



SERVICES TO SUPPORT THE COMMUNITY

GLEN EIRA CITY COUNCIL
ANNUAL REPORT
2016–2017

BENTLEIGH • BENTLEIGH EAST • BRIGHTON EAST • CARNEGIE • CAULFIELD • ELSTERNWICK
GARDENVALE • GLEN HUNTLY • MCKINNON • MURRUMBEENA • ORMOND • ST KILDA EAST



GLEN EIRA
CITY COUNCIL

STRATEGIC OBJECTIVE

To maintain high quality service standards and deliver universal services that support the community, particularly the needs of families, youth, senior citizens and people with a disability.

MATERNAL AND CHILD HEALTH SERVICE SUPPORTS VULNERABLE FAMILIES

The enhanced Maternal and Child Health Service provides in-home support to families who are experiencing vulnerability due to mental health issues, family violence, social isolation, financial hardship and drug and alcohol misuse.

The Department of Education and Training have set a minimum target of 500 hours for the enhanced service. This was exceeded in 2016–17 by 417 hours due to the high demand on the service.

MUNICIPAL EARLY YEARS PLAN

The *Municipal Early Years Plan 2013–2017* is a local area *Plan* designed to provide strategic direction for the development and co-ordination of early years programs, activities and other local community development processes that are about ensuring positive outcomes for children zero–6 years in the municipality.

Over 2016–17, the *Municipal Early Years Plan* directed the following activities:

- a new *Family Calendar*;
- a range of parenting information sessions, including *Positive parenting*, *National Disability Insurance Scheme*, *Paediatric first aid*, *Rubbish free lunch box session* and *Talking to children about safety*;
- *Pop-up playgroups*;
- *Dads' Playgroups*; and
- continuation of the 2+ connect playgroup.

A new *Municipal Early Years Plan* will be developed in 2018.

POSITIVE AGEING STRATEGY

The *Glen Eira Positive Ageing Strategy* is focussed on building a positive view of ageing. It works to keep Glen Eira's ageing residents healthy, connected and engaged so they can age well.

Throughout 2016–2017, we achieved the following actions contained in the *Strategy*:

- 17,976 hours of free facility hire for senior citizen clubs throughout Glen Eira;
- five health promotion events were run, including sessions on legal matters, nutrition, incontinence and diabetes;
- a *Seniors festival* that was attended by more than 1,000 people; and
- health promotion and service information circulated in 10 different languages.

The next *Glen Eira Positive Ageing Strategy* will be developed in 2021.

LIBRARY PROGRAMS ENCOURAGE FAMILY AND COMMUNITY INVOLVEMENT

Six hundred and forty one library programs were delivered in 2016–2017 in addition to our *StoryTime* and *BabyTime* offering. Programs included book club, computer classes, a weekly language café and presentations on cooking, gardening, nutrition and art. For a full list of program offerings, visit <http://library.gleneira.vic.gov.au/Home>

RESPONSIVE COMMUNITY SERVICES

STRATEGY	ACTION	MEASURE	RESULT
Continue to provide a comprehensive range of community services that are responsive to the needs of the community.	Provide community services which minimise social isolation and build community identification.	Deliver social outings and exercise classes to at least 200 socially isolated residents each year.	✓
Comment: Two hundred and eight socially isolated residents enrolled in exercise and social outings as at June 2017.			
		Deliver Home Library Service to at least 200 socially isolated clients.	✓
Comment: Two hundred and thirty eight Home Library Service clients as at end of June 2017.			
		Provide 23,433 hours of social support.	✗
Comment: Council provided 22,397 hours of social support as at end of June 2017. We are currently meeting all requests for service in social support.			
		Provide 500 hours of Maternal and Child Health services specifically targeted at vulnerable clients.	✓
Comment: Council's Maternal and Child Health Department delivered 917 hours of services to vulnerable families.			
	Implement the <i>Municipal Public Health and Wellbeing Plan</i> .	Ninety per cent of 2016–17 actions complete.	✓
Comment: Council's <i>Municipal Public Health and Wellbeing Plan</i> targets six key health and wellbeing priorities: healthy eating and physical activity; community wellbeing and connectedness; mental health; reduction of harm from tobacco, alcohol and drugs; public health protection; and delivery of initiatives in public health leadership. Ninety nine per cent of actions were completed in 2016–17.			
	Inspect registered food businesses to assess compliance with National Food Safety Standards.	Conduct 850 food safety assessments.	✓
Comment: Council's Public Health Department conducted 932 inspections of registered food businesses throughout 2016–17 to ensure compliance with National Food Safety Standards.			

