

# Public - Chief Executive Officer's Quarterly Report

Period reporting – April to June 2023 (public version)



*Lifestyle Capital of Victoria*

I am pleased to present the Chief Executive Officer's Quarterly Report for the period ending 30 June 2023 (public version).

The information within this public document represents the period in time from April to June 2023 inclusive providing greater transparency and a more comprehensive view of the organisation and its key activities.

Key topic areas include:

- People and Culture;
- Organisational Highlights;
- Business Transformation;
- Planning Progress;
- Financial and Corporate Planning;
- Accountability and Transparency;
- Key Projects Updates;
- Key Meetings and Activities;
- Advocacy; and
- Audit and Risk.

Thank you to Councillors, Council's staff, volunteers and contractors who continue to actively support our municipality.

Regards

Phil Cantillon

**Chief Executive Officer**

*Frankston City Council acknowledges and pays respect to the Bunurong People, the Traditional Custodians of these lands and waters.*

## **PEOPLE AND CULTURE**

### Weekly communication

Each Monday, the CEO including Acting CEOs distributes an all-staff email providing advice on key achievements, sections thanking staff and well done commentary, along with other news and items relating to Council briefings/meetings. The email is then uploaded onto Council's internal website portal called Grapevine. COVID-19 updates are distributed to staff as required. In late March 2023, the CEO sent a further email providing an update on reflections and insights from the key actions directly related to the staff survey held last year.

### EMT Panel Q&A sessions

EMT will host two EMT Panel Q&A sessions in the coming months. The first session is scheduled on Wednesday 5<sup>th</sup> July 2023 to be held at the Frankston Arts Centre, Theatre with 1 hour session booked for all staff to attend. Staff will have an opportunity to ask questions with EMT responding live. The second session is scheduled for late October 2023.

### Future Ready Kick Start Program

The Kick Start Program commenced in February 2023. The topics covered were Leading Self, Leading Others, innovating for the Future, Thinking Strategically, Executing Operational Plans and Your Career. The program culminates with the participants presenting a project pitch to EMT on a strategic pitch associated with Future Ready Frankston. The 16 participants will make their pitch in July 2023 leading to the conclusion of the program.

### All Staff Survey 2022

The all-staff 'Your Voice, Your Workplace' Staff Engagement Pulse Survey has launched for 2023. The Executive Management Team continues its commitment to building a great workplace culture at Frankston. This year the aim is to 'check the organisation's pulse' with staff through a short, 14-question pulse survey. Staff's feedback continues to provide valuable insights which go towards informing culture improvement planning and organisation-wide initiatives. Results are expected to be communicated in September 2023.

### People Matter Survey 2023

The People Matter Survey for Local Government was facilitated by the Victorian Public Sector Commission and has now concluded. Frankston City Council achieved a 34% (333/991) response rate, a 6% increase from last time in 2021. The results will be released in August 2023 and we will share these across Council. The Commission will provide our survey results to the Commission for Gender Equality in the Public Sector to form part of our workplace gender audit.

## **ORGANISATIONAL HIGHLIGHTS**

### External Awards and Recognition

Council was nominated as a finalist in the LGPro Excellence Awards 2023 for Service Delivery category nominated for our Healthy & Safe Communities, the nomination showcases the work of the Maternal and Child Health team, in partnership with Peninsula Community Legal Centre supporting women and families in Frankston. Our second nomination was for Council's Transparency Hub project in the category of Special Projects. The project has been a key initiative in building community trust by sharing board sets of data on council operations in a user-friendly portal. Also Council employee Chrissy Athanasopoulos is nominated as a finalist in the 2023 LGPro Awards for Excellence in the Young Achievers category. The winners were announced on 25 May 2023 at the LGPro Annual Conference Dinner at the Sofitel Melbourne on Collins. Council's employee Chrissy Athanasopoulos received a highly commended recognition on the night.

## Internal Awards

Council's Excellence Awards were presented during this period.

## Corporate donations and fundraising

During this period, a number of staff participated in individual fundraising opportunities. Staff can elect to donate an amount directly from their pay to the Frankston Community Support Fund with new staff provided information on this option during induction.

## **BUSINESS TRANSFORMATION**

### Future Ready Frankston (FRF) Roadshow

The roadshow occurred on 28 March 2023 and was a great success. Council had over 200 attendees and 60 responses to the feedback survey. A week later in early April 2023, another FRF Roadshow was held at the Operations Centre having strong engagement from the team there. There was a strong positive vibe within both roadshows, where people were interested in the strategy and what was to come. Each Pillar was represented by different people in the organisation, this showcased some excellent work being completed, but also generated support as to what was to come.

Some positive feedback received:

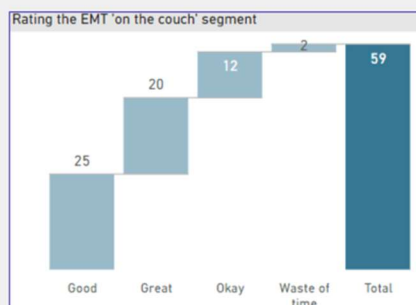
- The event meeting and in large part exceeding participant's expectations.
- There was a large interest in holding similar future events.
- Increased knowledge about FRF and its benefits was achieved.

Some Improvements suggested:

- To the structure/length of the EMT session.
- To extend or stagger the day to allow more widespread participation.
- To continue to explain how the FRF bridge themes inter-connect, as part of our corporate strategy.

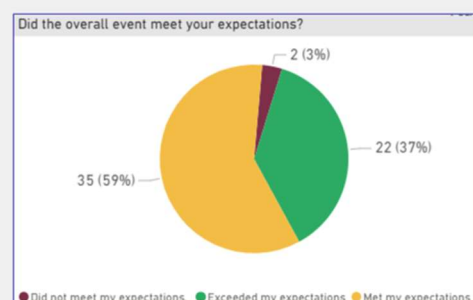


## Over 75% rated "EMT on couch" as good or great with close to 100% of expectations met or exceeded for the event overall



EMT Session rated well with survey respondents suggesting

- a shorter format
- not all questions need to be answered by all panellists.
- Slido platform was well received.



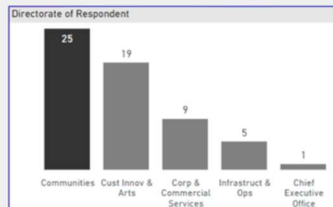


## 80% came away clear on what FRF is; while about 60% nominated 'Culture' as the most important theme going forward

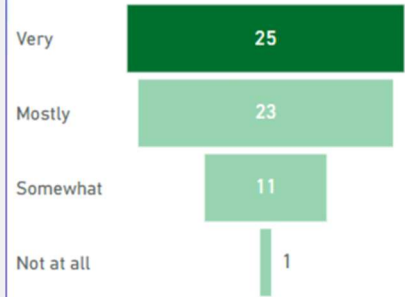
Great clarity about the concept of FRF with survey respondents suggesting gathering more direction and information from staff as to what they want to see in future.

Seeing more specific examples and more "championing" of FRF projects plus more linkage back to the Four Pillars/Bridges were also suggested as was relating FRF back to more departments.

Good coverage of Directorates in the survey responses with a separate session held for Infrastructure & Ops.



How clear were you on what Future Ready Frankston is all about?



Importance of the Bridge themes for FCC to get right, in order for us to be future-ready?



Future Ready Frankston, our corporate strategy, does not stop here!

Council's Websites

## Data and analytics FY 2022 - 2023 insights



Avg. Session Duration

00:01:45

↑ 8.6%



Sessions are the point when a user begins engaging with the website. Increase in session duration means users are spending more time on the site. This avg time indicates user enters website, finds what they need, leaves site.



Sessions

929.0K

↑ 0.6%



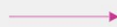
Increase in sessions indicate more users are engaging with the website. Even though a slight increase, taken together with engagement times, this means our users are engaging with content more.



Bounce Rate

52.60%

↑ 5.6%



Bounce Rates is a percentage of all sessions on the site which users only viewed a single page and triggered one request. Average bounce rates ~50% is great for a Council website. Industry bounce rates sit between 40% - 70%.



Avg. Time on Page

00:01:10

↑ 22.3%



We have increased the average user time on a page. Users are taking more time to interact with site, engaging in more content and completing their interaction. Analysed with Bounce Rate, this number shows majority of users are finding what they need.



Sessions with Event

676.1K

↑ 241.5%



Events are user interactions with the website like document downloads, ePathway link clicks, scrolling or top task clicks. This significant increase is a direct result of our redevelopment and content rewrite.



Unique Page Views

1.8M

↑ 3.1%



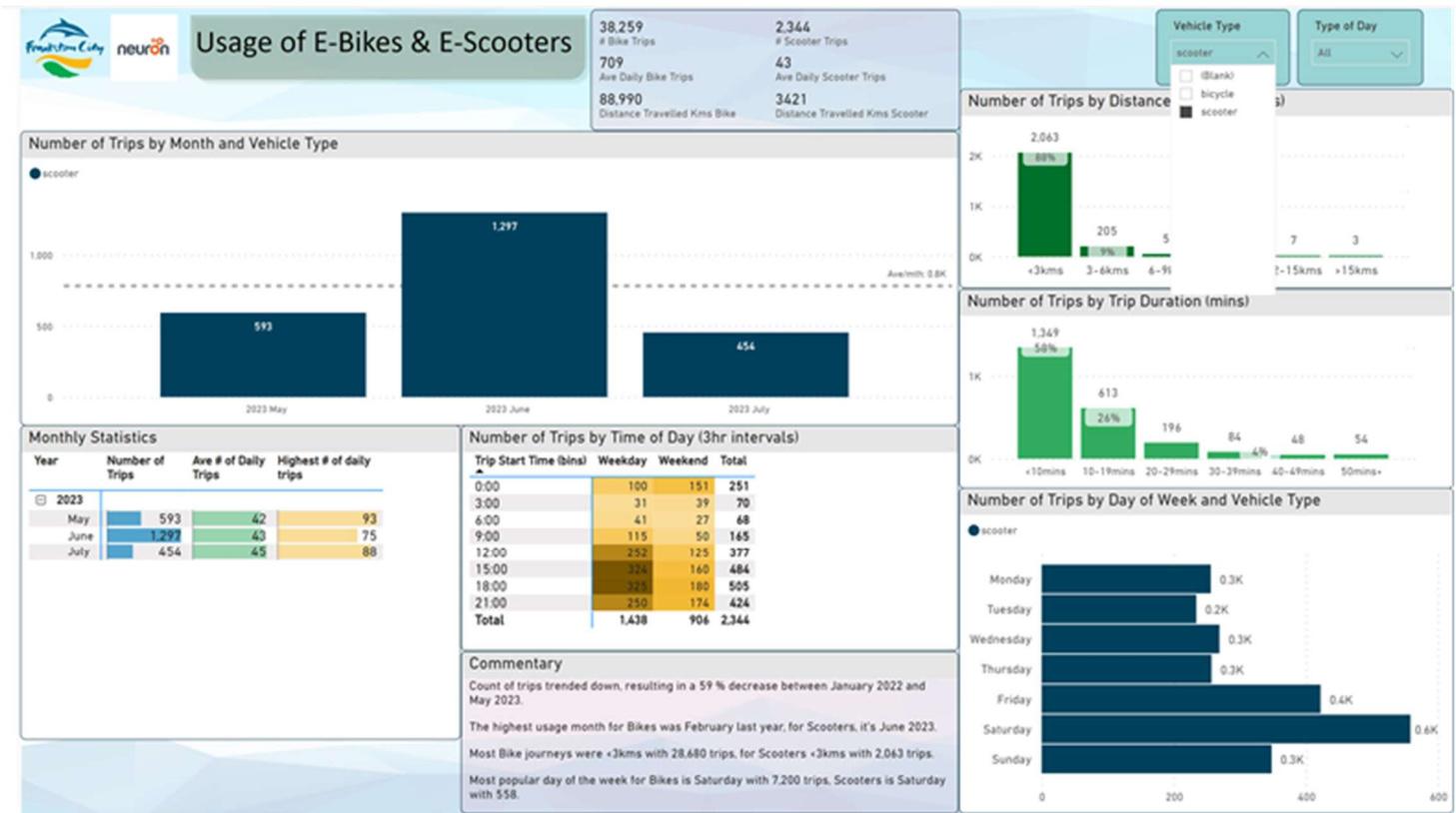
Unique Page Views are how many users visited a specific page. This increase indicates users are looking at more pages within their sessions.

Since the last reporting cycle, the digital team has worked hard at creating increased interaction and engagement on our Corporate Website. In the coming weeks, they will start preliminary upgrade works on the remaining websites such as 'Invest Frankston' and will continue this work through the next reporting period.

### Smart Cities initiative / Transparency Hub updates

On 18 May 2023, Council went live with e-scooters. An addition to complement our e-bike solution. The uptake has been steady. We have seen 2,344 trips by e-scooters since its commencement.

We anticipate this to increase as we move into the warmer months. We continue to look for initiatives that increase usage which align with events in the municipality.



Future Ready Frankston Efficiencies

Future Ready Frankston is Council’s corporate strategy and part of its mandate is to assist Council in delivering efficiencies for Council. During the last quarter a selection of the efficiencies delivered include:

- Significant reduction in call time handing within Customer service resulting in more calls being answered and faster resolution times for customers.
- Statutory planning process improvement leading to significant reduction in processing times of key decision points in the planning application process.
- Online forms being resigned and easy to use, including removal of information that was not required and making them more accessible on our website.

Public Art & Big Picture Festival 2023

Within this quarter, two sculptures from Sculpture by The Sea have been installed in the municipality with integrated lighting and landscaping. An EOI was put out to market for two bronze life-sized sculptures near Olivers Hill boat ramp and Sweetwater Creek. These sculptures tell a story of a First Nation’s couple that used to fish and forage in the local area. Five fibre glass sculptures and the site have been assessed for instalment and will be located at the Frankston Library Forecourt.

After The Big Picture Festival in March 2023, the data was collated and the festival and Block Party received record attendance figures of 6000 people for each event. The social media reach on Discover Frankston and The Big Picture Fest Instagram, Facebook and participating artists socials was 326,102 likes and views.



## Discover Frankston

During the quarter, Discover Frankston successfully delivered marketing campaigns for Pets' Day Out and The Mayor's Party in the Park attracting 11,000 people. The team worked alongside the South Side Festival to elevated coverage and produce high end videography outcomes for all events.

A highlight was Frankston City being announced as a finalist in the TAC Victorian Top Tourism Town Awards and the delivery of a public voting campaign during June, with the winner being announced in July 2023.

Partnering with neighbouring Council's Frankston City applied for funding under the State Government Visitor Servicing Fund. For the 2022/2023 financial year, Discover Frankston across social media had 6,452,620 impressions, followed by over 33,000 people (+10% on LY) and the Enews database grew by 74% with 4,974 subscribers.

