

# Chief Executive Officer's Quarterly Report

January to March 2022 (public version)



*Lifestyle Capital of Victoria*

I am pleased to present the Chief Executive Officer's Quarterly Report for the period ending 31 March 2022 (public version).

The public version provides a transparent, timely and open overview of the organisation and its key activities. The information within this document represents the period in time from January to March 2022 inclusive and the comments below reflect this 'time stamp'.

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.

The Community, during this period, progressed to living with COVID-19 and embraced their new found freedoms. Once again, thank you to Council's staff, volunteers and Councillors who continue to support our Community.

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

An all staff email is circulated to staff from the CEO at least once a week via email on Mondays to provide advice on key achievements for the organisation, sections thanking staff, providing well done commentary, along with other news and items relating to Council briefings/meetings. COVID-19 updates are distributed to staff as restrictions change.

### CEO and Director Communities host virtual session

On 17 February 2022, the CEO hosted the first 2022 all staff virtual session with new Director Angela Hughes 'in the spotlight'. The CEO asked an array of question to Ms Hughes regarding her experiences at Frankston (starting at Council in November 2021) and provided an update to staff. Over 110 staff participated in the on-line session which was subsequently uploaded onto the Council's internal intranet for those who could not attend to watch at a later date.

### Recruitment video

In late February 2022, the CEO along with a number of staff participated in a recruitment video (28 interviews conducted). The video will provide a broad cross-section of our staff to show off the enormous diversity of Council roles, backgrounds, skills and day to day experiences. Mayor Conroy also participated in this video.

### Future Ready Frankston – Excellence Awards

Directorate Future Ready Excellence Awards opened 1 March 2022 for staff/People Managers to nominate their peers, their supervisors or teams. Staff were encouraged to nominate their peers in other Directorates where they had received excellent service. Award categories include:

1. Outstanding Customer Experience;
2. Improving Culture;
3. Development and Implementation of an innovative project/initiative;
4. Outstanding leadership;
5. Collaboration and team work;
6. Persistence and perseverance.

Nominees and winners were announced at Directorate recognition events held at the end of March 2022.

### MyPerformance Mid-Term Check-in

Following the successful roll out of the on-line 'MyPerformance' system in 2021, a mid-term check in was conducted for all staff across Council between 1 February and 31 March 2022.

### Future Ready Mentoring Program

Council's Mentoring program expressions of interest were open for potential Mentors and Mentees in mid-January 2022 and the program has now matched 37 pairs across the organisation. Mentoring helps to build organisational capabilities, fosters cross organisational relationships and contributes to a more engaged workforce.

### Values Enhancement Project

With feedback from over 135 staff through a values survey and further consultation with departments late last year in October/November 2021, the behaviours associated with Council's Corporate values were refreshed and launched at the recently held Directorate Excellence Awards in March 2022.

### COVID-19 vaccine for eligible staff

All Council staff are now fully vaccinated (double dose) or have a valid medical exemption in line with our Vaccination Policy. In line with the Government advice, staff are being encouraged to have their booster injection when eligible noting a number of roles it is a requirement to be boosted including Maternal Child Health Nurses, Children's services staff and School Crossing Supervisors.

### Gender Equality Action Plan

Council's People and Culture team developed a draft Gender Equality Action Plan (GEAP) on behalf of the organisation in late 2021. A number of consultation sessions, information sessions and surveys were conducted. In late January 2022, the draft GEAP was available for staff to comment on and the plan was then launched at an International Women's Day event on 3 March 2022. Council coordinated a number of events during International Women's Day (IWD) including a Jobs Advocates Online Forum, presentation on 'Breaking the Bias' in the workplace with an International keynote presenter and entrepreneur Anoushka Gungadin, Youth Services ran free wood workshops and a BBQ event for young people, PARC offered free entry to all on Tuesday 8 March 2022 along with Council's Sports and Recreation team hosting the Change Our Game presentation with local AFLW star, Sharni Norder. Our Libraries provided dedicated storytimes and curated a great IWD themed reading list. Staff were also offered on the 'MyLearning' portal short courses on IWD, Gender Equality and Diversity and Inclusion.

