>; - Seniors Festival promoted during September and October 2021 in <i>Glen Eira News</i>, Website, and social media channels; - Seniors groups and senior citizens centres promoted on Council's website, including the Older Adults Guide; and - The CUBE installation at Carnegie Community Space was designed as a free, non-ticketed 'come and go' event to attract a wide and diverse audience.
Services and programs that support community connection, lifelong learning and development at key stages of life, including early childhood, youth, families and older persons	Satisfaction with Maternal and Child Health Services and Youth Services is maintained or increased	Community satisfaction with relation to family and elderly support improved marginally with family support services increasing from 65 per cent in 2021 to 67 per cent in 2022. The metropolitan average result was 66 per cent.
	Satisfaction with arts centres and libraries is maintained or increased	Community satisfaction with art centres and libraries increased from 75 per cent in 2021 to 76 per cent in 2022. The metropolitan average result was 73 per cent.
	Satisfaction with services that support healthy ageing are maintained or increased	Community satisfaction with services that support healthy ageing increased from 65 per cent in 2021 to 66 per cent in 2022. The metropolitan average result was 65 per cent.
Opportunities to participate in festivals, events and activities that foster cultural and artistic expression, local identity and support community wellbeing	Accessible and flexible opportunities for participation in cultural and artistic events and activities	Glen Eira libraries delivered a vast range of online programs celebrating diversity, encouraging cultural expression and inclusion. Live events such as The Big Summer Read, We're Wild about Reading and Jolabokaflokkur have encouraged togetherness and engagement.
	Satisfaction with Council's Arts and Culture services is maintained or increased	Community satisfaction with Council's community festivals, events and creative programs remains consistent at 67 per cent. The metropolitan average result was 65 per cent.

STRATEGIC INDICATORS

Strategic Indicator	Performance Measure	Result
Continue to provide a high standard of aquatic and leisure programming which supports and adapts to community needs	Satisfaction with Glen Eira Leisure facilities and services is maintained or increased	Community satisfaction was 88 per cent, slightly down due to extended closures during COVID-19.
	Increased participation and membership in all Glen Eira Leisure facilities	Membership numbers increased by 60 per cent in the Health Club and 30 per cent in Swim School. This was due to Glen Eira Leisure facilities being closed for the majority of last year. Our membership numbers are approaching pre-COVID numbers.

MAJOR INITIATIVES

Council Plan Commitment	Major Initiative	Progress Updates as at 30 June 2022	Status
We will support improved health, wellbeing and resilience of all individuals, families and groups within our community	We will progress actions and commitments outlined in our <i>Public Municipal Health and Wellbeing Plan</i>	The <i>Public Municipal Health and Wellbeing Plan</i> expired in 2021 and was superseded by the <i>Glen Eira Community Wellbeing Plan 2021–2025</i> . At the time of expiry, we had met 95 per cent of actions under the six priority areas of the <i>Public Municipal Health and Wellbeing Plan 2020–21</i> .	
We will support accessible pathways into services, activities and facilities for people of all ages and abilities, particularly those most in need	We will commence construction of the \$6.3 million upgrade of the Bentleigh Library including the integration of the Youth Services into a refurbished facility, exploring the possibility of expansion of the facility and introduction of a new civic forecourt	Construction of the Bentleigh Library commenced and is expected to be completed in September 2022 and opened to the public in mid-October.	
	We will commence construction of a new \$11.7 million Community Hub in Murrumbeena Park that provides multi-functional space for a variety of community, Council, sporting and casual users. The project will assist to meet the needs of our growing community in Murrumbeena and Hughesdale	Construction of the Community Hub in Murrumbeena Park commenced and is expected to be completed by the end of August 2022.	

