

Delivering services to you

We provide more than 150 services to our community every year.

In 2020-21, the Covid-19 pandemic affected a lot of what we did. Restrictions and lockdowns had an impact on our services on and off during the year. We have written more about this below.

Here we give key figures about the services we provided to our community. These services include:

- waste management
- delivering meals
- parks and open spaces
- supporting local businesses
- regulating traffic
- supporting older people in their homes.

Our staff oversee the planning permit process and animal registrations. We also clean the streets and provide services to local families and children.

These services, and our community infrastructure, support the wellbeing and prosperity of our community.

We also plan for development and ensure we are accountable for the money we spend.

For more on our achievements, read the 'Our performance' section of this report from page 52. There we talk about how we have delivered our services and the challenges we faced.

Snapshot of key services in 2020-21

- 1,302 planning permit applications received
- 71,173 meals delivered
- 36,228 kilometres of streets swept
- 2,885 trees planted*
- 162,817 visitors to our libraries as Covid-19 restrictions lead to only 10 weeks of normal operation all year**
- 1,001,534 library loans including 369,379 e-resources and 632,155 physical items, with a 41% increase in loans of e-resources.
- We continued our library delivery and click and collect services, with:
 - 13,461 items supplied via contactless home delivery
 - 1,706 items supplied via a contactless click and collect service
 - 36,886 items delivered to the homes of older or housebound residents
- From July 2020 to February 2021, children's programs at our libraries were offered online. This saw:
 - 138 online children's programs offered with 17,629 total views
 - 14 online storytime sessions offered in Italian, Greek, Spanish, Arabic, French and Turkish
- From March to May 2021, children's programs at our libraries were conducted in a Covid safe way with limited audience numbers:
 - 122 programs were attended by 2,152 children and carers
 - in person Greek and Italian storytime sessions returned in May

- 435,756 total attendance at Active Moreland facilities***
- 300,582 visits to year-round aquatic and leisure facilities
- 46,087 attendees at Active Moreland water safety and learn-to-swim programs
- 135,174 visits to outdoor aquatic facilities (including Oak Park)
- 98,921 visits to outdoor aquatic facilities (including Oak Park) – just swim
- 5,735 Active Moreland members at 30 June 2021
- 17,124 dogs and cats registered
- 16,104 tonnes of co-mingled recycling collected
- 13,070 tonnes of food and garden waste collected
- 3,968 tonnes of hard waste collected
- 29,871 tonnes of garbage collected
- Total number of people immunised:
 - 2,846 under 5s
 - 3,191 high school students
 - 972 adults.

* Tree planting declined compared with previous years. This was because of Covid-19 lockdowns and restrictions imposed in 2020. Tree planting was not a permitted activity. This hampered tree planting, usually carried out between March and August.

** Due to Covid-19 restrictions, 4 of our 5 libraries were closed or operated reduced hours for extended periods during 2020-21. The Campbell Turnbull Library in West Brunswick was only open for 5 weeks during the year. These forced closures and restrictions led to a 67% decrease in library attendance during the 2020-21 financial year.

*** Covid-19 continued to have a significant impact on attendances and memberships at our Active Moreland venues. This was due to repeated closures of the venues and ongoing capacity restrictions.

Community satisfaction

Every year we ask our community how they feel about our services. This is our Community Satisfaction Survey.

The survey asks questions about services including:

- waste management
- parking, roads and footpaths
- public spaces
- planning and decision making
- consultation and communication
- support services, libraries and lobbying
- customer service.

In 2021, there was an increase in the community satisfaction score across most service areas. Overall, we achieved an index score of 64 out of 100. This was 3 points higher than the previous year (2020).

A higher score (closer to 100) is better than a lower one.

When asked about the direction of our performance:

- 18% of survey respondents said our performance had got better

- 67% said our performance had stayed the same
- 10% said our performance had got worse
- 5% did not provide an answer (can't say).

The community rated a variety of our services highly. These included:

- library services (77)
- supporting the diversity of the Moreland community (73)
- customer service (71)
- recreational facilities (70).

Library services and supporting diversity have been our top-performing service areas over the past 3 years.

Most areas saw better scores compared to the year before. Those with the greatest increases in scores were:

- traffic management (58 in 2021, up from 49 in 2020)
- parking facilities (52 in 2021, up from 45 in 2020)
- planning for population growth (52 in 2021, up from 45 in 2020).

In 2021, we asked our community to score the importance of different service areas. The service areas receiving the highest importance scores were:

- waste management (84 out of 100)
- decisions made in the interest of the community (82)
- support services for older people (81)
- condition of sealed local roads (78).

Awards and citations

During the year, the work of Moreland Council was recognised in the following awards.

2020 IoT Awards Smart Cities Award – Northern Melbourne Smart Cities Network project

2020 Parks and Leisure Australia Awards of Excellence (Victoria/Tasmania) high commendation – Oak Park Sports and Aquatic Centre

2020 Singapore Institute of Architects Architectural Design Awards, Institutional Projects – Pascoe Vale Community Centre

2020 Victorian Premier's Design Awards finalist in the Communication Design category – Russell Street Coburg Community Art Project

2021 LGPro Awards for Excellence Community Partnerships Initiatives – Count Me in Too in partnership with Merri Health

2021 LGPro Awards for Excellence finalist in the Diversity and Inclusion category – Moreland Community Connectors

Australian Institute of Landscape Architects 2020 National Landscape Architecture Awards Civic Landscape Award of Excellence – Brunswick Town Hall precinct streetscape upgrade

Australasian Fleet Management Association Fleet Environment Award 2020

Australasian Reporting Awards finalist in the Online Reporting Public Sector category – 2019-20
Moreland Council Annual Report microsite

Municipal Association of Victoria Technology Awards for Excellence, Smart City Achievement of the Year
– Northern Melbourne Smart Cities Network project, a collaboration between Moreland City Council, City of Whittlesea, Banyule City Council, Mitchell Shire Council and Nillumbik Shire Council. This project was also highly commended in the Collaboration or Partnership of the Year and Victorian Achievement of the Year categories.

Stormwater Australia 2021 Awards for Excellence in Strategic and Master Planning – Chain of Ponds
Collaboration, including Moreland City Council, Transforming the Moonee Ponds Creek Through Collective Action

Urban Developer 2020 Award for Excellence in Community Engagement – Virtual Moreland