## **ORGANISATIONAL HIGHLIGHTS**

### Hosting first AFLW game for 2022

Frankston had the privilege of hosting the first AFLW game of 2022 (St Kilda versus Richmond) on 7 January 2022 at SkyBus Stadium on Frankston Park ground. The game was held under lights (funded by Frankston City Council) and televised on Channel 7.

### External Awards

Council's Council Plan and Budget was selected as a finalist for "Best Practice and Innovation in Council Plan Development Award" at the highly esteemed Corporate Planners Awards. The winners will be announced in early May 2022.

Council's COVID-19 Response – Live Chat in 48 hours was nominated as a finalist in the LGPRO Annual Awards in the Service Delivery Initiative Category. The winners will be announced in early June 2022.

Frankston's Street Art walking Tours was awarded top spot in the whole nation, in the 2022 Australian Street Art Awards demonstrating the organisational wide efforts made to present this fantastic project to visitors, and residents alike.

Frankston Park's Sports lighting project won an IESANZ (Illuminating Engineering Society of Australia and New Zealand) award for its lighting project with the design consultant Webb Australia, the recipient of the award.

### Awards/Certificates (internal)

Volunteers were presented in December 2021 with years of service certificates signed by the Mayor, Cr Nathan Conroy to recognise their continuous service within the Family Health Support Services Department.

### Corporate donations and fundraising

Council staff face to face fundraising events are currently on hold, it is hoped this programme will be able to recommence safely later in 2022, however officers from Corporate and Commercial Services Department took part in the March Charge (on-line) and raised \$950 in support of The Cancer Council.

## **BUSINESS TRANSFORMATION**

### Council's Websites

Since the last reporting cycle, Council have developed a new design for its website. The team are busily rewriting all its content and reviewing how the information is structured to improve its accessibility for the whole community. The new design is expected to be launched in the next reporting cycle.