## Frankston Major Events

Within this quarter, Mayor's Party In The Park and Pets' Day Out events were held in April. The events attracted approximately 5,000 attendees at Mayor's Party In The Park and 6,000 attendees for Pets' Day Out. Despite challenging weather conditions, positive feedback was received by the broader community who attended these events.

## Frankston Arts Centre

Frankston Art Centre has been privileged to host a full array of events including South Side Festival, Season Shows, Commercial Shows, Community Events and Business Events. Several events have reached capacity which reflects confidence in ticket buyers and also that our marketing, ticketing and operational systems are working effectively to reach and service audiences.

## Frankston Libraries

Council was pleased to re-open the Carrum Downs Library branch in April 2023. The renovations saw the layout of the library updated, as well as new shelving installed. This has allowed for more space for events and story time sessions. The renovations have been well received by the community.

The library launched Ebsco Bibliograph in May 2023, creating visibility to the library catalogue via Google. This search tool has the potential to reach a wider audience and encourage non-library users into our library branches as well as increasing library usage.

As part of the Digital Literacy for seniors', 8 I-Pads are now available for loan, supporting access to information for seniors within the community.

The children's program attendance has increased quite significantly this quarter with 11,993 attendees. Digital loans have also seen a good increase in loans 36,653 eBook and eAudio book loans.

## Hospitality

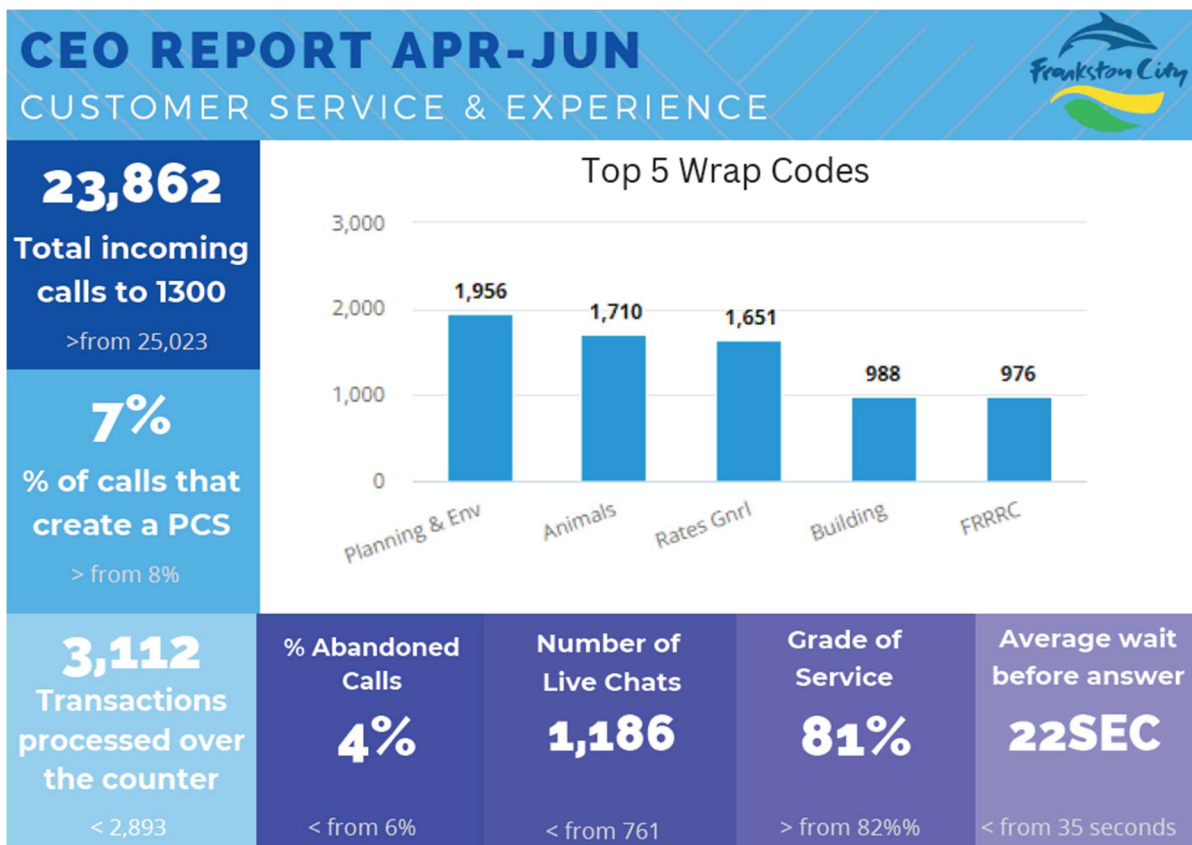
Currently in the process of implementing a new phone application allowing guests to pre-order and pay for food and drinks when attending the theatre. If successful, will be rollout to the Writers Bloc Cafe which should have a positive impact on customer service and financial performance. This new initiative will enable customers to conveniently select and pay for their desired items in advance and nominate a pickup time, streamlining the ordering process and enhancing guest satisfaction. By reducing the time spent in queues and optimising operations, the app should contribute to increased sales income. Changes to business procedures and policies are proving to be valuable to hospitality operations, benefiting both the customers and the business sales and expenditures.

Council’s Corporate Customer Service Update

The Customer Service and Experience team have once again been busy this quarter. Operationally our call centres were busy with Hard Waste related calls. Interestingly these calls had reduced year on year as our community members get used to Hard Waste being in this quarter. Pleasingly Council was able to meet its Grade of Service KPI for two months this quarter, which is a steady increase in performance. Our customers also like to be served face to face, this remained consistent. Our customers choose our Langwarrin Service Centre as their centre of choice.

Our Customer Experience Strategy continues to be implemented in the organisation and a large amount of change coming directly in the Customer Service Team. Our focus for this Quarter is around preparing the organisation for changes that will occur in Pathway.

These changes will be significant in the Customer Service Module in Pathway, where we intend to reduce the 321 current request types by half. This will improve the overall service of our customers, with reduced duplication, reduced mistakes, more accurate request management and an overall more efficient service.





# CEO REPORT APR-JUN

## CUSTOMER SERVICE & EXPERIENCE



**3,409**

**Snap Send  
Solve Req's**

> from 3,409

**1,654**

**Pathway Req's  
by CSO's**

> from 1,721

**2,926**

**ePathway  
req's**

< from 1,665

### Top Customer Request Types

Request Type	Total	%
Graffiti	745	11.82%
Rubbish	614	9.74%
Parking	605	9.60%
Waste	599	9.51%
Facilities	386	6.13%
Unidentified	384	6.09%
Application	320	5.08%
Customer Service	274	4.35%
Planning	268	4.25%
Trees	262	4.16%



# Customer Service Promise Measurements



MEASURES	APR	MAY	JUN	THIS QUARTER	LAST QUARTER
Average Wait Times	Phones: 22 sec Live Chat: 45 sec	Phones: 22 sec Live Chat: 44 sec	Phones: 22 sec Live Chat: 39 sec	Phones: 22 sec Live Chat: 42 sec	Phones: 35 sec Live Chat: 42 sec
Abandoned Calls	6% or 502	3% or 282	3% or 30	4% or 1,085	4% or 1,085
Grade of Service	78.3%	81.4%	83.4%	Average of 81%	Average of 81%
Satisfaction Score	4.9	4.85	4.7	Average of 4.81	Average of 4.9

Future Ready Frankston

## Social and media engagement - Frankston City Community

Council achieved a significant 40% increase in Facebook followers this Quarter due to an uplift in the quality of content and tailored messaging for our growing audience. LinkedIn also saw a 33% increase in engagement and is continuing to gain good traction amongst influential audiences. Visions for a revitalised Nepean Boulevard and Oliver's Hill lookout dominated social media this quarter, with a balance of positive and negative community feedback. Irrespective of sentiment, this clearly mapped Council as the driving force for growth and change for the City.

The 'always-on' FMAC campaign across all social media channels firmly reached the community's radar, with a reach of over 200,000 combined. Profiles of Business Grant recipients are also key to positive engagement, with the broad community noting and supporting investment in our local economy. Events such as Pets Day Out boosted engagement, as to be expected, but most notably, Council's profiling of our natural assets (the Indigenous Nursery, Sweetwater Creek, Frankston Conservation Reserve etc.) continue to be hugely popular and positively position the City amongst residents and prospective sea and tree changers.

Council's Top Tourism campaign generated good levels of support, but a key winner has been June's 'I ♥ suburbs' campaign, which profiles individual suburbs within the Municipality in order to boost civic pride amongst residents. The engagement and reach has been overwhelming, with the initial two suburbs (Carrum Downs and Seaford) reaching audiences of 65,000 and 60,000 respectively. The next quarter will continue to profile further suburbs, boosting engagement for subsequent Council service announcements.

## Community Engagement

Community engagement levels have been significantly higher in the second quarter compared to the first. The number of live projects has been high at 15, and there has been significant community interest and impact in the live projects. There were 14,708 visits to Engage Frankston, 1,374 online contributions, and over 30 in-person engagement activities. The projects with the highest amount of engagement in this quarter were as follows:

<b>Project</b>	<b>Engagement approach/outcomes</b>
The Future of Frankston South Community and Recreation Centre	495 contributions 7 community pop ups
Dandenong Road East Shared User Path	189 contributions 1 in-person intercept survey
Draft Mobile Food Van procurement Guidelines	145 contributions
Sandfield Reserve Youth Space and Play Space	96 contributions 2 community pop ups 2 school workshops.
Public Toilet Action Plan (live until 7 July)	86 contributions 1 in-person intercept survey

The Dandenong Road East Shared User Path engagement was a particularly good example of the community responding really well to a clear choice of options, to strongly influence Council's delivery of the infrastructure project.

Approximately 80 of the responses were achieved from a 2 hour intercept survey conducted on-site to reach the people most interested and impacted by this project.

Active planning/drafting is currently underway for more high community impact/interest projects including:

1. Witternberg Reserve offset scheme;
2. Housing Strategy;
3. RF Miles Reserve name change;
4. Baden Powell Kindergarten;
5. Kindergarten Strategy;
6. Seaford Child and Family Centre;
7. Skate and BMX Strategy – Stage 2;
8. Social Inclusion Action group;
9. Bicycle Strategy;
10. Family Violence Action Plan;
11. Fair Access Policy;
12. Safer Communities Strategy and Policy – Stage 3;
13. Annual Budget 2024-2025;
14. Nairn Marr Djambana Masterplan.

#### Building Frankston’s Future (BFF) Capital Works Awareness

Several BFF branded signs/fence banners continue to be installed at locations across the city, including:

- Yarralumla and Rosemary Reserve Play Space upgrades;
- Kananook Creek Gardens pathway and boardwalk construction;
- Carrum Downs Recreation Reserve court upgrade.

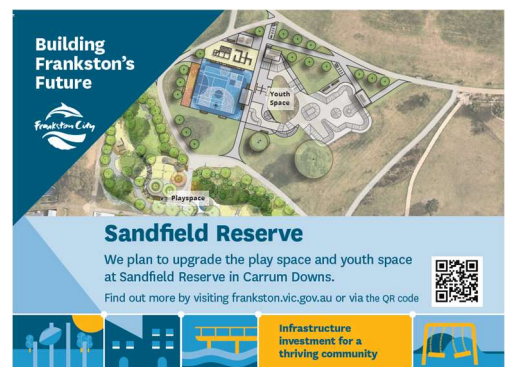
New project information signage has been installed at:

- Kananook Commuter Car Park;
- Kevin Collopy Pavilion;
- Ballam Park Play Space (maintenance);
- Sandfield Reserve (poster used throughout Carrum Downs);
- Overport Bike Track.

Signage at project sites impacted by the Lloyds Group collapse is being updated as new timelines are confirmed. Other BFF branded materials were also used as part of the Sandfield Reserve youth space and play space consultation.

For other Communication channels:

- Social media postings for all capital works and some revitalisation projects on Facebook, Instagram and Linked In continue to reference “Building Frankston’s Future”/#BuildingFrankstonsFuture;
- Building Frankston’s Future branding and messaging continues to be showcased in Frankston City News and eNews.



## Customer Requests Update

When the community request information/service from the council, the demand is measured in two ways;

1. Via our customer service channels (aka “Customer Requests”) OR;
2. Written correspondence -emails and paper-based letters (aka “ReM Requests”).

Performance analysis is performed quarterly and year on year to gauge trends more accurately and to account for seasonal variances (e.g. animal registration renewal, rates notices).

### 1. Customer Requests:

1.1 Table below highlights Customer Requests Apr- June 2023 (Q3)

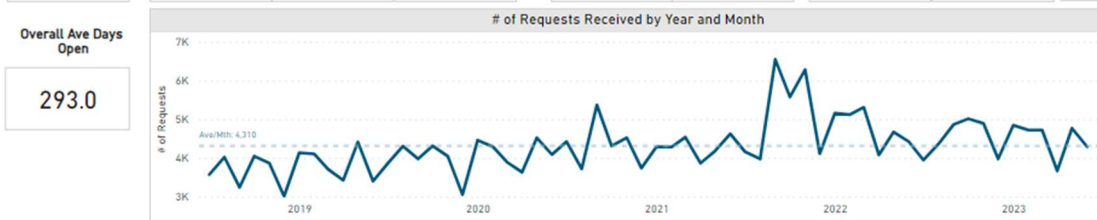


### Customer Request Activity - Quarterly Report

Data Refreshed: 30 June 2023

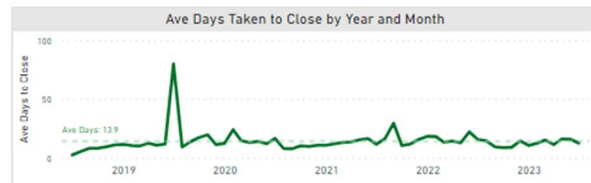
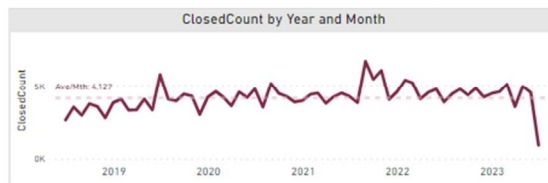
#### Requests Received (Opened)

Currently Open	Apr 2023	May 2023	Jun 2023	Qtr 4 This FY	Qtr 4 Last FY	This FYTD	Prev FYTD	Prev Full FY
3346	3.67K	4.77K	4.29K	12.72K	13.17K	54.04K	59.38K	59.38K



#### Requests Closed

Apr 2023	May 2023	Jun 2023	Qtr 4 This FY	Qtr 4 Last FY	This FYTD	Prev FYTD	Prev Full FY
3.54K	4.94K	4.51K	12.98K	13.32K	53.44K	58.67K	58.67K



11.2	16.0	15.6	14.5	16.5	12.7	16.4
Ave Days to Close	Ave Days to Close	Ave Days to Close	Ave Days to Close	Ave Days to Close	Ave Days to Close	Ave Days to Close

Council received 12.72k requests in Q4 which is a decrease of 15% from the same time last year (13.170) and continues the same trend from Q2. Council closed 12,980k requests, down 6% from last year (13,320k).