ANNUAL COMMITMENTS 2021–22

Strategic Priority	Action	Progress Updates as at 30 June 2022	Status
<p>We will support improved health, wellbeing and resilience of all individuals, families and groups within our community</p>	<p>5.1.1 Implement annual actions within the <i>Glen Eira Community Wellbeing Plan 2021–2025</i></p>	<p>The <i>Glen Eira Community Wellbeing Plan 2021–2025</i> and <i>Community Wellbeing Action Plan 2021–2022</i> were endorsed by Council in October 2021 and 97 per cent of Year One actions have been completed.</p>	
	<p>5.1.2 Work with our community, local support agencies and community partners to implement COVID-19 responses and recovery initiatives</p>	<p>We provided emergency relief services to support members of the community impacted by COVID-19.</p> <p>As part of the COVID-19 emergency relief program, Council supported 340 residents with food and pharmaceutical supplies during their mandatory isolation periods.</p> <p>We worked with a range of community organisations and public health service providers to disseminate important public health messages to prevent the spread of COVID-19 including regular updates in <i>Glen Eira News</i> media releases, video updates by the Mayor and CEO, e-newsletters, community fact sheets, webinars, dedicated COVID-19 information page on our website and social media COVID-19 updates.</p> <p>We co-ordinated the Glen Eira COVID-19 Municipal Response and Recovery Committee which consisted of local emergency service providers and community support agencies to plan and respond to local community needs.</p> <p>Key highlights included:</p> <ul style="list-style-type: none"> - partnering with Connect Health, Monash Health and Sandringham Hospital to deliver a COVID-19 vaccination hub at Spurway facility in Murrumbeena; - holding vaccination pop-ups at Moorleigh Village, Hatzolah, Carnegie Library, Glen Eira Gallery and provided support to other vaccination initiatives in the community; - <i>Glen Eira Get Vaxxed</i> campaign provided information about the importance of vaccination up-take; - distribution of Rapid Antigen Tests to Culturally and Linguistically Diverse community groups, senior citizens, and vulnerable residents; and - provided business support, including links to Local and State Government support, business webinars and the <i>Your Glen Eira</i> campaign to support local business. 	






ANNUAL COMMITMENTS 2021–22

Strategic Priority	Action	Progress Updates as at 30 June 2022	Status
We will support improved health, wellbeing and resilience of all individuals, families and groups within our community	5.1.3 Develop a new <i>Community Safety Plan</i> to improve the sense of safety and support crime prevention in the municipality	On 7 June 2022, Council endorsed the <i>Community Safety Plan 2022–2025</i> .	
	5.1.4 Support parents and carers to build and develop skills and confidence to enhance the health, wellbeing and development of infants and young children	Maternal and Child Health (MCH) continued to offer information, education and support to all families through our supported playgroups, first time parents' group, sleep/settling sessions and other educational sessions. Throughout 2021–22, the MCH service offered over 250 online and face-to-face educational sessions.	
	5.1.5 Develop a new four-year <i>Glen Eira Domestic Animal Management Plan</i> in consultation with the community outlining Council's approach to the management of domestic animals	The <i>Domestic Animal Management Plan 2022–2026</i> was adopted on 23 November 2021.	
We will embrace diversity and value all people, promoting a community that welcomes and includes everyone	5.2.1 Demonstrate strong leadership in the promotion of gender equality and prevention of family violence and violence against women	The <i>Gender Equality Action Plan</i> was endorsed by Council on 15 March 2022 and approved by the Commission for Gender Equality in the Public Sector on 14 June 2022. Council delivered a range of activities as part of the <i>16 Days of Activism</i> against gender-based violence in November 2021.	
	5.2.2 Work with community leaders from culturally and linguistically diverse backgrounds to ensure Council strategies, services and initiatives build social cohesion	A Culturally and Linguistically Diverse (CALD) Community Leaders Forum was held online on 10 November 2021 to engage with new and emerging community leaders. Based on feedback from the forum, Council endorsed the establishment of a Glen Eira Multicultural Advisory Committee and Terms of Reference at the Ordinary Council Meeting held on 17 May 2022.	
	5.2.3 Coordinate and deliver the annual <i>International Day of Disability</i> event to help grow a more inclusive community	The <i>International Day of Disability</i> event was held on 3 December 2021 at the Glen Eira Sports and Aquatic Centre as well as through online sessions including: a fast and furious and Wheelie fit online live fitness classes and interviews with para triathlete, Liam Twomey, inclusive education and support officer, Zoe Murdoch and Carer, Liam Seymour.	