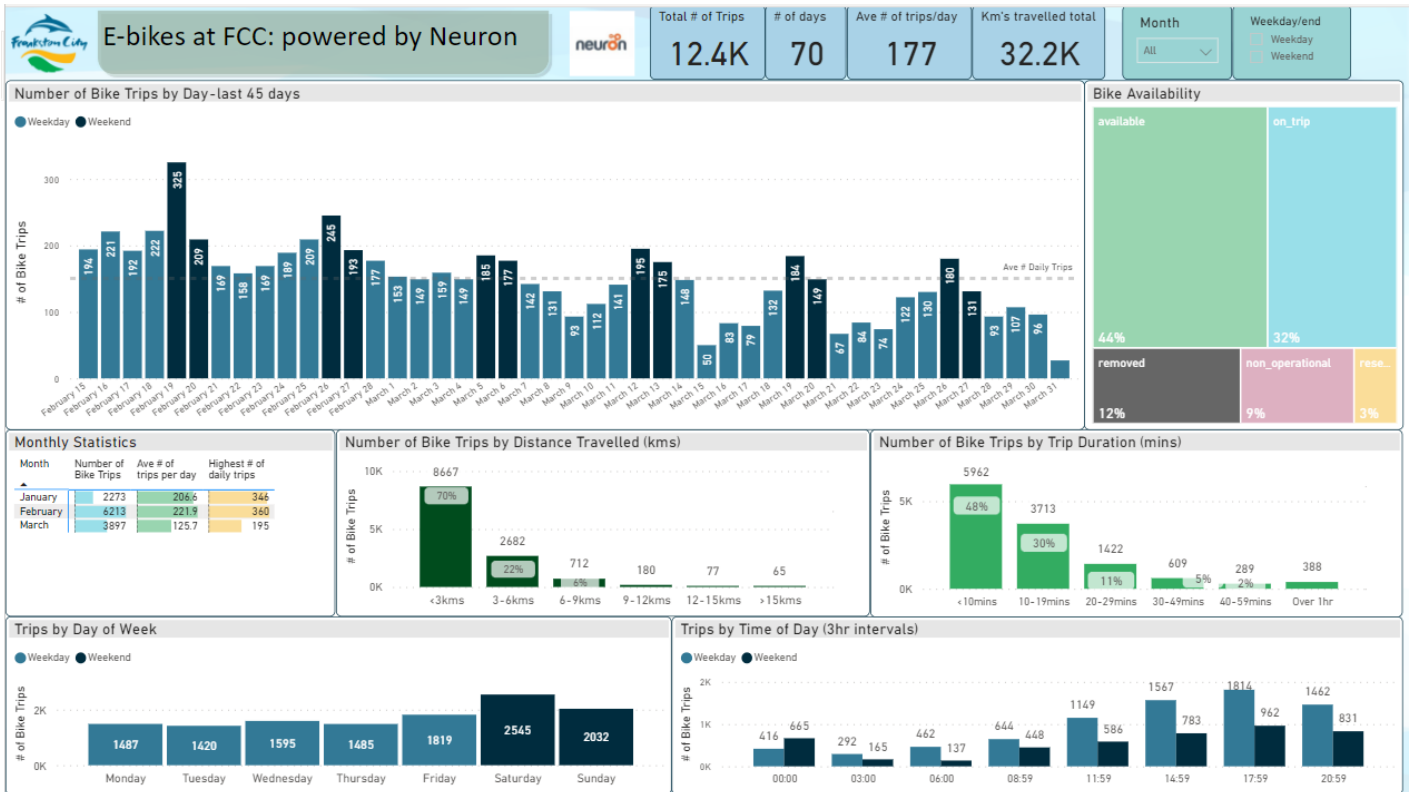
### Smart Cities initiative

During this reporting period, Frankston City Council teamed up with Australia and New Zealand's leading micro mobility operator, Neuron Mobility, to deliver the 12-month trial of pedal-assisted e-bikes which are available for hire to anyone over 18 years of age, without a permit, throughout the municipality.

Frankston City has become the first city in Victoria and first non-State capital city in Australia to trial Neuron Mobility pedal-assisted e-bikes.

This initiative launched on 21 January 2022, the 150 pedal-assisted e-bikes provides another sustainable transport option to assist exploring the City's many parks, playgrounds, local businesses and attractions, in a more cost effective and active way.

'Virtual parking locations' are available within multiple suburbs of Frankston City including Seaford, Frankston North, Karingal, Frankston foreshore and Frankston South, including outside Peninsula Health, Monash University Peninsula Campus and the Visitor Information Centre.



In other Smart Cities news, Frankston has also installed e-bike charging infrastructure at Frankston foreshore. Those with their own e-bikes simply need to bring their charger and plug in. Council's Smart parking trial tender has been awarded to APARC and the project team are busy working through the logistics to install all the hardware which will in turn provide Council and the community valuable data. The Electric Vehicle charging station trial didn't initially find any suitable responses from the market, but we are keen to make it work and are adjusting our approach to the market to provide this infrastructure to you. Frankston is also teaming up with five other nearby Councils to have a consistent approach for how we tackle various smart city initiatives.

**Discover Frankston**

The Discover Frankston social channels continues to grow in popularity recently reaching 14,714 followers on facebook and is on the way to 9,109 on Instagram. Averaging more than 30 tags by public users each month on each platform. Discover Frankston is steaming ahead as the place to find the best and newest experiences and businesses across the City.

