

One Greater Dandenong Review

Summary of Feedback

The consultation for the proposed structural changes resulting from the One Greater Dandenong Review commenced on 22 July and concluded on 8 August 2025. The consultation process included: CEO briefings on 22, 23 and 25 July; drop-in sessions on 24, 29 and 30 July; a dedicated email inbox to ask questions and provide feedback; five feedback boxes located across the organisation and department/team meetings for directly impacted areas.

Overall, the feedback was strongly supportive of the objectives of the review and the opportunity to engage in the process. The main themes of the feedback and organisational responses are below.

Theme	Organisational response
<i>Alternative department names to avoid confusion and better connect with customers and values</i>	A summary of the proposed names and what they were changed to following feedback is as follows: • Regulatory Services to City Development • City Operations to City Works • Parks Services to Parks and Open Space • Project Delivery to Project Delivery and Project Management Office • Governance, Risk and Legal to Governance, Integrity, Legal and Risk • People and Culture to People, Safety and Culture • Integrated Planning to Organisational Planning and Strategy • Chief Information and Customer Experience Officer to Chief Customer and Information Officer
<i>Alternative alignment for better connection and service delivery</i>	A summary of the changes based on feedback are as follows: • Planning Compliance to be located in City Development not Community Compliance and Amenity. • Advocacy to report directly to the Director Strategy and Corporate Services not the Manager Organisational Planning and Strategy.

	• Network Services and Desktop Services teams to come together as one team.
<i>The importance of implementation</i>	There was considerable feedback related to ensuring we get the implementation right. The feedback was often combined with support for the strategic intent of the proposed changes and the desire to see an integrated and holistic approach to follow through. An Implementation Group has been formed and the approach to implementation is being considered through three phases: • Planning and Preparation: which includes identifying and prioritising change impacts such as systems, processes, position descriptions, tools, workflows and delegations. • Implementation and transition: which includes updating the organisational chart, systems and workflows, a clear process for troubleshooting and ongoing feedback loops and updates. • Reinforcement and recognition: this could include continuous improvement, team building and celebration and strengthening the approach to consistency and alignment.