At the end of Q4, Council had 3, open requests with an average number of day’s open of 293\*. This is up from last quarter where the average was 229\*. This higher number includes the more complex long-term requests that require much effort to resolve. Council continues to improve our internal processes, especially for the requests that are complex. This upward trend is something Council staff will look to reverse coming into the new Financial Year.

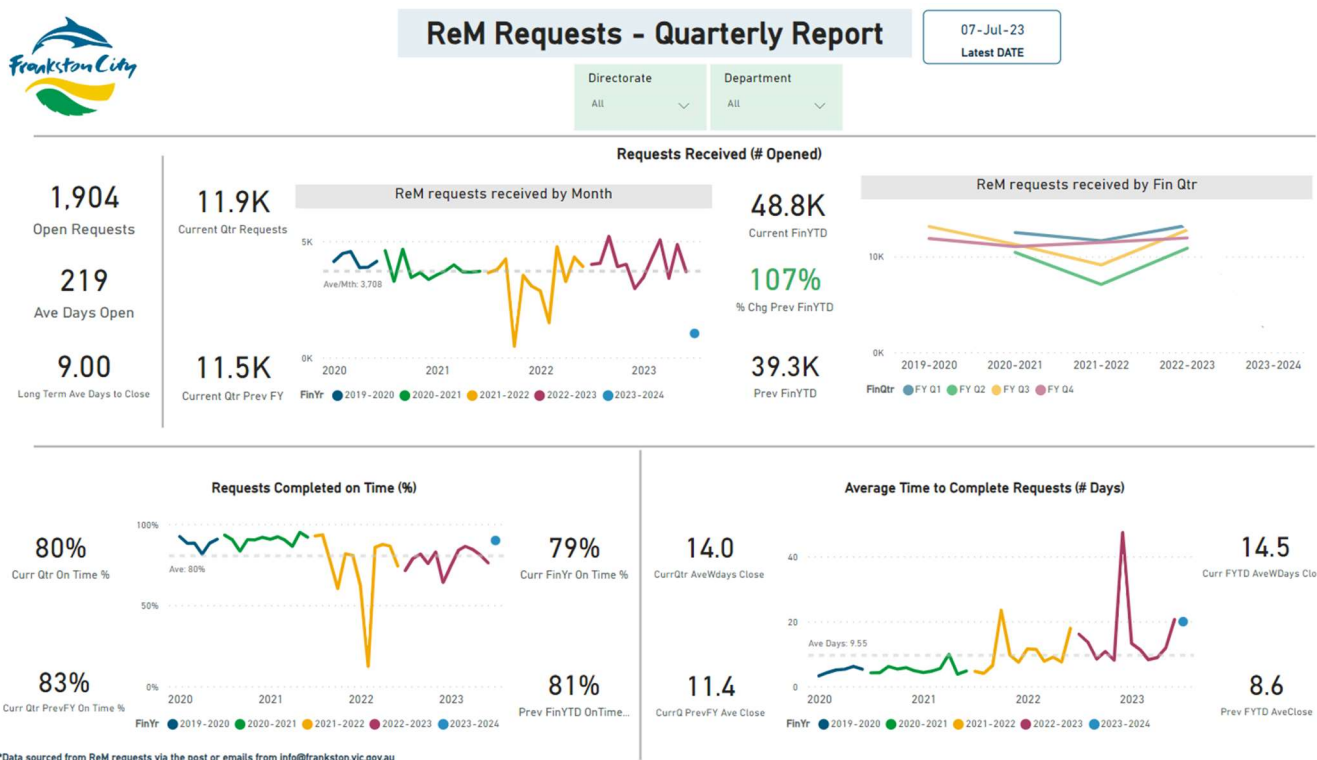


The average number of days\* to close requests was 11.2 in Q4 which has increased to 18% compared to last year (14 days). Although the volume for Customer Requests in Q3 was down compared to this time last year, more work is needed to decrease our response time and the closure of complex requests.

\* Figures are rounded to the nearest whole number.

## 2. ReM Requests:

2.1 Table below highlights ReM Requests Apr- June 2023 (Q4)



Council received 11,900 pieces of correspondence in Q4 which is a 7% increase from the same time last year (11,500). There are 1,905 open ReM requests, slightly down from 2,144 in Q3.

Council aims to respond to correspondence within 10 days- Q4 showed we met that benchmark 80% of the time (82% for Q3 last year, a slight decrease).

The average number of days to respond to correspondence was 14\* days for this reporting period which is an increase of 3 days from the same period last year.

\* Figures are rounded to the nearest whole number.

### Planning Progress

#### Statutory Planning data update – Quarter 4 (2022-23)

Statutory planning on-time delivery for Q4 at 83 percent was above the target of 70 percent. Progress has been made in reducing outstanding application volumes and this is reflected in shorter decision timeframes.

As at the time of preparation of this report, there are 273 undecided planning permits, amendment to planning permits, and plan approval applications currently with Council.

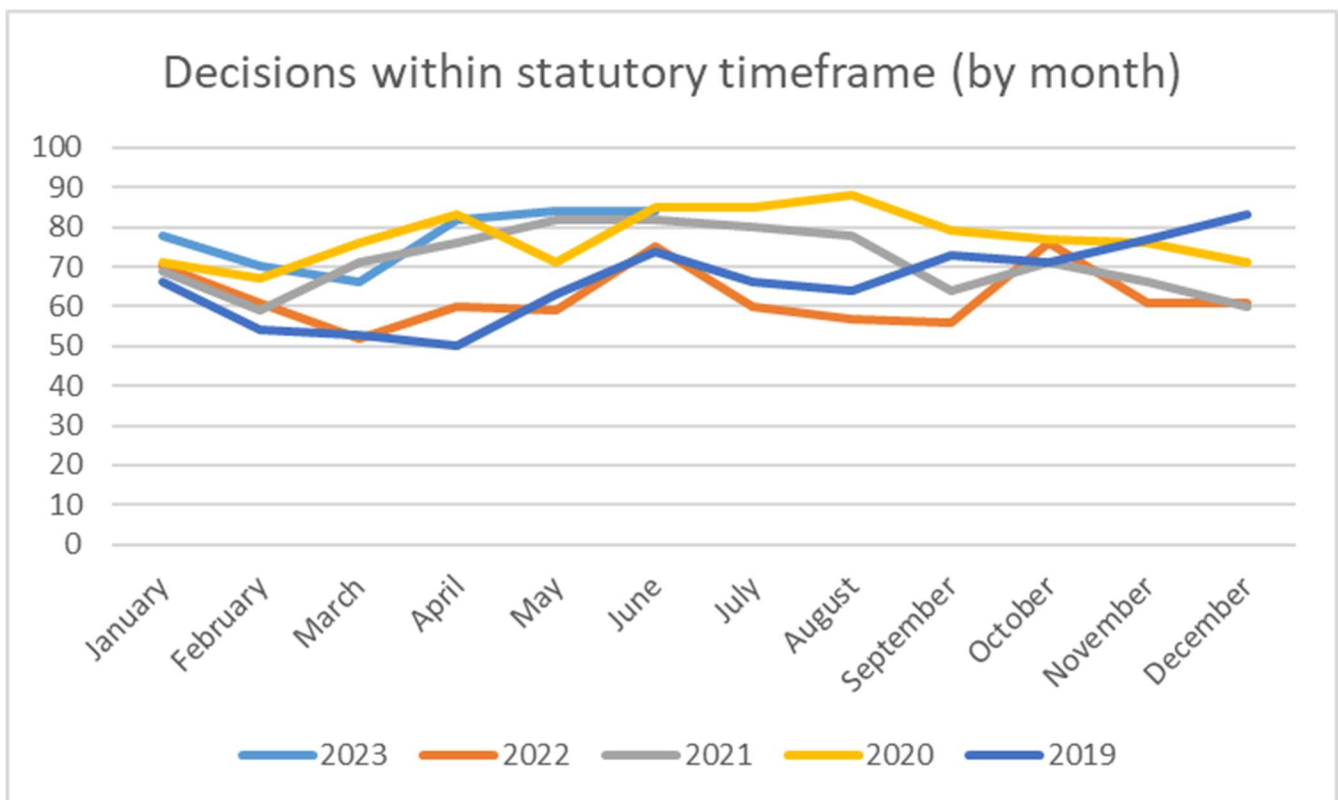
The on-time delivery data is illustrated in the charts below (calendar year) as well as the volume of applications received per month over the last five years. This demonstrates the consistent volume of applications received each month, noting that the lodgement volume includes new permit and amendment applications and other consent types, but is still not reflective of all work undertaken in the processing of planning permit applications.

We received higher application volumes in 2022, with an average of 87 per month and lodgements so far in 2023 have been lower. These first six months are comparable to 2021, although higher than the longer-term average.

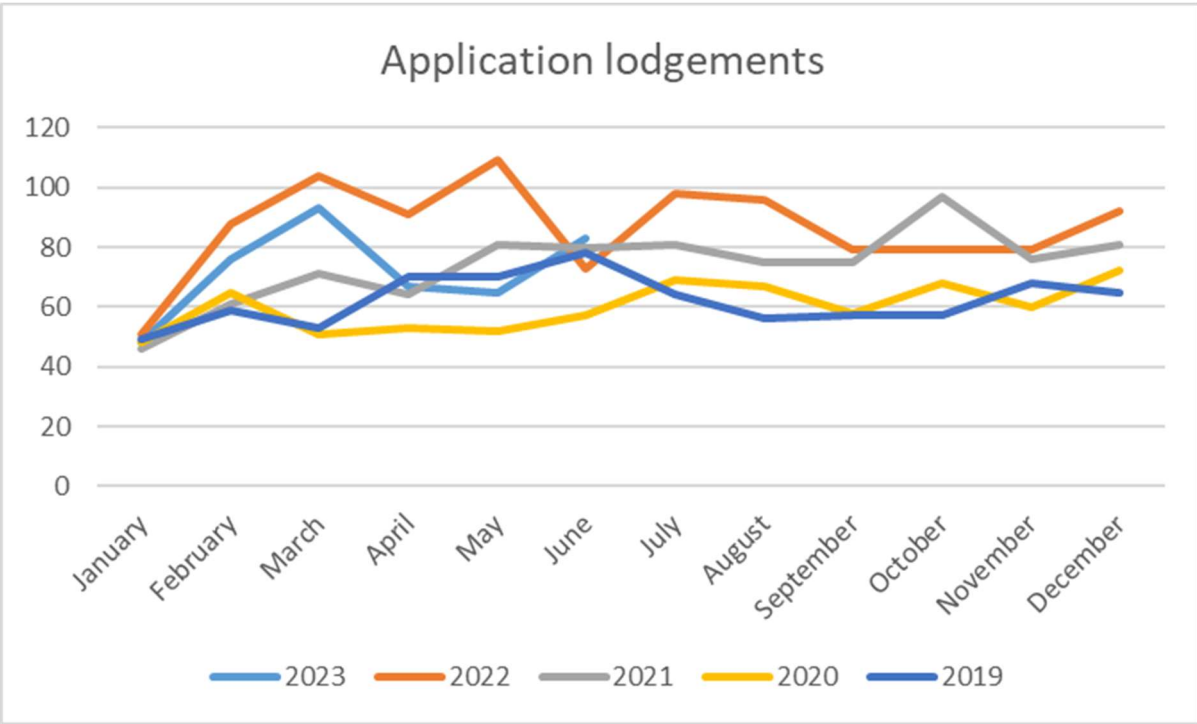
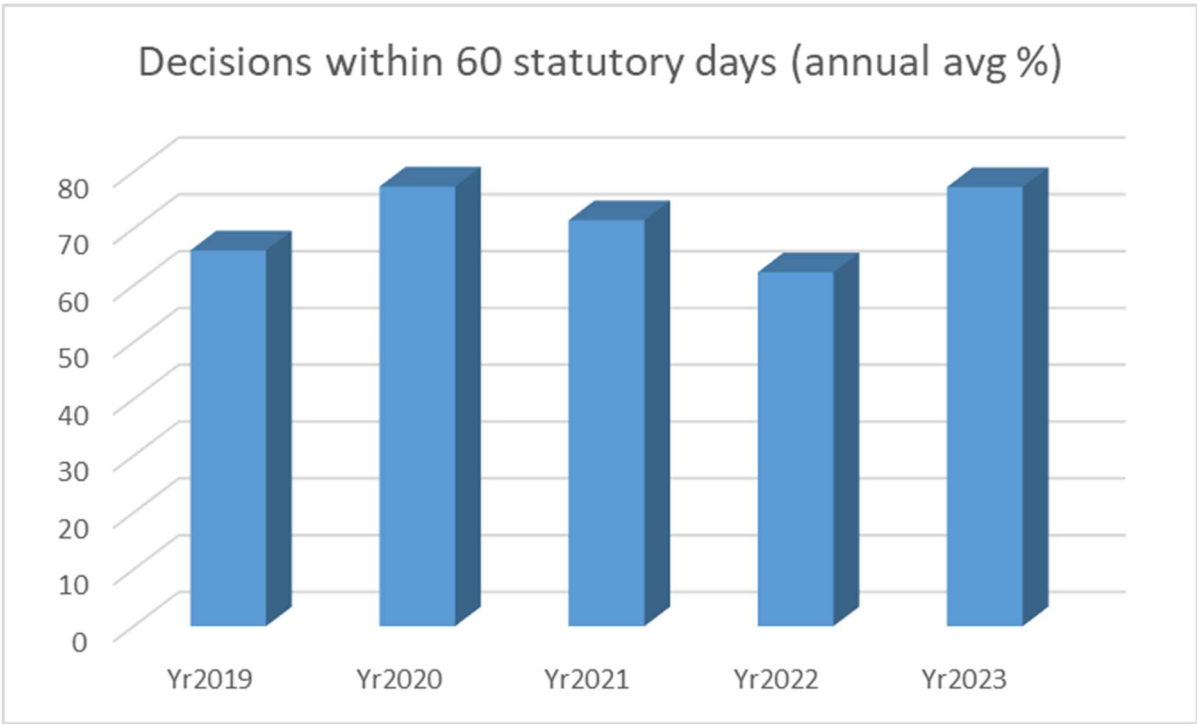
A summary of developer financial contributions received within the quarter is also detailed below.