**Expression of interest for Council's new event partnership program**

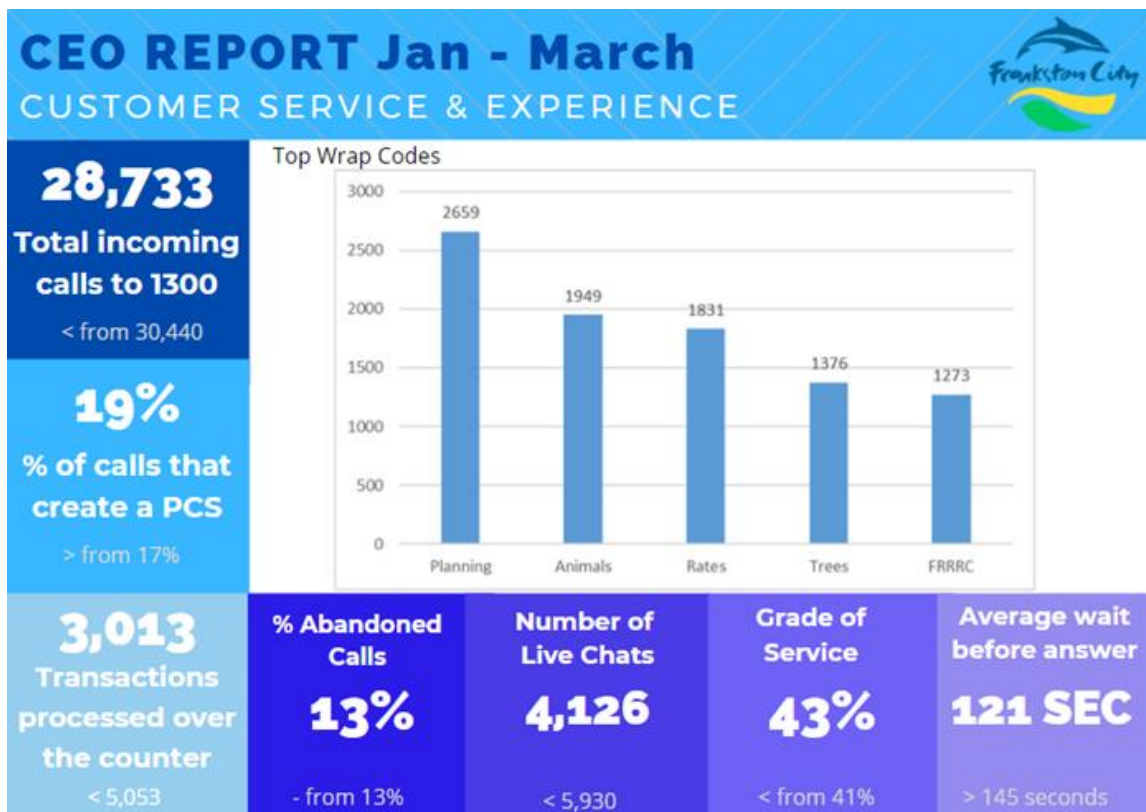
Applications were due to open in early April 2022 for Council's new event partnership program part of the Destination Event Attraction Program (DEAP). The program has been developed by Council to support the ongoing attraction of events which will enliven the community and lifestyle, drive visitation and result in positive creative, economic and social outcomes. The DEAP will strengthen Frankston City's position as a destination for major and seasonal events and rejuvenate the City's broader visitor economy. The applications are due to be open until 8 May 2022.

Council’s Corporate Customer Service Update

The Customer Service team have been extremely busy this quarter. In January the centres and call centre were affected by staff getting COVID and being short staffed on a number of key days. Foot traffic to face to face centres has now returned to pre COVID levels and all centres are open.

The team is working on the first stages of a Customer Experience Strategy and also aligning the customer complaints process across the Council.

The information in the visuals below highlight the scale of work completed in the Customer Service area and the importance of ongoing measurement aligned with our Charter.