ANNUAL COMMITMENTS 2021–22

Strategic Priority	Action	Progress Updates as at 30 June 2022	Status
<p>We will embrace diversity and value all people, promoting a community that welcomes and includes everyone</p>	<p>5.2.4 Build a unified community that acknowledges Aboriginal and Torres Strait Islander Peoples through meaningful reconciliation and respect of First Nations' cultural heritage</p>	<p>The annual <i>Koorie Chill Out</i> was held on 26 January 2022 to recognise the significance of the date for First Nations people. The First Nations flags were lowered to half-mast.</p> <p>Council endorsed our second '<i>Innovate</i>' <i>Reconciliation Action Plan 2022–2024 (RAP)</i> at the Ordinary Council Meeting on 15 March 2022. The Plan was developed with Traditional Owners and new and existing community partners. The <i>Plan</i> outlines the focus areas for Glen Eira's work in reconciliation over the next two years.</p> <p>A staff <i>RAP Champion's League</i> was developed to generate ideas and promote events, activities to increase respect and understanding, and opportunities for Aboriginal and Torres Strait Islanders to engage Glen Eira staff in reconciliation.</p> <p>Further to the Council's endorsement of the '<i>Innovate</i>' <i>Reconciliation Action Plan</i>, Glen Eira City Council Gallery hosted the <i>RAP</i> launch with a presentation by the Mayor, Councillor Jim Magee on 13 May, supported by a discussion panel and musical performance by Indigenous artist Jess Hitchcock.</p>	
<p>We will support accessible pathways into services, activities and facilities for people of all ages and abilities, particularly those most in need</p>	<p>5.3.1 Engage with our community to ensure our aged care and independent living services remain responsive to Commonwealth aged care reforms and meet current and future community needs</p>	<p>On 26 April 2022, Council endorsed the <i>Future of Aged Care Services – Responding to Commonwealth Aged Care Reforms: Discussion Paper 2022</i> and approved the community engagement process to seek feedback on what living and ageing well looks like in Glen Eira, now and into the future.</p> <p>The community engagement commenced on 27 April 2022 and concluded on 30 June 2022. It included online and print surveys, community forums, pop-up activities at our libraries, senior citizens centres, GESAC and other community locations, engagement with residents in our residential aged care facility, and with our in-home and social support services clients.</p>	


ANNUAL COMMITMENTS 2021–22

Strategic Priority	Action	Progress Updates as at 30 June 2022	Status
We will support accessible pathways into services, activities and facilities for people of all ages and abilities, particularly those most in need	5.3.2 Support vulnerable young people to access social emotional and financial supports, including access to mental health services and education, employment and training pathways	Youth Services provided support options to 310 young people through our one-on-one support program, weekly social drop-in sessions, and the provision of our living and life skills program which offers young people access to education, employment and training opportunities.	
	5.3.3 Deliver the Bentleigh Library and Youth Hub capital works project	Bentleigh Library and Youth Hub was scheduled to be completed in June 2022. However, this project has been delayed by building industry related COVID-19 impacts outside Council and the builder's control. The project is now expected to be completed in September 2022 and opened to the public in mid-October. The pop-up library in McKinnon will be extended beyond its original anticipated closure date of July 2022 to ensure the community has access to a library service.	
	5.3.4 Deliver the Murrumbeena Community Hub capital works project	The Murrumbeena Community Hub was scheduled to be completed in late May. However, this project has been impacted by the COVID-19 Government mandated restrictions on construction sites and material shortages. Despite the delays, construction is expected to be completed September 2022. The building will be open to the public in October 2022.	
	5.3.5 Deliver upgrades to the Glen Eira Town Hall	This project involves the upgrade of the office accommodation areas within the Town Hall. It is a multi-year project with the first year being the upgrade of the ground floor. A builder was appointed by Council at the 15 March 2022 Council Meeting and construction of the ground floor upgrade will be completed in mid-August. A concept design for the upgrade of the first floor is currently going through an approval process.	
	5.3.6 Implement empathetic parking at key carpark locations	We invested \$70,000 in empathetic parking initiatives. Empathetic parking spaces were provided at 17 public off-street car parks within Glen Eira during the 2021–22 financial year. Spaces were provided at parks and reserves including Booran Reserve, Caulfield Park, McKinnon Reserve, Mackie Rd Reserve, King George Reserve and Joyce Park. Other locations where parking spaces were provided include Bentleigh, Bentleigh East, Carnegie, Caulfield North, Elsternwick, McKinnon and Ormond.	