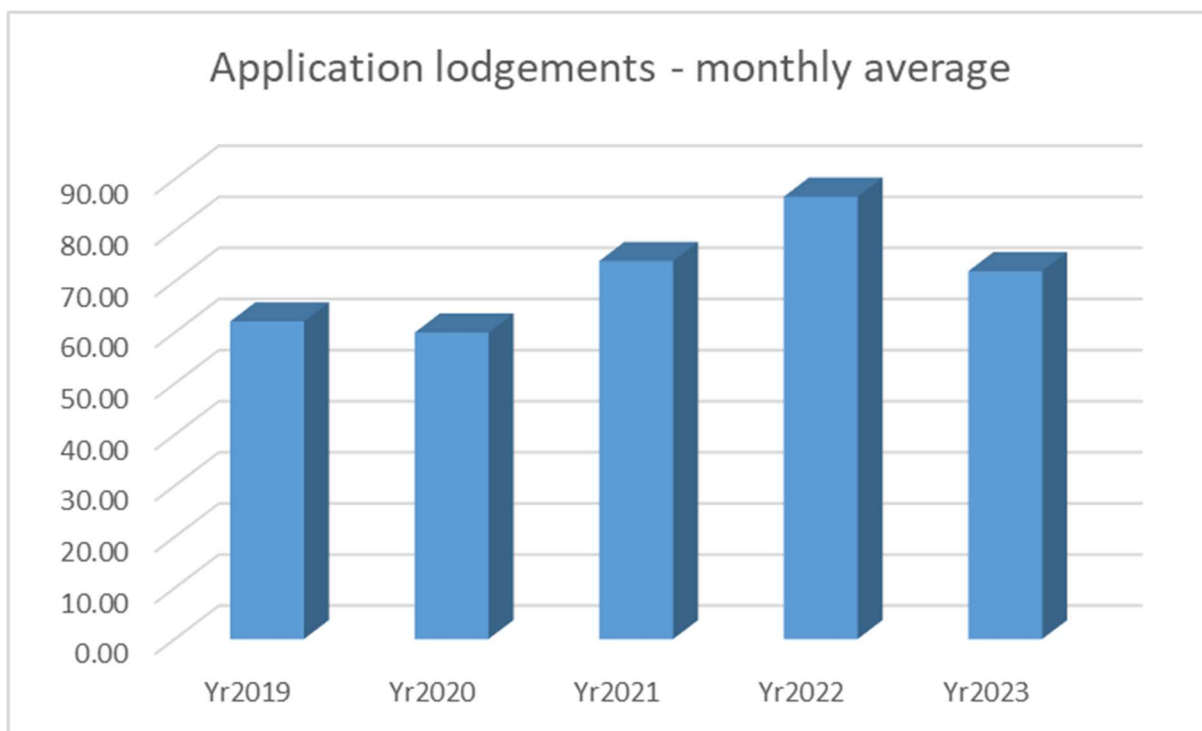
It should be noted the data for Q4 was calculated manually as the State Government Planning Permit Activity Reporting System (PPARS) does not publish the monthly or quarterly data until the middle of the following month. There may be a minor discrepancy with the manually calculated on-time delivery data and the published PPARS data.

Developer Financial Contributions- Quarter 4 (2022-23)	
Contribution Type	Total Amount Received
Open Space Contributions	\$329,500
Car Parking Financial Contributions (cash-in-lieu)	\$0.00









Environmental Health update- Food Business Inspection and Enforcement Outcomes Quarter 4 (2022-23)

**Summary of Food Business Inspection and Enforcement Outcomes (Quarter 4, 2022-23)**

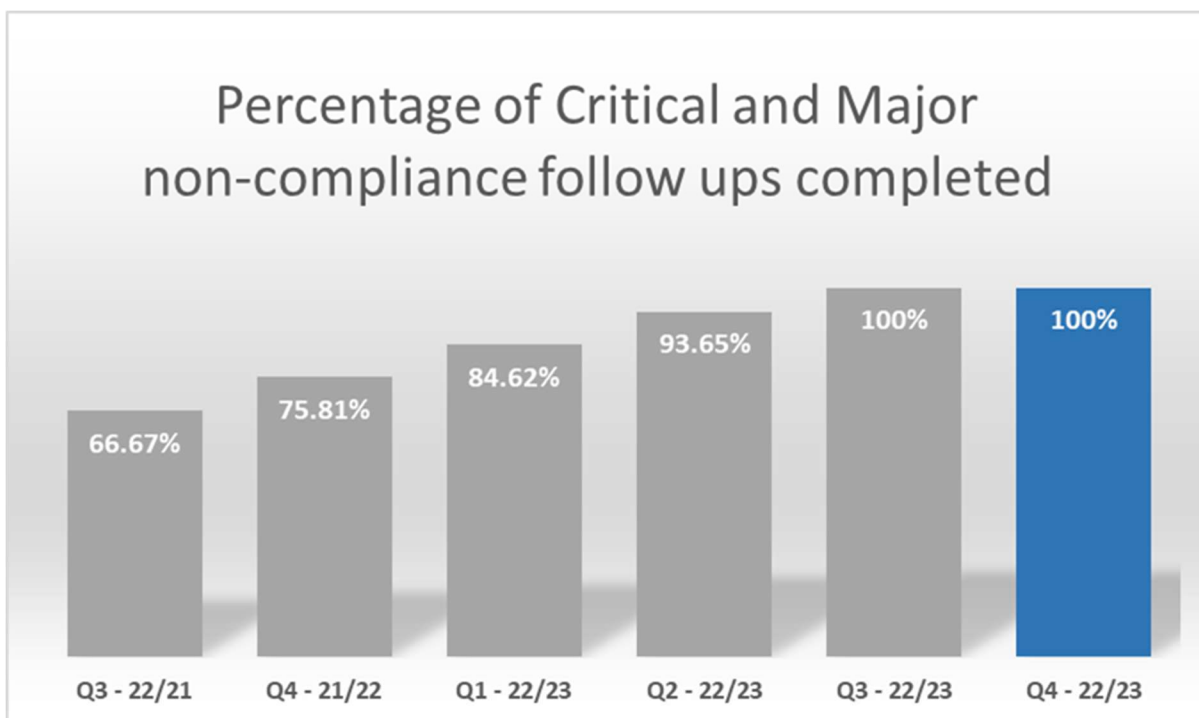
**Critical and major non-compliance notifications – follow ups (2022-23)**

During Quarter four (Q4) of the 2022-23 financial year, all critical and major non-compliance outcome notifications at registered food businesses were addressed by our **Environmental Health Officers**, resulting in a 100% follow-up rate.

Q4 maintained the consistent upward trend in follow-up actions, demonstrating the team's commitment to addressing any identified non-compliances during statutory food business inspections. Achieving a consecutive **result of 100%**, exceeding the organisation's target of 60%. The proactive approach and commitment from Environmental Health to addressing non-compliance has yielded exceptional outcomes, reflecting the team's dedication to maintaining high standards.

**Critical and major non-compliance notifications (2022-23) history chart**

The completion rate of follow-up actions by our Environmental Health Officers in Q4 of 2022/2023, was 100%, a demonstrated ongoing improvement.



#### **Number of compliant statutory food premises inspections**

The total number of statutory inspections where the food business achieved an outcome of compliant for Q4 was **115**.

#### **Number of non-compliant statutory food premises inspections**

The total number of statutory food premises inspections where the food business failed and was non-compliant for Q4 was **27**.

***This amounts to 142 statutory food premises inspections conducted with a compliance rate of 81%.***

#### **Food Enforcement - Number of Food Act Orders/Directions Issued**

The total number of Food Act Orders/Directions Issued to food business proprietors, as part of enforcement against serious food safety breaches for Q4 was *three*.

#### **Food Enforcement - Number of Penalty Infringement Notices Issued**

The total number of Penalty Infringement Notices issued to food business proprietors, as part of enforcement against serious food safety breaches for *Quarter 4* was *one*.

**Summary of Food Business Inspection Outcomes data (Quarter 4, 2022-23), including monthly figures.**

<b>Food Business Inspection and Enforcement Outcomes Quarter 4 - 2022/2023</b>	<b>APR</b>	<b>MAY</b>	<b>JUN</b>	<b>TOTAL</b>
Critical and major non-compliance notifications – follow ups	-	-	-	<b>100%</b>
Number of compliant statutory food premises inspections	38	22	55	<b>115</b>
Number of non-compliant statutory food premises inspections	3	11	13	<b>27</b>
Food Enforcement - Number of Food Act Orders/Directions Issued	0	0	3	<b>3</b>
Food Enforcement - Number of Penalty Infringement Notices Issued	1	0	0	<b>1</b>

City Futures Department update

**The following Policy & Strategy Development work was undertaken during April to June 2023**

- Council adopted the **Frankston Metropolitan Activity Centre Structure Plan June 2023** at the 14 June 2023 Council Meeting and resolved to request authorisation for Council to prepare and exhibit Planning Scheme Amendment C160fran which seeks to implement the Structure Plan into the Frankston Planning Scheme.
- On 22 June authorisation for Planning Scheme Amendment C160fran was requested.
- The draft Frankston City Industrial Strategy completed community consultation concluded on 29 May 2023 with seven (7) submissions.
- The draft Frankston City Housing Strategy is underway, Council was briefed on 29 May on the Discussion Paper.
- On 1 May Council resolved to request Authorisation from the Minister for Planning for Council to prepare and exhibit Planning Scheme Amendment C152fran which is a 'fix up' amendment that seeks to correct a number of administrative errors within the Frankston Planning Scheme.
- Authorisation was requested for Planning Scheme Amendment C152fran in May, Officers are waiting for the authorisation request to be granted.
- The Nepean Boulevard Vision Master Plan progressed in Quarter 4. A public Request for Tender called for a design services team to work with officers on the development of a Nepean Boulevard Master Plan and Implementation Plan. The Master Plan will guide prioritisation, staging and development of the Boulevard corridor in consultation with key stakeholders.
- The Public Toilet Action Plan background paper went out for community engagement commencing 15 June 2023. Officers sought feedback as to what our community would like future public toilets to be like, and where they are needed. This feedback will be used to finalise the Action Plan for Council consideration and endorsement in Quarter 2 (23/24).

- Options for the future of the Olivers Hill precinct were presented to Councillors and the Foreshore Advisory committee. Feedback provided will be considered in a final option and further developed in consultation with the Department of Energy, Environment and Climate Action through a Coastal Hazard Assessment in 23/24.
- The Baxter Park Master Plan and Equestrian Master Plan progressed with final external stakeholder consultation meetings held in June. The Master Plans and associated Action Plans are now being finalised for Council endorsement in Quarter 2 (23/24).
- The draft Footpath Trading and Parklet Guidelines were developed and went out for community consultation on 11 April - 9 May 2023. Council received 30 contributions including 14 from business owners. The feedback was incorporated into the final guideline document and presented to Council. The Footpath Trading and Parklet Guidelines were adopted by Council on 14 June 2023. The new Guidelines will assist businesses to apply for extended, outdoor dining and trading areas in an easier and simpler way.
- The draft Mobile Food Van Procurement Guidelines went out for community consultation from 2-30 May 2023. During the consultation period, Officers directly contacted over 40 mobile food van operators to encourage them to provide their feedback. Officers also reached out to 12 sporting groups who use the proposed reserve locations, to obtain more detailed feedback about their canteen operation. Council received 143 contributions, including 11 from mobile food van operators and feedback from 10 sporting groups. Officers are now in the process of reviewing all the feedback and proposing to Council updates based on the feedback gathered. Officers will be presenting the final guideline before Council on 21 August 2023 seeking adoption.
- The Engagement plan and materials were prepared for the community consultation on the Witternberg Reserve Native Vegetation Offset and fencing proposal. Community consultation will be undertaken in Quarter 1 (23/34). A report will be presented to Council in Quarter 2 (23/24) at the conclusion of the community consultation.
- The Climate Change Strategy and Action Plan was adopted at Council meeting on 3 April 2023.
- Officers reviewed the draft Urban Forest Precinct Plans for Frankston, Frankston Heights, Karingal and the Frankston Metropolitan Activity Centre (FMAC) to determine opportunities for increasing canopy cover and develop a 10 year planting plan. Final plans to be completed by Quarter 1 23/24.
- The spatial plans, vision statements and implementation plan was presented by the consultants for each precinct. Officers have commenced internal stakeholder review of the actions. Bunurong Land Council has been engaged to develop a Coastal Cultural Values report to inform the final development of the management plan.
- The recommended revised mapping of Frankston City's areas of environmental significance to inform the Planning Scheme overlay mapping has been provided by the consultants and is being reviewed by Council officers.
- Planning continues for Schools Tree Day (Friday 28 July 2023) and National Tree Day (Sunday 30 July 2023). National tree day is to be held at North Reserve is 15 hectares of former quarry land. This is a unique planting site as it is currently under rehabilitation not accessible to the public
- The Port Philip Bay Fund Grant 2022-2024 aims to protect existing and increase coastal vegetation, while engaging the community through planting days and citizen science shoreline monitoring. Council completed a year one review of the project in June 2023 nearing 40% completion rate. Council more than doubled the amount of erosion control fencing for this project.
- The development of the Safer Communities Policy and Strategy are underway, with a Cllr Memo providing a project update sent in May.

### **The following Programs and Events were delivered during April – June 2023:**

- Frankston City Council teamed up with over 27 Councils across metropolitan Melbourne to represent Greater Melbourne on the global stage in the City Nature Challenge. Greater Melbourne results were - # observations - 19,206 (20th); # species - 2,345 (20th); # observers - 924 (13th); out of 482 cities. During the Challenge Frankston held two events in collaboration with Parks Victoria; one at the Frankston Nature Conservation 12 residents attended and the Pines Flora and Fauna Reserve (9 residents attended).
- Volunteers completed 23 Gardens for Wildlife Visits to help residents provide an area of habitat in their garden to support local wildlife.
- The Indigenous Nursery Open day was held on the 6th May. The sun was shining after a heavy rainfall early morning. Residents came down to enjoy a range of activities including guest speaker Gio Fitzpatrick, who spoke of the uniqueness of Frankston's wildlife and how we can support it. There were also plant sales and giveaways, nursery and propagation tours, coffee and a sausage sizzle. There were interactive displays from local wildlife gurus, Living with Wildlife, AWARE Wildlife Rescue, Frankston's Natural Reserve Friends groups and Gardens for Wildlife Victoria volunteers. 1349 plants were sold and 120 plants collected as part of the Gardens for Wildlife Program.
- In collaboration with local wildlife educator and environmental volunteer Janet Wheeler, the Langwarrin men's shed and Councils environment team, 10 Gardens for Wildlife host participated in a habitat box installation program. Part 1 of the program involved the garden hosts attending a workshop and selecting their habitat box. The habitat box will professionally installed on their property during Quarter 1. The project has been funded by a Caring for Our Local Environments grant, received from DECCA.
- In early April, Council facilitated a briefing session for community service organisations to explore the latest housing trends and needs in Frankston City and how they are changing over time. The session provided an overview of the data, including supply, demand, and affordability as well as a demonstration on how to use the Housing Monitor tool (housing.id) which is freely accessible for use by the community on Council's website.
- The 2022-23 Invest Frankston Façade Improvement Grants totaling \$100,000 opened on 23 March 2023 for Stage 1 applications. This stage allows applicants to test their eligibility for a grant and propose a project brief. Eligible applicants have been invited to apply for Stage 2 in April 2023 where they provide further details about the project including quotes, and financial information. The successful applicants were contacted on 15 June 2023 by the Mayor.
- Marketing for Façade Grants included Invest Frankston and Frankston City Council Social Media posts and direct messaging via Instagram and Facebook, paid Facebook advertising, Business eNewsletter, Invest Frankston blog and direct emails.
- Council's Business Concierge services was widely promoted via various channels including the Frankston City News, Council's website, and social media. Sixty-Nine Business Concierge enquiries were received from 1 April - 30 June 2023. The numbers reflect the promotion of the service and the success of this in both reaching and supporting the business community in Frankston City.
- The Frankston Job Advocate team engaged with community members from a range of cohorts including young people, parents and carers returning to employment, newly redundant aged care workers, people experiencing homelessness and the general public. 240 individuals were supported by the program from April - June 2023.
- Implementation of the Frankston Revitalisation Program continued with planning, design and approvals underway for the Monash Greenlink, Stiebel Lane Revitalization and Nepean Highway median lighting project.