# CEO REPORT Jan - March

## CUSTOMER SERVICE & EXPERIENCE



**2,855**

Snap Send  
Solve Req's  
> from 2,701

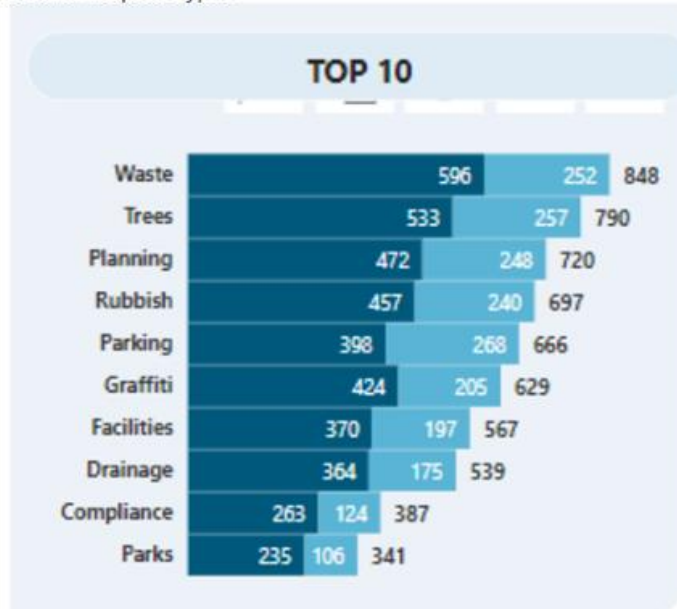
**3,501**

Pathway Req's  
by CSO's  
> from 4,615

**3,243**

ePathway  
req's  
> from 3,560

### Top Customer Request Types



## Customer Service Promise Measurements



MEASURES	JANUARY	FEBRUARY	MARCH	THIS QUARTER	LAST QUARTER
Average Wait Times	Phones: 1m 58 sec Live Chat: 38 sec	Phones: 1m 53 sec Live Chat: 44 sec	Phones: 2 min 8 sec Live Chat: 44 sec	Phones: 2m 1 sec Live Chat: 42 sec	Phones: 2m 25 sec Live Chat: 36 sec
Abandoned Calls	12% or 1,045	11% or 1,015	12% or 1,234	12% or 3,294	13% or 4,071
Unanswered Live Chats	0% or 0	1% or 2	2% or 5	2% or 7	1% or 2
Live Chat Availability	80%	80%	80%	Average of 80%	Average of 85%
Grade of Service	41%	45%	44%	Average of 43%	Average of 41%
Satisfaction Score	4.7	4.7	4.8	Average of 4.7	Average of 4.7



### Social and media engagement - Frankston City Community

The beginning of the year saw a lot of community communications regarding the new strain of COVID and the effect on businesses and the community. Key messaging at that stage was the importance of getting a booster shot. This then moved into the importance of children being immunised in the time for the start of the school year – Council communications continue to support these key messages.

The first weekend of the year also saw Frankston welcome the starting game of the AFLW season. There was extensive media and social media for the event, which also included live crosses to breakfast television.

As community confidence improved, communications focused on the first event of the year – the Waterfront Festival. In the moment social media was strong during the event and feedback from the community was very positive. Communications regarding events has continued in the first quarter with Big Picture Fest, Party in the Park, and preparing for Southside Festival.

There is a lot of communications support for the Advocacy priorities – one of the media highlights was front page of the Frankston Times calling for the redevelopment of the Pines Forest Aquatic Centre, there has also been extensive media and social media around the development of the gymnastics and basketball stadium.

The Expression of Interest for the Yacht Club was also a focal piece for the quarter – communications has focused on local and metropolitan opportunities – including advertorial in key hospitality publications. This work continues with the team supporting the opening of Oliver’s Corner in the near future.

Finally, the team supported the ongoing communication for Frankston Zero, the launch of the new foreshore market series and the redevelopment of the Ballam Park homestead.

### Community Engagement

The Community Engagement team has been able to get back to face to face engagement this quarter. Their first activation for the year was at the Waterfront Festival where the team spoke to many members of the community.

Extensive work has been done with the creation of the Long Term Asset Plan – the Engagement team has coordinated extensive engagement with members of Mini Frankston City and is currently preparing for additional community wide engagement.

The team also worked across the business and with DWELP on the engagement for Seaford Wetlands.

Other key project undertaking engagement in this quarter include:

- Business Chamber
- Jubilee Park
- Local area traffic management plan – Belvedere
- Community safety strategy
- Coastal Management and Marine Plan
- Website testing
- Community Grants



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

New signage for BFF is now up on:

- Sandfield Reserve
- John Coburn Oval
- Yacht Club – level 1
- Mechanics Hall
- Jubilee Park
- Esplanade Drainage works
- Evelyn Park

Social postings for each project have happened throughout the first quarter – with the BFF branding used for any major infrastructure initiative or project. Top social posts for the month were on the Jubilee Park redevelopment and the Sandfield Reserve.

Three videos for BFF have also been created – these will be shared in the next quarter.

## REM/Pathways data update

As part of the CEO's quarterly update, the following statistics on two key channels of communication with the community are provided.

1. Customer requests logged with Council by Community members via our customer service team.
2. Correspondence (both emails and paper-based letters) sent to Council.

Trend analysis of how we are performing compared with the same time last year is also be provided. This is because many requests we receive are seasonal such as animal registration renewal, so simply comparing month to month or quarter to quarter does not paint the full picture.