ANNUAL COMMITMENTS 2021–22

Strategic Priority	Action	Progress Updates as at 30 June 2022	Status
We will deliver services, events and programs that recognise and celebrate our broad interests and differences and promote participation for all	5.4.1 Deliver a range of community programs and events that promote community inclusion, celebrate diversity and encourage cultural expression	<p>Over 80 online and in person events and activities were delivered across the year. Highlights include an author talk with writer Yves Rees about their trans experience and an event with autism advocate, Clem Bastow. Indigenous authors Dr Anita Heiss, Dianne O'Brien, and Veronica Gorrie shared powerful stories of survival and resilience. <i>Lunar New Year</i> and <i>Chanukah</i> were also celebrated.</p> <p>The <i>Glen Eira Storytelling Festival</i> celebrated diverse stories, identities and cultures through both streamed and in-person events. Other cultural events included <i>National Reconciliation Week</i>, an exhibition presented by The Torch, <i>Confined 13</i> as well as the exhibition <i>Unearthed</i>. Both featured a series of floor talks, workshops and performances to celebrate diversity.</p>	
	5.4.2 Increase library usage through the provision of new programs and materials that support the diversity of life-long learning needs and emerging new ways of working	Usage of library services and resources has increased since the easing of COVID-19 restrictions. New digital and physical items are regularly added to the library collection to ensure library customers have access to fresh and relevant materials to support their learning and recreational needs. Over 32,000 items were added 2021–22. A wide variety of library programs continue to be offered onsite and online with interest remaining high.	
	5.4.3 Rebuild the membership profile at Glen Eira Sports and Aquatic Centre and other leisure facilities when they re-open and operations return to normal	<p>The leisure industry continued to be impacted by restricted services and capacity limits as a result of state lockdowns, which ended in October 2021.</p> <p>Glen Eira Leisure (GEL) focused on encouraging members of the community back to our facilities. Campaigns have included waived joining and administration fees, bonuses for referrals and many free inclusive days for anyone in the community to introduce to them to some of GEL's program offerings.</p> <p>Membership numbers increased by 60 per cent in the Health Club and 30 per cent in Swim School and are nearing pre-pandemic levels, indicating that the community is responding well to the programming and facilities we offer and is ready to get active and be part of an inclusive and welcoming environment.</p>	

ANNUAL COMMITMENTS 2021–22

Strategic Priority	Action	Progress Updates as at 30 June 2022	Status
We will deliver services, events and programs that recognise and celebrate our broad interests and differences and promote participation for all	5.4.4 Develop a library of 50 GEL Anywhere online classes to enable the community to stay active at home	Over 50 online classes with 24 different workout styles are available on GEL Anywhere to suit all abilities. This also features a chat series and incorporates an Active Ageing Health series.	



Achieved



Not achieved



Not achieved due to factors outside of Council's control