- Implementation of the Wayfinding Strategy and Style Guide continued in Quarter 4. Implementation of the Strategy will help make it easier for residents and visitors to find their way around Frankston’s open spaces, shared paths and shopping strips.
- Community engagement progressed for the Sandfield Reserve, Carrum Downs ‘Safety through Diversity’ project funded through the Victorian Governments Creating Safer Place grant. An initial round of community consultation, including targeted stakeholder workshops with local schools, provided feedback from local young people to inform the concept design development for the Youth and Play spaces. The Draft concept was prepared based on this co-design process and a second round of community consultation completed.
- The Housing Advisory Committee met on 8 May and 5 June, where they considered a number of local housing matters and received a report from a consultant providing recommendations of the role of council in social and affordable housing. The Committee also attended a site visit on 23 May to a new social and affordable housing development in Ascot Vale and a rooming house operated by a community housing organisation in Kew.
- Council engaged a consultant to facilitate a workshop with the Strategic Housing and Homelessness Alliance on 2 May 2023 to review its vision, objectives and structure and make recommendations for future work.

#### Frankston Business Collective

Since launching in July 2022, the Frankston Business Collective (FBC) continues to be busy and productive throughout the final quarter of the 2022-2023 financial year. At the end of June 2023 there were 157 members, (an increase of 27).

Highlighted statistics for the 2022-2023 financial year include:

- 157 members.
- 20 events conducted.
- 1005 attendees at events.
- 80 eNewsletters sent to over 2500 database subscribers.
- 370 social media posts.
- 7 Strategic Partner Members.
- 47 nominations from local businesses received for our FBC Business Excellence Awards which closed at the end of June with winners to be recognised at our planned October conference.

Programs facilitated:

- April – Digital Marketing.
- May – Frankston Women in Business.
- June - Successful grants identification and application writing.
- Monthly networking evenings conducted at member premises.
- CEO luncheon held to thank our top tier Members for their support.

FBC is sponsoring the news bulletins on local radio RPP until the end of September 2023. FBC received a Vic Government grant of \$15k to conduct a ‘wellbeing for small business’ program which we will run in August 2023. FBC Board members participated in the Mt Erin student’s morning at the Council offices. FBC CEO is on the committee of the Skills and Jobs Network Frankston/Peninsula and we will be supporting a Jobs Fair at Vicinity Bayside in September. Visit FBC website via [frankstonbusinesscollective.com.au](http://frankstonbusinesscollective.com.au) to review the FBC ‘*since July 2022 our first 12 month review*’ video.

## **FINANCIAL AND INTEGRATED PLANNING**

### Integrated Planning and Reporting update

The 2023-2024 planning cycle continued with the draft budget and council Plan initiatives endorsed by Council for public display and comment on 3 April 2023. 15 Budget submissions were received and presented at a Council meeting on 10 May 2023. 5 submitters made a verbal submission on the night. The 2023-2027 Budget and 2021-2025 Council Plan Year 3 Initiatives was adopted by Council on 22 May 2023.

### Annual Community Satisfaction Survey commenced

The Annual Community Satisfaction Survey for Council's commenced in late April/early May 2023 which involves six weeks of door-to-door surveying asking 800 community members how Council is performing in the services we deliver and seeking their feedback across a range of topics. The survey is conducted by Metropolis Research and aims to reach every suburb and demographic of the Council Plan. Results will be available mid-July 2023 and posted on our website.

### Service Planning update

This year we established Service Governance Groups which have assisted in the 2023/2024 budget initiatives, and in the prioritisation and streamlining of corporate initiatives. The 2021-2025 Service Plans, through the oversight of the service governance groups were used to better inform the 2023-2024 planning cycle.

### COVID Package

At its 25 July 2022 meeting, Council resolved that *'any noteworthy, future updates relating to COVID-19 recovery including financial updates will be reported in the CEO Quarterly Report'*. A total of \$437,425 from the 2021-2022 Relief and Recovery Package was transferred to the 2022-2023 financial year to deliver activities that were not able to be completed in the previous year and an additional \$647,000 was committed to extend activities for a further year, plus \$175,000 in 2023-2024. Subsequently, the budget set aside for a program of COVID-19 recovery activities for 2022-2023 totals \$1,084,425. A total of \$1,067,250 has been spent to 30 June 2023 including:

- \$234k in continued support to the 'Frankston Business Collective';
- \$174k in continued support for Community Support Frankston;
- \$176k payment of invoices for Invest Frankston Business grants awarded in 2021-2022;
- \$142k in 2 hours of free car parking at selected FMAC car parks.

## **ACCOUNTABILITY AND TRANSPARENCY**

### Interstate Travel Public Register (Councillor and Staff)

During the last quarter April – June 2023, there was no interstate travel by Councillors and staff members. The Interstate Travel Register for the financial year 2022-2023 is available on the Council's website.

### Training costs associated for staff

An action from Council's Accountability and Transparency (ATR) project was to identify any staff member (de-identified) who has received greater than \$1000 for their professional development in a calendar year and the rationale for the approval. This information now forms part of the Chief Executive Officer's quarterly report for each quarter. This information will also be reflected in a report to the Council's Audit and Risk Committee.

For the previous quarter (01/04/2023 - 30/06/2023) there was no training costs greater than \$1000 provided. There were several courses under this threshold provided to employees with examples such as Managing and Coping with Change, Emotional Intelligence and Introduction to Local Government. The focus on learning and professional development continues into the new financial year and training costs will be reported accordingly.

### Process for Councillors to seek advice from Governance on legal and administrative matters relevant to role

Councillors are encouraged to contact the Manager Governance in the first instance, for any governance, legal or administrative enquiries.

### Notice of Motion process

The process for lodging a Notice of Motion (NOM), reasons for rejection of a NOM and how a NOM would be dealt with in a Council Meeting has been detailed in Rule 24 of the Council's Governance Rules. As per Governance Rules, full text of a NOM accepted by the CEO is included in the agenda.

### Public petition process

The Governance Rules, adopted and amended by Council on 5 September 2022, include amendments to Rule No. 58 for Petitions. This expresses Rule No. 58.10 *"Electronic or online petitions, joint letters, memorials or like applications must contain the name and email address of each petitioner or signatory, which details will, for the purposes of this Rule 58, qualify as the address and signature of such petitioner or signatory."*

Further review of the petition process will be conducted for Councillors to consider if any further amendments to the Governance Rules are required in this term.

### Councillor Appreciation awards process

A Councillor Appreciation awards protocol was developed to provide guidance on the nomination process for Councillors and the community. Councillors can present a Councillor Appreciation Award at each Council meeting to an individual/group for their extraordinary work in the community. These awards are recorded in the minutes of the council meeting and are considered as nominations for the annual Citizen of the Year awards. Six (6) Councillor Appreciation Award recipients were included in the nominations for the Citizen or Community Group of the Year Awards in 2023. There were two (2) Councillor Appreciation Awards presented to members of the community in quarter 4, April to June 2023. There were a total of seven (7) awards for 2022-2023.

### Accountability and Transparency Reform document

The Accountability and Transparency Reform (ATR) document commenced in May 2018 with 160 items. Items were considered and implemented by the relevant Managers. New supplementary items to the ATR were identified by Cr Bolam in March 2022.

These new items were presented to Council meeting on 24 October 2022 and Council resolved the remaining items have been monitored and reported via the CEO's public quarterly report to Council until completed and where appropriate considered for Council's Transparency Hub. The table below outlines the status of the two remaining ATR items for April to June 2023.

## Accountability and Transparency Reform (ATR) - status update quarter 4 (April to June 2023)

### Supplementary ATR items

Cr Bolam new items from October 2022	Officer comments
<b>Item 3</b>	
That the next Councillor and Staff Code of Conduct updates are to include the strengthening of compliance with Council's Lobbyists Register and Developers Register.	The Local Government Act 2020 includes provisions that allow other matters to be included in the Councillor Code of Conduct, it is noted that the prescribed standards of conduct are the only obligations that must be complied with by a Councillor. It is expected that guidance in relation to developers and local government may be available in 2023 which may determine the requirements going forward.  On hold until further discussions occur in 2023.

### Original ATR items

Cr Bolam original items from June 2020	Officer comments
<b>Item 39</b>	
That every term a 'transparency review' is to occur of the Frankston City Council website, the review is to cover, and assess, the types of information openly available via the Council's website to help gauge how open the organisation is, learn about how it can be more transparent and compare its performance in this area with its peer Councils.	Migration of website completed. Redesign and publishing of updated content is live. Council's Transparency Hub is the primary location for open data. Extra data sets will be uploaded and maintained each quarter. The Councillor information data has been released.  This item is recommended for closure.

One of the items identified in the original ATR was to provide a quarterly status of Councillor Attendance at Councillor Briefings. The overall status is included in the Annual Report every year and updated quarterly on Council's website. The status of Councillor Attendance at Council Meetings is also required for the Local Government Performance Reporting Framework indicators as part of reporting to Local Government Victoria (LGV). These are provided to the community via LGV's Know Your Council website and in the Annual Report every year.

The information will be included on the Transparency Hub before the end of the financial year. During the last quarter (April - June 2023) there were 5 Council Meetings, and 7 Councillor Briefings Meetings. Table 1 titled, 'Councillor Attendance at Meetings and briefings (April to June 2023)' below provides an overview of attendance for this period.

### Councillor Attendance at Meetings - April to June 2023

Councillor	Council Meetings Attended	Councillor Briefings Attended	Total Attended	Attendance
Cr David Asker	5	7	12	100%
Cr Sue Baker	5	7	12	100%
Cr Kris Bolam	5	7	12	100%
Cr Nathan Conroy	5	7	12	100%
Cr Claire Harvey	5	7	12	100%
Cr Brad Hill	5	7	12	100%
Cr Liam Hughes	5	6	11	92%
Cr Steven Hughes	5	0	5	42%
Cr Suzette Tayler	4	7	11	92%

Table 2 below notes Councillor Attendance at Briefings only for the quarter is as follows:

### Councillor Attendance at Briefings only April to June 2023

Councillor	Councillor Briefings	Attendance
Cr David Asker	7	100%
Cr Sue Baker	7	100%
Cr Kris Bolam	7	100%
Cr Nathan Conroy	7	100%
Cr Claire Harvey	7	100%
Cr Brad Hill	7	100%
Cr Liam Hughes	6	86%
Cr Steven Hughes	0	0%
Cr Suzette Tayler	7	100%

\* 7 Briefings were held between April-June 2023

### Tally on tracking reports presented to Council at meetings closed to the public

Council continues to serve its community with integrity through transparency, good governance and accountability. There has been an astounding reduction in the percentage of the reports presented to Council in a meeting closed to the Public, represented by 28% (2018/19), 18.84% (2019/20), 8.92% (2020/21) and 5.86% (2021/22). There has been a further reduction in the percentage of the reports presented in a meeting closed to the Public in 2022/23, represented by 2.34%.

In 2021-2022, Council's result for the Local Government Performance Reporting measure 'Decisions made in Closed Council' was 5.86%, as against the average of 7.44% for all Victorian Councils, demonstrating the better transparent decision making for the community. The average for all Victorian Councils has been less than 10% since 2016.

Since July 2020, contracts are tabled in open Council Meetings. Agendas and reports were also streamlined to ensure they are tabled in open agendas at every Council Meeting.

During Quarter 4 (April-June 2023), only 1 decision was made in the Council meeting closed to the public. During this time, 53 reports were presented to the council meetings open to the public. There have been 1 Notices of Motion and no Urgent Business items raised during the last quarter.

Implementation and review of effectiveness of key policies from previous financial year

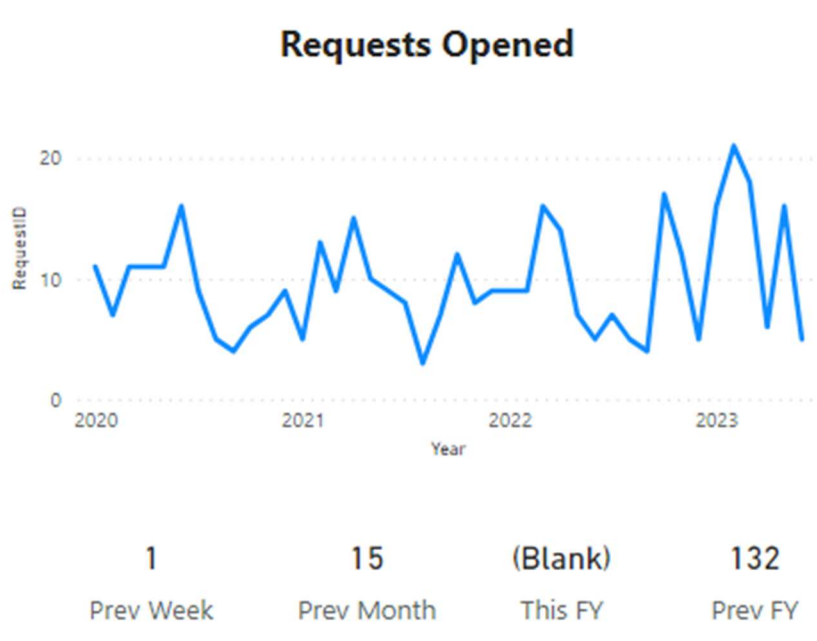
The Council Officers have commenced the work towards review of the effectiveness of the Council's key policies from the previous financial year. The review is in process and expected to be completed soon.

Reports on progress against Councillor requests

As of 3 July 2023, there were 30 open Councillor Requests, with 130 requests closed off the 2022-23 financial year. A total of 132 new Councillor Requests were opened for financial from 1 July 2022 to 30 June 2023.

Councillor requests are assigned to the relevant Department Manager for investigation and monitored by the Governance team. Regular updates on progress are provided to Councillors via the Council Request Report Portal and officers liaise with residents to resolve the request.