Table below highlights Customer Requests Jan – Mar 2022



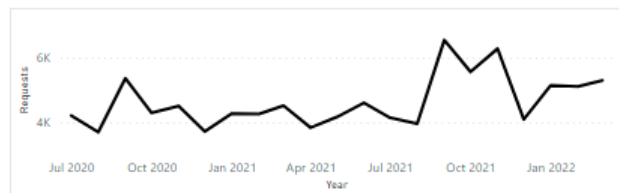
## Customer Request Activity - Quarterly Report

Data as at: Friday, 1 April 2022

### Requests Received (Opened)

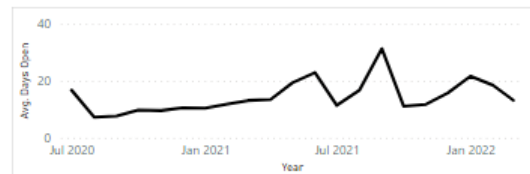
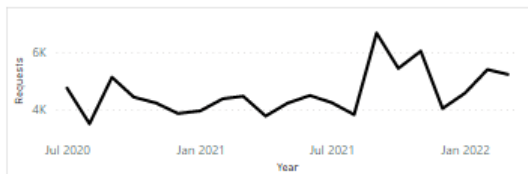
Currently Open	Jan 2022	Feb 2022	Mar 2022	Qtr 3. This FY	Qtr 3. Last FY	This FYTD	Prev FYTD
3017	5.15K	5.11K	5.30K	15.56K	13.08K	46.15K	39.11K

68.19  
Avg Days Open



### Requests Closed

Jan 2022	Feb 2022	Mar 2022	Qtr 3. This FY	Qtr 3. Last FY	This FYTD	Prev FYTD
4.57K	5.40K	5.23K	15.20K	12.78K	45.45K	38.65K



Jan 2022	Feb 2022	Mar 2022	Qtr 3. This FY	Qtr 3. Last FY	This FYTD	Prev FYTD
21.67	18.47	13.18	17.61	11.86	17.25	10.85
Avg Days Open	Avg Days Open	Avg Days Open	Avg Days Open	Avg Days Open	Avg Days Open	Avg Days Open

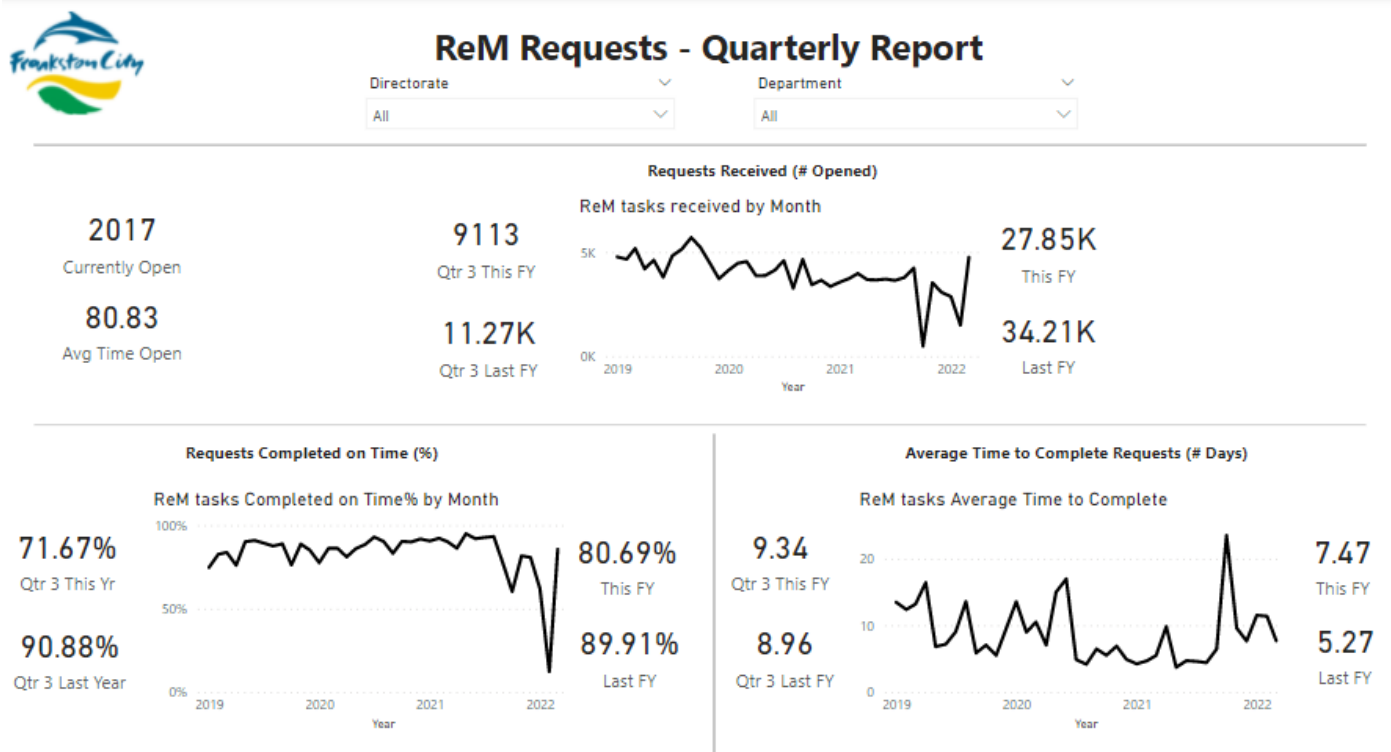
Average number of days requests were open for those requests that have been closed in each of the above time frames, but may have been received much earlier.

