

Glossary – terms and acronyms

Agile — to understand, adapt and change quickly in an ever-evolving environment.

AAS — Australian Accounting Standards.

AASB — Australian Accounting Standards Board.

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; Bentleigh; Glen Huntly; 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.

Advocacy — is where Council publicly voices its support for projects and policies to other levels of government.

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.

Built Form Frameworks — establishes recommendations to manage building heights and setbacks in an area.

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.

Chanukah — Festival of Lights.

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 Caulfield — was incorporated as a road district on 15 October 1857 and was proclaimed a City on 26 July 1913. On 15 December 1994, the City of Caulfield was abolished and along with parts of the City of Morabbin was merged into the newly created City of Glen Eira.

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 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 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.

CPA — Certified Practising Accountant.

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

Customer Satisfaction 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 ie.: 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.

DAMP — 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 — a random selection of community members to participate in engagement sessions to provide detailed feedback on topics such as the 10 year Asset Plan.

Deliberative engagement — occurs when a group of people from the community consider relevant facts from multiple points of view, identify options, and come to a group decision. It is one form of 'high influence' engagement. It is not an alternative to Council's performing its role as a statutory decision-making body.

Dhumbali W'urneet Gadhaba — is the Boonwurrung name of the *Integrated Water Management Plan* and translates to 'Our Commitment to the Laws of Mother Earth'. As the Traditional Owners and Custodians, they emphasise the importance that change and action starts within. The content in Dhumbali Wurrungi-biik Parbin-ata is more than words but a call to action and responsibility to Country, as has been written in Bundjil's Dhumbali.

DIY — Do it yourself.

EAGA — Eastern Alliance for Greenhouse Action.

Environmentally Sustainable Design (ESD) principles — aim to improve the health and comfort of buildings for occupants whilst at the same time reducing negative impacts on the environment.

Expense — an outgoing payment made by Council.

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, as well as nutrition and mental health advice.

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.

Glen Eira Planning Scheme — a legal document containing policies and provisions that control how people can use and develop land.

GST — Goods and services tax.

Hatzolah — our local Jewish ambulance service.

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.

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.

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

In-home support — 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 domestic assistance, personal care, home maintenance/modifications, delivered meals, Social support group activities and respite care services.

Integrated Planning and Reporting Framework (IPRF) — allows Council and the community to have better visibility across the various elements of the strategic planning and reporting system. It ensures a greater understanding of how the things we do today, contribute to achieving our future Community Vision.

Jolabokafloð — translates to Christmas Book Flood — an Icelandic tradition of giving and receiving books during Christmas.

JP — Justice of the Peace. Justice of the Peace (JP) volunteers play an important role in the Justice system and provide a valuable and accessible service to all members of the community.

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/Bunarong, Taungurong, and Ngurai-illam Wurrung nations. The City of Glen Eira is located on the traditional lands of the Yaluk-ut Weelam clan of the Boonwurrung peoples.

kW—kilowatt.

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.

LGBTIQ+ — lesbian, gay, bisexual, transgender, intersex, queer and asexual.

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

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 a number of reportable 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.

Long Term Financial Plan — a plan covering long-term financial resources, which includes key financial indicators to support our Council Plan.

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.

Microsoft Teams — a video chat app that allows people to speak to each other over a video call.

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.

Nature play space — the opportunity to engage in unstructured play activities in outdoor settings where natural elements feature, such as logs, rocks and water, as opposed to conventional manufactured play equipment.

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.

OAM — Order of Australia — The Medal of the Order of Australia (OAM) is awarded for service worthy of particular recognition.

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.

Parklets — temporary outdoor dining areas placed in shopping centres to allow food retailers to service diners during COVID-19 restrictions.

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.

PV panels — photovoltaic panel — Solar panels capture the energy of sunlight which is converted into electricity.

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).

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.

Snap Send Solve — an app that simplifies the reporting of community issues to councils.

Social and affordable housing — housing that is (at least in part) subsidised by the government.

Social Support Program — 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.

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.