Table 3 & 4 below notes Councillor Requests opened and closed for the financial year from 1 July 2022 to 3 July 2023 against previous financial year 2021-2022:





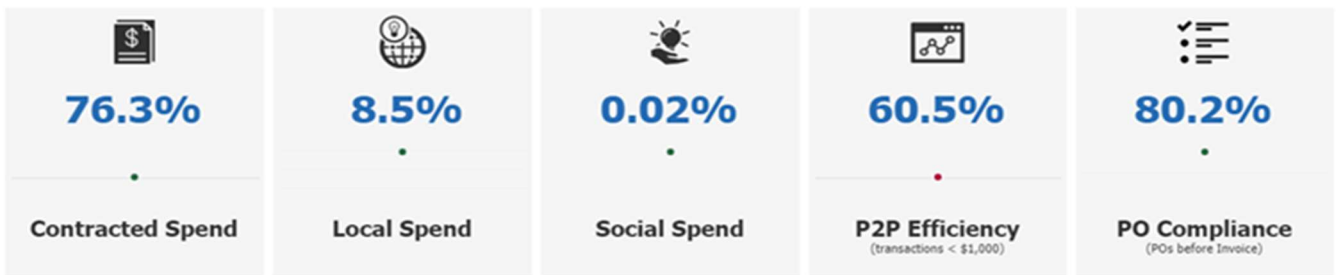
## Requests Closed



7                      8                      (Blank)                      130  
 Prev Week              Prev Month              This FY                      Prev FY

## Procurement update

Overview				
Spend	Suppliers	Transactions	Purchase Orders	% of Total Spend
<b>\$34.2M</b>	<b>1,132</b>	<b>4,507</b>	<b>965</b>	<b>6%</b>



### Top 5 Categories



### Top 5 Sub Categories



### Top 5 Business Units



### Top 5 Suppliers



### Top 5 Suppliers (No. of Transactions)



### Location



Work has continued on the internal Procurement Transformation project, which is focused on implementing processes that are agile yet compliant, whilst improving efficiency. Council's contract management system 'Open Windows' was successfully upgraded this quarter, and has successfully integrated with Council's Financial Management System, Technology One. This has significantly improved the quality and quantity of data that the Contracts & Procurement team are now able to extract and analyse to inform decisions and progress Council's overall maturity in procurement.

Council continues to subscribe to the Local Government LEAP Program, which is a system that provides data analytics and reporting on Council expenditure, as well as benchmarking and statistics with other LGAs. Council has continued to maintain its high level of PO Compliance and Expenditure under Contract. Expenditure with local suppliers has also increased this quarter from 7.5% to 8.5%, which equates to approximately \$2.9M.

To promote accountability and transparency, the following reports are provided:

**Contracts awarded under Financial Delegation between 1 April and 30 June 2023.**

*Contracts valued over \$1,000,000 (GST exclusive) are awarded in open Council Meetings.*

Contract #	Contract Title	Award Date	Supplier	Contract Sum	Awarded By
CQ11103	Aerial Imagery of Frankston LGA	06/04/2023	Nearmap Australia Pty Ltd	\$49,998	Manager
CQ11032	Solar and Electrification Feasibility Study of Council facilities	17/04/2023	Bridgeford Group PTY LTD	\$58,850	Manager
CQ11055	Community Centre Facilities - Renewal Works	17/04/2023	Total CMS Pty Ltd	\$230,288	Director
CN11121MAV	Telecommunications (NPN 1.18) Panel	18/04/2023	Various - Panel	\$0	CEO
CN11122MAV	Network Link Migration to VTS and Speed Upgrade	18/04/2023	Telstra Limited	\$66,000	CEO
CQ11018	PARC Car Park Pedestrian Crossing Lighting Project	19/04/2023	Commlec Services	\$63,000	Manager
CQ11116	Outsourcing technical expertise to complete Pathway Enhancements	24/04/2023	PREETECH SOFTWARE SOLUTIONS PTY LTD T/AS R.J.LOPES TRUST	\$63,360	Manager
CQ11133	Family Health Support Services Uniforms	03/05/2023	HOUSE OF UNIFORMS (HOUSE OF MO SHEN PTY LTD)	\$110,000	Director
CQ11143	Network & Infrastructure Review	04/05/2023	Onel Consulting Pty Ltd	\$40,000	Manager
CQ11118	Close the Loop Tool and Annual Subscription Pathway	10/05/2023	PREETECH SOFTWARE SOLUTIONS PTY LTD T/AS R.J.LOPES TRUST	\$30,000	Manager
CQ11120	Integration with Waste Contractor Pathway	10/05/2023	PREETECH SOFTWARE SOLUTIONS PTY LTD T/AS R.J.LOPES TRUST	\$50,000	Manager

CQ11101	Public Lighting - Barretts Road Langwarrin South	16/05/2023	Magnetic Power Services	\$98,100	Manager
CN11144	Provision of Office Supplies, Products, Equipment & Accessories OS4400-2020	18/05/2023	WINC AUSTRALIA PTY LIMITED	\$196,000	CEO
CN11146	Jubilee Park Stadium Construction Management Services	18/05/2023	IRELAND BROWN CONSTRUCTION PTY LTD	\$417,250	CEO
CQ11105	Frankston City Civic Centre - Furniture Replacement - Stage 2	24/05/2023	Backcare and Seating Dandenong	\$101,323	Director
CQ11147	SIEM Solution	24/05/2023	Threat Intelligence Pty Ltd	\$90,840	Manager
CN11106MAV	Seaford BMX Toilet	25/05/2023	GR Design & Construct	\$284,351	Director
CN11093	Carrum Downs Recreation Reserve - Synthetic Pitch Maintenance	26/05/2023	Gerard Anastasio	\$405,837	CEO
CN10842MAV B	Email Security - Mimecast Service Contract	31/05/2023	PERFEKT PTY LTD	\$217,420	Director
CN11151	Road & Traffic Signs & Accessories Panel (PA CN2409/0334)	31/05/2023	Various - Panel	\$0	CEO
CQ11115	Primary Gateway and Secondary Gateway Signs	31/05/2023	Blueprint Concepts Pty Ltd	\$57,420	Manager
CQ11059	2023 Seaford Foreshore Fencing Renewal Works	02/06/2023	Bramall & Co Pty Ltd	\$226,940	Director
CQ11111	Decorative Surface Treatment at Stiebel Place	09/06/2023	MPS PAVING SYSTEMS AUSTRALIA PTY LTD	\$69,631	Manager
CQ11159	22-23 New Starter Hardware Purchase	14/06/2023	Dell Computer Pty Ltd	\$66,697	Manager
CN11025	Frankston Youth Central Refurbishment	16/06/2023	More Building Group Pty Ltd	\$267,792	Director
CN11162MAV	Microsoft Arrangement (NPN 2.17-3)	19/06/2023	Various - Panel	\$0	CEO
CQ11163MAV A	Adobe Licensing	19/06/2023	Data # 3 Limited	\$57,232	CEO
CQ11171	Name and Address Register (NAR) Validation Software	19/06/2023	Experian Australia Pty Ltd	\$57,885	Manager
CQ11123	Waste Audits: Frankston Regional Recycling & Recovery Centre	20/06/2023	MRA Consulting Group	\$55,400	Manager
CN11100A	Sports Fields Lighting Upgrade Belvedere Tennis Courts	21/06/2023	Commlec Services	\$224,211	CEO

CN11100B	Sports Fields Lighting Upgrade BMX Track	21/06/2023	HIGH ACCESS CABLING PTY LTD	\$260,110	CEO
CQ11125	Barretts Road Power Pole Relocations	27/06/2023	PRASINUS ENERGY SERVICES PTY LTD	\$116,943	Director

#### Contracts granted exemption from Procurement Process between 1 April and 30 June 2023

Contract #				Contract Title	Award Date	Supplier	Contract Sum (\$ ex GST)
E11102	Professional Development Course Catalogue	03/04/2023	LinkedIn Singapore Pte Ltd	\$119,070			
E11134				GIS Consulting - DMM	04/05/2023	DOOLEY MITCHELL & MORRISON PTY LTD	\$120,000
E11138				Completion of Security Access - Healthy Futures Hub	01/05/2023	Fullnet Security Pty Ltd	\$61,533
E11139				HVAC - Healthy Futures Hub	22/05/2023	ACSM Air Conditioning Pty Ltd	\$25,526
E11140				Pool Commissioning - Healthy Futures Hub	31/05/2023	ALOHA POOLS PTY LTD	\$225,273
E11142				FCC Security - Access Control - Building Automation system Upgrade	12/04/2023	Logical Services Pty Ltd	\$14,789
E11145				Bushfire Management Strategy Review	16/05/2023	TERRAMATR IX PTY LTD	\$20,000
E11147				LinkedIn Learning - FCC Libraries	18/05/2023	LinkedIn Singapore Pte Ltd	\$24,530
E11148				Studiosity Parental and	27/05/2023	Studiosity Pty Ltd	\$29,525

	Student Support Software			
E11149	Corporate Mapping Tool Lucid	31/05/2023	Lucid Software Inc.	\$59,343
E11153	Healthy Futures Hub - Completion of Electrical Services	13/06/2023	CR Electrical Services	\$96,000
E11154	(Lloyd Group) Jubilee Park Stadium - Completion of Electrical Services	21/06/2023	CR Electrical Services	\$140,000
E11155	(Lloyd Group) Jubilee Park Stadium - Completion of Mechanical Services	15/06/2023	All State Air Pty Ltd	\$150,000
E11157	Virtual Fencing Electronic Wildlife Warning System	09/06/2023	Wildlife Safety Solutions	\$34,000
E11160	(Lloyd Group) Jubilee Park Stadium - Completion of Plumbing Services	16/06/2023	Melbourne Elite Plumbing Pty Ltd	\$110,000
E11170	(Lloyd Group) Jubilee Park Stadium - Completion of Glazing Services	19/06/2023	ALITECH COMMERCIAL PTY LTD	\$50,000
E11172	Gender Equality Training	23/06/2023	Women's Health in the South East	\$19,000
E11173	IT Traineeship - Agency Placement	23/06/2023	Brotherhood Of St Laurence	\$61,000

E11174	(Lloyd Group) Jubilee Park Stadium - Completion of Waterproofing Works	26/06/2023	Austin Waterproof ing Pty Ltd	\$13,636
E11175	(Lloyd Group) Jubilee Park Stadium - Completion of Syphonic System Works	26/06/2023	Syfon Systems Pty Ltd	\$26,512
E11176	(Lloyd Group) Jubilee Park Stadium - Completion of Solar Works	26/06/2023	ENERGY AWARE PTY LTD	\$13,280
E11179	(Lloyd Group) Healthy Futures Hub - Furniture Provision	26/06/2023	Eastern Commercial Furniture	\$197,406
E11180	(Lloyd Group) Eric Bell Pavilion - Deeds of Warranty & Assignment with Subcontractors	30/06/2023	Various Subcontract ors	\$150,577
E11185	Team Development Workshop	30/06/2023	GLOBAL LEADERSHIP FOUNDATIO N	\$16,155
E11188	The Hive Licencing Agreement	26/06/2023	SOCIAL PINPOINT PTY LTD	\$136,000

### KEY PROJECT UPDATES

The 2022/23 Capital Works Program is concluding and whilst we continue to manage an escalated cost environment and unfavourable market pressures, Council remains committed to delivering key infrastructure and vital services to the community. During 2022/23, key principles and funding strategies were developed and implemented to manage these conditions and ensure delivery of Council's strategic infrastructure priorities. The principles and cost escalation strategy were endorsed by Council with the revised Long Term Infrastructure Plan (2022-2032) at its meeting on 12 December 2022.



As at 12 July 2023, Council has delivered actual expenditure of \$74.27M against the Adjusted Capital Works Budget of \$92.01M, which equates to 81% delivery of the Annual Capital Works Program. It is important to highlight that the construction company Lloyd Group was placed into voluntary administration and all project work halted for Council on 31 March 2023. Lloyd Group was the builder on four of the key Council projects:

- Jubilee Park Redevelopment;
- Healthy Futures Hub (HFH) Alterations;
- Lloyd Park Senior Pavilion;
- Eric Bell Reserve Pavilion.

Council's procurement process is very robust and financial capacity assessments are routinely conducted as part of the Council's procurement process prior to engaging a contractor for any major construction project. Lloyd Group were deemed sound for all projects, however in the current market, issues such as this are unforeseeable.

This was a very disappointing situation for Council and one that required swift response. Council officers responded to the situation very swiftly and actions included:

- Immediate arrangement to secure construction sites including deployment of security staff to protect Council assets;
- Negotiation with administrator, Deloitte;
- Legal termination of contracts with Lloyd Group and repossession of sites under Council control;
- Immediate commencement of negotiations with selected sub-contractors required for completion of works at all sites, more importantly for HFH and Jubilee Park sites where majority of works was already complete;
- Retendering of works for Lloyd Park and Eric Bell Reserve.

At the time of this unfortunate event, Council has in its hand the following bank guarantees from the Lloyd Group to offset its financial exposure as a result of this event:

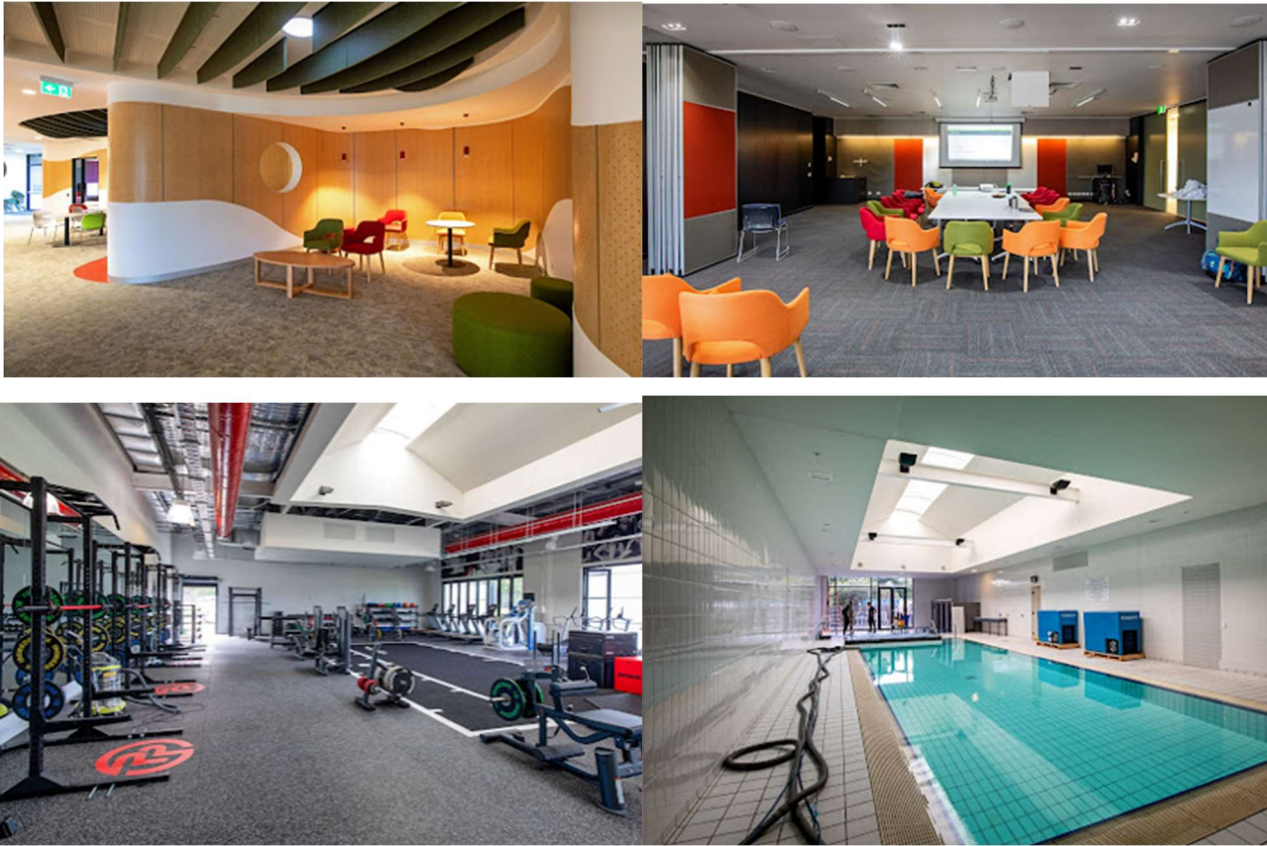
- Jubilee Park Redevelopment - \$1.432M;
- Lloyd Park Senior Pavilion Redevelopment - \$245K;
- HFH Alterations - \$215K;
- Eric Bell Reserve Pavilion - \$377K.