ASSISTING RESIDENTS

STRATEGY	ACTION	MEASURE	RESULT
Encourage residents to raise issues through letters, emails and calls to the Service Centre and provide timely and informative responses.	Service Centre to resolve calls at first point of contact.	Eighty two per cent of calls resolved at first point of contact.	✓
Comment: Eighty two per cent of calls resolved at first point of contact as at 30 June 2017.			
	Ensure telephone calls are answered promptly.	Average call waiting time of 18 seconds or less achieved for all calls.	✗
Comment: Average call waiting time is 34 seconds. From December 2016 to April 2017, average queue wait times increased considerably due to: severe storm activities in late December 2016 and February 2017; a substantial increase in the volume of requests taken; and staff shortages including secondments, leave and training.			

SERVICES FOR CHILDREN

STRATEGY	ACTION	MEASURE	RESULT
Deliver children's services that provide support, education and improve health and wellbeing outcomes for young children and their families.	Deliver Maternal and Child Health services that meet State Government targets.	Deliver 15,000 Key Ages and Stages visits.	✓
Comment: Delivered 16,476 Key Ages and Stages visits as at June 2017.			
	Implement the <i>Municipal Early Years Plan (MEYP)</i> .	Ninety per cent of 2016–17 actions complete.	✓
Comment: Completed 98 per cent of actions completed as at June 2017.			
	Provide vaccinations to infants and school children in accordance with the <i>National Immunisation Program Schedule</i> .	Eight thousand vaccinations provided to infants and school children.	✓
Comment: Provided 11,575 vaccinations to infants and school children as at June 2017.			

MAINTAINING HEALTHY, ACTIVE AND INDEPENDENT LIFESTYLES

STRATEGY	ACTION	MEASURE	RESULT
Assist older people and people with a disability to maintain healthy, active and independent lifestyles in their own home and within the community.	Provide a range of services that support frail older people and people with disabilities to live independently at home.	Deliver all funded hours of Home Care, Personal Care and Respite Care to eligible residents currently set by the Department of Health and Human Services at 95,000 hours.	✗
Comment: A total of 92,222 hours have been delivered. We are currently meeting all requests for service in Home Care, Personal Care and Respite Care.			
		Meet all service requests from eligible residents for Home Maintenance Services.	✓
Comment: All requests met with 4,335 hours of home maintenance delivered as at June 2017.			
	Support senior citizens clubs to enhance social inclusion of older persons.	Council to provide 14,000 hours per annum of free facility use to local senior citizens clubs.	✓
Comment: Provided 17,977 hours of free facility use to senior citizens clubs as at 30 June 2017.			
	Provide quality accredited residential aged care services that achieve a high level of resident satisfaction.	Achieve 90 per cent resident satisfaction as measured by the <i>Annual Quality Performance Systems Survey</i> .	✓
Comment: Received over 90 per cent resident satisfaction as measured by <i>Annual Quality Performance Systems Survey</i> . Warrabee Community achieved 95 per cent satisfaction, Spurway Community achieved 92 per cent satisfaction, and Rosstown Community achieved 94 per cent satisfaction.			
	Implement actions contained in the <i>Glen Eira Ageing Strategy</i> .	Ninety per cent of 2016–17 actions complete.	✓
Comment: Completed 98 per cent of actions as at 30 June 2017.			
Deliver a range of disability services that promote community inclusiveness and access for all-abilities.	Implement actions in the <i>Disability Action Plan</i> .	Ninety per cent of 2016–17 actions complete.	✓
Comment: Completed 99 per cent of actions as at end of June 2017.			

IMPROVING OUR LIBRARIES

STRATEGY	ACTION	MEASURE	RESULT
Ensure Council libraries provide a broad range of books, e-books, learning materials, access to technology, activities and programs that entertain, enrich and develop the community.	Offer a range of library services and programs which encourage family and community involvement.	Six hundred thousand visits to Council libraries annually.	✓
Comment: Visits totalled 702,747 to Council libraries at end of June 2017.			
		Provide <i>StoryTime</i> and <i>BabyTime</i> sessions for 50,000 attendees at libraries in Bentleigh, Carnegie, Caulfield and Elsternwick.	✓
Comment: <i>StoryTime</i> and <i>BabyTime</i> sessions were attended by 61,869 visitors at as at 30 June 2017.			
	Offer a range of library programs for adults that promote reading and encourage social connectedness.	Deliver at least 250 library programs aimed at information technology, community connections or enjoyment of reading.	✓
Comment: Delivered 641 library programs as at 30 June 2017.			

YOUNG PEOPLE IN THE COMMUNITY

STRATEGY	ACTION	MEASURE	RESULT
Implement a range of centre and school-based programs to engage young people aged 10 to 25 years and encourage active participation.	Offer a range of centre and school-based programs.	Provide more than 250 programs.	✓
Comment: Delivered 279 centre and school based programs as at 30 June 2017.			
Provide youth work support to young people and families to assist in positive development.	Assist and deliver support advocacy and referral to young people who are disadvantaged, isolated or at risk.	Seven thousand young people and their families supported through school and centre-based programs, information and referral, service collaboration and special events.	✓
Comment: Youth Services supported 9,586 young people and their families for the year ended 30 June 2017.			