Further details on the progress of each site as per below.

### **Healthy Futures Hub**

As majority of works were near complete, Council re-engaged with the key trades and all critical works were completed by 30 June 2023. Additionally, Council granted St Kilda an 'early access fit-out' license from 30 May, which enabled St Kilda and their sub-tenants to undertake necessary fit-out works.

Site is now progressively being occupied by the incoming tenants of the facility and is officially now under the care and management of St Kilda.



**Jubilee Park Stadium**

Works recommenced on site on Monday 26 June 2023. This is being done via a Construction Management Agreement with Ireland Brown Constructions. Council secured services of some existing sub-contractors who are now returning to site and commencing completion of remaining works. Negotiations with remaining sub-contractors are ongoing and Council officers remain confident that all critical works will be completed by August end to achieve certificate of compliance necessary for issue of Occupancy permit. Non-critical works will continue to occur in parallel but may extend beyond August 23.

As an act of goodwill, Council has extended the early access/rent-free period which is included in the lease. The lease term will now commence from 1 July 2024, however FDNA will be able to commence operations within 24 hours of the Certificate of Occupancy being issued. This gesture is also in recognition that Council may need to complete minor works and rectify any defects that would normally be completed prior to handing over premises to the tenant.

**Eric Bell Pavilion**

Following an evaluation of tenders received, the works on Eric Bell Pavilion have now been awarded to the Harris HCM Group. Officers have also concluded negotiations with the existing sub-contractors who are required to return to site for commencement of work from August 23 onwards.

Works are now expected to be fully completed by June 2024.

## **Lloyd Park Senior Pavilion**

Following the evaluation of tenders received, the contract for completion of works at Lloyd Park Senior Pavilion has also been awarded to the Harris HCM. Officers have commenced negotiating with the existing sub-contractors and hope to have works re-commence onsite in August, with an anticipated completion date of February 2024.

It is noted that Harris HCM presented 'best value' for both Eric Bell and Lloyd Park projects, notwithstanding the risk of awarding two major projects to one builder.

Additional risk mitigation measures have been implemented, including additional Bank Guarantee (7.5% instead of standard 5% of contract sum), as well as a cross company guarantee from the parent company. Council officers are satisfied that these additional measures will assist in mitigating financial risks to the extent possible.

## **Updating the community**

Updates to stakeholders continue to be released when there are key developments and as soon as they are available.

### **Ballam Park Improvement works:**

#### Playspace and Landscape Project

- The construction of the Ballam Park South PlaySpace and Landscape Project was completed just prior to Christmas and was opened to the public - The Play Space has been very well received as demonstrated via Social Media posts. A second stage is being designed and is due for construction in 2023/24.

#### Integrated Water Treatment/Lake Feature Project

- Concept plans have been developed for a new Bio-retention scheme, ornamental lake and integrated landscape featuring new water-sensitive urban design rain gardens, picnic shelter and barbecue, jetty, viewing platform, path connections, seating, LED lighting, landscaping and sculptural elements.
- These concepts have been used to seek grant funding from Melbourne Water.
- The concepts we represented to Council as part of the November 2022 Major Projects Advisory Committee (MPAC) and will be presented to the Community for in July 2023.
- The project concepts have progressed to detailed design and tenders are to be sought in July 2023 from Contractors and progressing to Council's ordinary meeting in September/October 2023 seeking the Award of a Contract.
- Construction is then envisaged to commence in late 2023 for completion in early 2024.
- **Kananook Gardens Project update**
  - Delivery of the new pathways were completed in late March 2023 with the boardwalk to be completed in July 2023, being the main elements of this stage of works.
  - The remaining Interpretative and wayfinding Signage component installation to commence later in 2023.

### Facilities Management and Security Services Contract and Cleaning Services Contract Update

New contracts commence on 14 October 2022, with an initial contract term of 4 years and an option to extend for another 2 + 2 years. Council currently undertakes Facilities Management (FM) and Security and Cleaning Services for 500+ buildings and structures/assets along with 400+ CCTV cameras.

Since commencement of the two separate contracts, Council have been able to implement:

- Improved IT solutions including communication portal that enable real time reporting of the issues;
- Efficient audit of Council facilities and ability to raise work orders directly to Campeyn Group for any reactive maintenance issues, vandalism and report graffiti resulting in a faster response time to the tasks;
- Improved oversight of work delivered by contractors;
- Greater flexibility to attend to emerging issues and intervene before it impacts community ability to enjoy our assets;
- Alpha Online Service portal which allows improved monitoring of the cleaning standards, attendance and ensuring frequencies are being met through the latest technology, which includes GPS Tracking.

Through these significant changes, Council has achieved improved customer service satisfaction and communication, better value for money and more efficient building auditing around maintenance and cleaning activities, which is of great benefit to the community.

As per the **2023 Annual Community Satisfaction Survey**, Public toilets were the 10<sup>th</sup> most important of the 32 included services and facilities, with an average importance of 8.9 out of 10, which is consistent with the 2022 result.

Satisfaction with public toilets **increased** measurably this year, **up 8%** to **7.1** out of 10 at a “good” level of satisfaction. It was 6.6 in 2022. By way of comparison, this result was **measurably higher** than the metropolitan Melbourne satisfaction with “public toilets” of 6.4, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.

A number of respondents from Frankston North rated satisfaction at an “excellent” level, and respondents from Frankston South rated satisfaction at a “very good”.

It is so pleasing to see that having separate contracts for FM and Cleaning Services has really paid off and improved satisfaction of our community whilst utilising our highly valued assets.

### **KEY MEETINGS AND ACTIVITIES**

During this quarter (April to June 2023) the CEO attended meetings either face to face or via video-conferencing (teams). The CEO performed the role of Master of Ceremonies at significant events during this time.

The Victorian Shadow Cabinet meeting was held at Functions by the Bay in early April 2023 and the CEO along with Mayor Conroy, Director Communities Angela Hughes and Coordinator Advocacy and Stakeholders Kristen Thomson presented the FMAC Structure Plan vision for our City.

Participating in many internal meetings with staff from across Council is a priority for the CEO and one of the highlights in the last period was the CEO’s attendance at the Infrastructure and Operations Team Multicultural lunch.

For your information, during this reporting period, Cam Arullantham acted in the role of CEO from 22 May 2023 – 9 June 2023.

Listed below is a snapshot of the meetings attended by the CEO during this period:

- Weekly meetings with the Mayor covering topics such as Advocacy, Communications, Developers matters and Economic Development, Investment & Activation;
- Participation in ‘meet the Mayor and CEO’ sessions with various community groups/representatives;
- Participation in the Affordable and Social Housing sub-committee meetings;
- Participation in the Destination Events Working Group;
- Participation in the Frankston Arts Advisory Committee Monthly meetings;
- Participation in various meetings managed through the Mayor and CEO session format;

- Participation in various meetings with Council’s Management Team;
- Participation in Joint Coordinators/Managers forum;
- Participation in the Council’s Audit and Risk Committee meeting;
- Participation in the Council’s Frankston Cemetery Trust meeting;
- Participation in Joint State/Local Government Monthly CEO forums;
- Participation in the MAV Metropolitan South Regional meeting;
- Participation in the Frankston and Mornington Road Network Discussion with Minister for Transport;
- Meeting with Paul Edbrooke MP, Member for Frankston;
- Various meetings with Minister Kilkeny MP, Member for Carrum;
- Meeting with Peta Murphy MP, Member for Dunkley;
- Meeting with Department of Transport representatives;
- Meeting with Peninsula Leisure Chair and CEO;
- Meeting with Stephen Varty, CEO Chisholm TAFE;
- Meeting with City of Kingston and Shire of Mornington Peninsula regarding animal management matters;
- Participation at various Jubilee Park Indoor Stadium – Project Advisory Group meetings;
- Participation in a number of meetings with fellow CEO’s regarding South-East Melbourne Advanced Waste Processing (SEMAWP);
- Attendance at various Greater South East Melbourne Group (GSEM) meetings involving CEOs;
- Chairing of the GSEM Employment Precincts Sub-Committee meeting;
- Attendance at the South East Airport Regional working group (part of GSEM);
- Attendance at the Southern Metro Partnership Meeting 1/2023;
- Attendance at the Frankston Suburban Revitalisation Board meeting #15;
- Hosted meeting with Kingston City Council Mayor and CEO;
- Attendance at the Project X Change meeting with Service Club Network;
- Attendance at the Frankston City Stakeholder luncheon event;
- Attendance at the International Day Against Homophobia, Biphobia, Intersexism and Transphobia (IDAHOBIT);
- Attendance at the Bridgeford Group’s Energy Efficiency Student Learning Program event;
- MC at the Family Health Support Services Volunteer Week event;
- MC at the National Volunteer Week Celebration;
- Visit to Council’s Youth Central;
- Visit to Council’s 43 Davey Street offices;
- Visit to the Council’s Operations Centre.

## **ADVOCACY**

### Commuter Car Park – Kananook

Project signage was installed on-site in April, with the construction contract signed in May and a media release and photo opportunity put on hold following the announcement of the Federal Government’s Infrastructure Investment Program 90-day review. Following discussions with the Federal Department and local Federal Member for Dunkley, given the progressed status of the project, construction was able to commence as planned.

Construction of the Kananook Commuter Car Park commenced in mid-June 2023, with construction impacts resources provided to local property owners and key stakeholders prior to the commencement of works.



# Kananook Commuter Car Park Construction

## Corner of Bardia Avenue and Wells Road, Seaford

### June 2023–mid 2024



We're improving car parking around Kananook Railway Station, Seaford, for commuters and recreation users in off-peak times. This will require some temporary parking and traffic flow changes around the Frankston Basketball Stadium and Kananook Reserve.

The changes are designed to minimise impacts as much as possible and are required for the safe construction of the new 300+ space car park.

**From the week commencing 10 July 2023 until completion:**

- Cars will only be able to enter and exit the stadium car park from Bardia Avenue
  - Vehicle access into the stadium car park will not be available from Easton Avenue
  - Cars will not be able to access Easton Avenue and Kananook Reserve from Bardia Avenue
  - Pedestrian access between Easton Avenue/Kananook Reserve and Bardia Avenue will remain open
  - Signage will be in place to help drivers and pedestrians safely navigate these changes
- Stadium and reserve users should allow additional travel time and seek parking at nearby side streets — particularly during weekends and peak competition times.

See map for alternate street parking (please check street signage for any restrictions).

Thank you for your patience and understanding as we work to provide safe and accessible parking for the community through the new commuter car park.

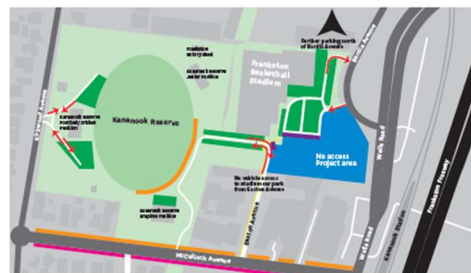
This project is being delivered by Frankston City Council in partnership with the Australian Government.

**For more information**

Project updates are available at [frankston.vic.gov.au](http://frankston.vic.gov.au) or by scanning the QR code:

Phone: 1300 322 322

Email: [info@frankston.vic.gov.au](mailto:info@frankston.vic.gov.au)



Frankston Basketball Stadium car parking alternatives map — from 10 July to mid-2024

- All day parking\***
  - McCollack Avenue on street parking
  - Kananook Reserve off-street parking
  - Kananook Reserve opposite Southlink
  - Ungie Association Building
- Three hour parking\***
  - McCollack Avenue off-street parking
  - Frankston Basketball Stadium western car park
  - McCollack Reserve North of Southlink Ungie
  - Association (open-air, Monday-Friday)
- Two hour parking\***
  - McCollack Avenue on street parking (open-air, Monday-Friday)
- No access**
  - Original area
  - Road closure
  - Subsidised lot closure



**Building Frankston's Future**

### Greater South East Melbourne Group (GSEM)

During this period, meetings were held monthly with the GSEM CEO group enabling opportunities for Frankston to advocate for better outcomes (includes shires of Cardinia and Mornington Peninsula, and the cities of Knox, Casey, Frankston, Greater Dandenong, Kingston and Monash). The vision is for job creation, job retention, future proofing the community and ensuring liveability and sustainability.

Frankston is overseeing the GSEM Project Portfolio for Employment Precincts with meetings chaired by Phil Cantillon CEO. The purpose of this group is to share ideas, best practices, greater knowledge and collaboration, building a stronger narrative for the regional precincts and interest/buy in from other levels of government and key stakeholders. The next meeting is scheduled on 27 July 2023.

The CEO is also a member of the newly formed Southeast Airport regional Working Group (part of GSEM), the group will focus on achieving an airport in the Cardinia Council municipality. A meeting was held on 15 June 2023 during this period.

### Advocacy and engagement with Members of Parliament, candidates and key stakeholders

Council had numerous engagements with locally elected Members of Parliament, Ministers, candidates and other key stakeholders, including:

- Meeting – 6 April 2023 – Rachel Payne MP, State Member for South Eastern Metropolitan Region – FMAC Structure Plan, Housing and Homelessness including a visit to Community Support Frankston;

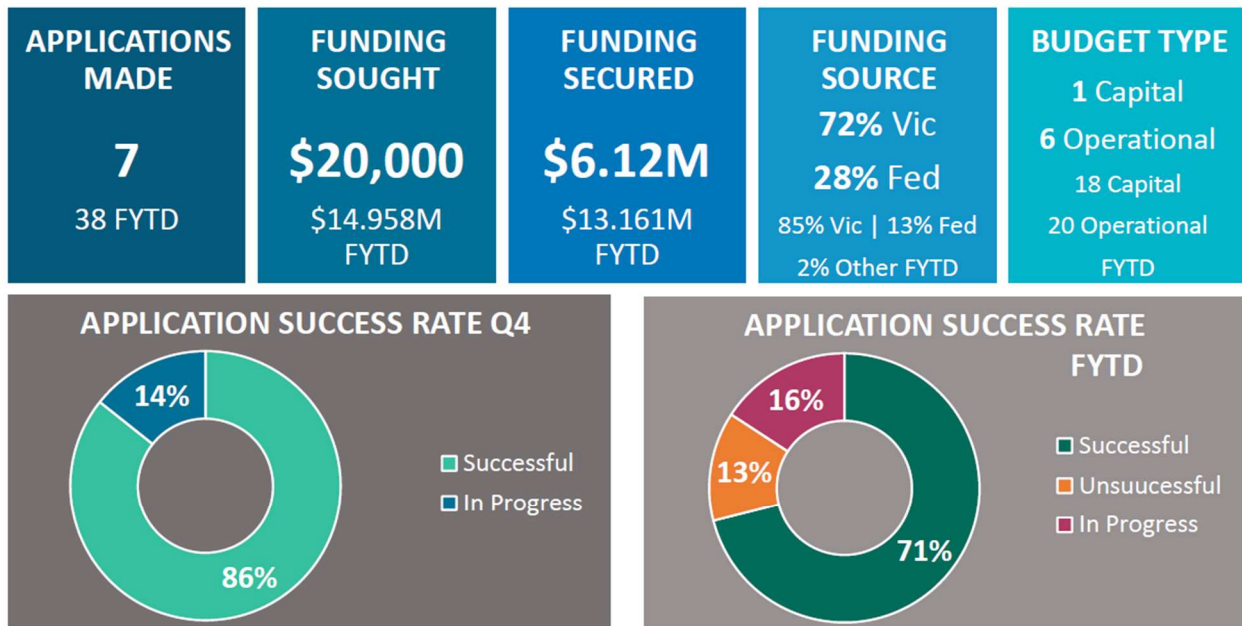


- Meeting – 12 April 2023 – Hon Ingrid Stitt MP, State Minister for Early Childhood and Pre Prep – Kindergarten Reforms including local kindergarten and MCH infrastructure;
- Meeting – 17 April 2023 – Victorian Shadow Cabinet – FMAC Structure Plan and Nepean Boulevard Revitalisation;
- Visit – 17 April 2023 – Hon David Davis MP, Shadow Minister for Arts – Tour of Frankston Arts Centre and award winning Street Art Tours;
- Correspondence (in) - 18 April 2023 - Paul Mercurio MP, State Member for Hastings – Langwarrin Football Club;
- Correspondence (out) – 20 April 2023 – Peta Murphy MP, Federal Member for Dunkley – Response regarding Nairn Marr Djambana redevelopment;
- Meeting – 20 April 2023 – Peta Murphy MP, Federal Member for Dunkley and Paul Edbrooke MP State Member for Frankston – Regular ongoing meeting to discuss local project updates;
- Event – 26 April 2023 – Frankston and Mornington Peninsula Road Network Discussion with local community, hosted by the Minister for Roads and Road Safety and Department of Transport and Planning;
- Correspondence (in) - 28 April 2023 – Paul Mercurio MP, State Member for Hastings – Resident query regarding trees leaving dangerous debris outside of Wholelife Langwarrin shopfront on footpath;
- Event – 5 May 2023 – Frankston City Stakeholder Luncheon – Council presenting on Draft Frankston Metropolitan Structure Plan and Nepean Boulevard vision;
- Event – 17 May 2023 – Hon Tony Burke MP, Federal Minister for the Arts and Peta Murphy MP, Federal Member for Dunkley – Arts Roundtable Discussion with the Federal Minister for Arts at McClelland Gallery;
- Correspondence (in) - 25 June 2023 – Hon Sonya Kilkeny MP, State Member for Carrum – Advising Victorian Government budget outcomes for Carrum Downs, Seaford, Skye and Sandhurst;
- Meeting – 6 June 2023 – Peta Murphy MP, Federal Member for Dunkley and Paul Edbrooke MP State Member for Frankston – Meeting to discuss the Frankston Basketball and Gymnastics Stadium redevelopment project;
- Correspondence (out) - 9 June 2023 – Peta Murphy MP, Federal Member for Dunkley and Paul Mercurio MP, State Member for Hastings – Advising delay to Langwarrin Kindergarten proposal report back to Council;
- Event – 10 June 2023 – Local community, the Hon Sonya Kilkeny MP, State Member for Carrum and Peta Murphy MP, Federal Member for Dunkley - Sandfield Reserve Youth and Play Space community engagement pop-up;
- Correspondence (out) - 14 June 2023 – Paul Mercurio MP, State Member for Hastings – Query from local resident regarding construction of new ambulance station on McClelland Drive, Langwarrin;
- Correspondence (out) - 27 June 2023 - Jackie Galloway and Neil Kinsey – Acknowledging Kings Birthday Honours (OAM);
- Visit – 29 June 2023 – the Hon Tim Pallas MP, Victorian Treasurer and Paul Edbrooke MP, State Member for Frankston – Visit to Peninsula Community Legal Centre to discuss Frankston Zero funding with Jackie Galloway OAM then a tour of existing Frankston Basketball Stadium with FDBA.

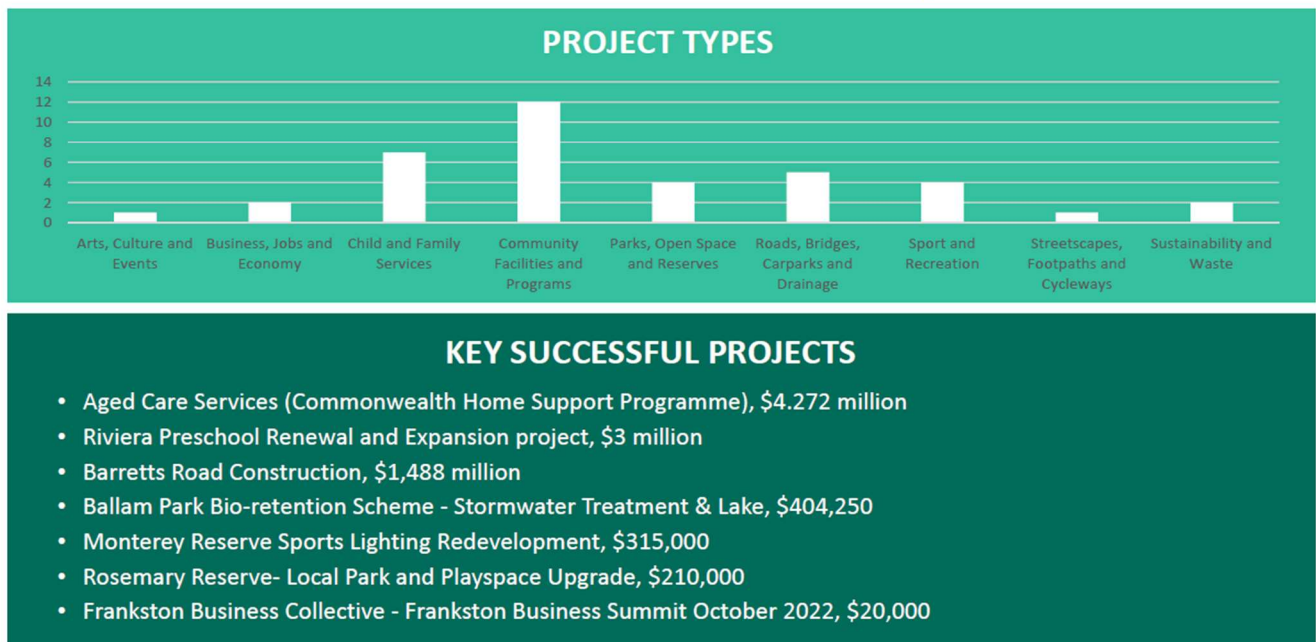
Grant Tracking Report

Council regularly applies for State and Federal Government funding through various grant programs available for projects, programs and services delivered by local government.

## Quarter 4 2022-2023 Grant Report



## Quarter 4 2022-2023 Grant Report



Please note: grant reporting data is accurate at the time of reporting and is subject to change as new information arises.

### Frankston Revitalisation Board

The Frankston Revitalisation Board was extended for another 12 months by the State Government in June 2022. Mr Phil Cantillon, CEO along with the Mayor of the Day once again represent Frankston City Council on the Board.

During this period, the Board held a meeting on 13 June 2023 with both the Mayor, Cr Nathan Conroy and CEO, Mr Phil Cantillon attending along with Angela Hughes, Director Communities.

Meetings are chaired by the Member for Frankston, Mr Paul Edbrooke MP and various organisations across our municipality along with State Government officials participate.

### Frankston Early Parenting Centre (EPC) Board

During this quarterly, there was no Frankston Early Parenting Centre Board meetings held due to several factors. Normally co-chaired by Mr Paul Edbrooke MP, Member for Frankston and Ms Sonya Kilkenny MP, Member for Carrum. Mr Cantillon holds a position on the board as a representative of Frankston City Council.

Formed to help steer the Frankston Early Parenting Centre outcomes to provide better access to specialist services and early parenting support for Frankston families, closer to home. Services will be tailored to the needs of our community, with a strong focus on delivering a centre that is fit-for-purpose and well-integrated with other services in the area. The group is supported by the Department of Health and the Victorian Health Building Authority.

### Frankston Metropolitan Activities Centre Car Parking Committee

Following installation of signs and parking sensors in Frankston CBD (Young Street and Young Street car park, Playne Street and Playne Street car park, Wells Street, Thompson Street and Park Lane), additional sensors have been installed in Norman Avenue and Beach Street. This will enable residents or visitors to track remaining parking time on their bay and receive clear notice of when to vacate the space. Display of Arts Centre carpark availability with the other installed on-street smart parking on the public App is being considered.

Officers will also be monitoring the use of this App and the parking data during the trial period for review and draw any conclusions for any further trials within the municipality.

### Update on Community Support Frankston Inc. Financial Crisis funding

Council resolved to allocate \$175,000 at the mid-year budget review to undertake security upgrade works at the Community Support Frankston building and to undertake a review to identify opportunities to improve the service as it relates to Council. An expert consultant has commenced the review and benchmarking and consultation with key stakeholders has is near complete. Additionally, the security audit is now complete and works have commenced to address the findings of the security audit, such as upgrading door locks and duress alarm systems.

## **AUDIT AND RISK**

### Homelessness update

Frankston City Strategic Housing and Homelessness Alliance (aka Strategic Alliance) (Chaired by Angela Hughes, Director Communities) held a member workshop in early May, with eighteen organisations represented. Since the inception of the Strategic Alliance in 2020, the housing and homelessness landscape has changed considerably partly due to the pandemic, inflationary pressures, and staff movements across a variety of organisations. Hence, it was timely to reconsider the group's structure, processes, and strategic plan. The workshop provided an opportunity for members to reflect, gather new insights and perspectives to confirm the group's vision, and prioritise strategic objectives, and recommendations for future work.

Victoria's Treasurer Tim Pallas MP with State Member for Frankston Paul Edbrooke come to Frankston on 29 July to announce funding of \$500,000 over four years towards Frankston Zero. This initiative comes from the Strategic Alliance and aims to ensure that more people can get the support they need to find secure housing and get back on their feet.

Councils' Housing Advisory Committee, chaired by Cr Baker, met on 8 May and 5 June 2023. Key discussion items at these meetings were the next steps from the Frankston City Housing and Roundtable Report; advocacy work targeting state government representatives, and a background research report on social and affordable housing presented by UrbanXchange.

Members of the Housing Advisory Committee attended a site visit to the Community Servants Hamer Court Rooming House in Kew on the 23 May 2023. The facility has live-in house managers who ensure the house is a safe and welcoming place to live. The second site visited by the Housing Advisory Committee members was the new social and affordable housing in Dunlop Ave, Ascot Vale. This site is owned by Homes Victoria with the new development replacing 80 outdated public housing units with 200 dwellings with a mix of 1, 2, and 3-bedroom apartments with 5% meeting standards as fully accessible homes under the Disability Discrimination Act.

#### Audit and Risk Committee update

The Audit and Risk Committee met on Friday 19 May 2023. The topics discussed included Council Plan and Budget Quarterly Report including Peninsula Leisure for quarter 3 and the Interim Management Letter 2022-2023. Internal audits on Building Services and IT Disaster Recovery were presented by HLB Mann Judd.

Further reports included a risk in focus report on degraded community trust and confidence in Council and the status update of Information, Communications and Technology projects. The next meeting is scheduled for Friday 15 September 2023.

#### Update on Aged Care Reform

Previous timelines and advice indicated that the new Support at Home model due to commence on 1 July 2024, would be announced as part of the federal budget. The new model is currently out for consultation and further refinement is required, for this reason along with the requirement for a new Aged Care Act, the new Support at Home Program has been postponed until 1 July 2025. All existing service arrangements will be further extended for 12 months and Council will continue to develop and rollout projects listed in the Aged Care Strategy – Road Map. Key priority areas are procurement of a new Client Management System and review of current practices to gain efficiency and improve effectiveness to meet the needs of the Community.

Our focus over the last 12 months has been to rebuild our Aged Care workforce and to ensure our older community members have access to services to remain living at home longer and this has now been achieved. Frankston's In Home Support vacant positions have now been filled and our services are fully operational. We are now able to work through the referral waiting list and offer more community members home care supports and social outings.

#### Update on Kindergarten Reform

Council has progressed further planning on the rollout of the Kindergarten Reform. In May, Council Officers met with the Department of Education and the Victorian School Building Authority in relation to the priority projects proposed to be included in Frankston's Building Blocks Partnership Agreement. These projects are; Langwarrin Child & Family Centre, Baden Powell Kindergarten and the Seaford Child & Family Centre.

Following this meeting and after indicative funding allocations were received for all priority projects, officers further discussed these projects with Council, along with the need for the Kindergarten Strategy to be prioritised prior to commencing planning work on any new projects.

At the 14 June 2023 Council meeting, a report to commence community engagement on the Baden Powell and Seaford Child & Family Centre projects, and the Kindergarten Strategy was endorsed.

A separate report on the Langwarrin Child & Family Centre and response to the Long Street petition has been deferred to the 31 July 2023 Council meeting to allow officers additional time to investigate all options for this project.

#### Business Continuity Exercise

During this period, Council held a business continuity exercise run by the Procurement, Property and Risk Department. The crisis response exercise challenged various groups within the organisation to put in practice their business continuity plans in response to a mock situation. This exercise is essential to support and protect our employees and the broader community's welfare. The exercise was also observed and assessed by an external facilitator with Council receiving positive comments on its performance.

*~ Thank you for taking the time to read this report.*

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