Council received 15,560 requests over the last quarter, which is 2,480 more over the same period last year. This is a 19% increase in comparison. During this time, Council officers closed 15,200 requests. The average number of days a request was open for during this period was 22 days\*, which is three days higher than the same time last year. This relates to the much higher volume of requests received this year.

The third quarter of 2021/22 has seen requests received revert back to numbers we saw in the first quarter. However, the average number of days a request remained open was higher in January following the holiday period but is dropping again towards the end of the quarter. This is a great result for Council staff working to resolve your issues as soon as possible.

At the end of the reporting period, Council had 3,017 requests open with an average number of day's open of 68\*. This is down slightly from last quarter where the average was sitting at 70\*. This higher number than the quarterly figure is due to the fact it also contains more complex long-term requests that require a longer than average time to resolve. This is an area where Council will continue to strive to improve and reduce this number quarter on quarter by improving our internal processes.

Table below highlights Correspondence Jan – Mar 2022



\*Data sourced from ReM which is mail through the post and emails that are sent through to info@frankston.vic.gov.au

Council received 9,113 pieces of correspondence last quarter which is a decrease from the same time last year from 11,270. Council aims to respond to correspondence within 10 days and we achieved this target for 72% of correspondence. This is a decrease of 19% from the last reporting period. The average number of days to respond to correspondence was 9\* days for this reporting period which was a slight increase compared to last year. Overall, the performance for the quarter was poorer than this time last year and is something we will monitor for the forthcoming reporting periods.

\* Figures are rounded to the nearest whole number.

**Statutory Planning data updates – Quarter 3 (2021-22)**

The cost of the service for quarter 3 (Q3) was \$1,792 per application, which is broadly similar to previous costs and reflects consistent application lodgments and increasing costs for application processing and VCAT representation as a more normal hearing schedule resumes. It should also be noted this is calculated based on direct costs for the quarter and is an initial figure as at 8 April 2022.

Statutory planning on-time delivery for Q3 at 61 percent was below the target of 70 percent.

As identified in recent monthly statutory planning progress reports, the timeframe target of 70 percent will not be met this financial year. The lower percentage of applications decided within time are reflective of continued higher application lodgments, previous COVID-19 disruptions, recent retirements of key staff and recruitment activities to bring on board new staff.

It is anticipated the percentage of applications decided in the statutory timeframe will continue to be negatively impacted for the remainder of this financial year. This is due to the accumulated outstanding application load, further ongoing COVID-19 related disruptions and a continuing very tight market to recruit statutory planning staff during 2021/22.

Additional resource support through consultants and contractors has been secured to progressively assist in reducing the outstanding application load, by deciding those applications. Recruitment for vacant roles is also underway, although the employment market for qualified and/or experienced staff is particularly challenging at the moment.

As at the time of preparation of this report, there are 357 undecided planning permits, amendment to planning permits, and plan approval applications currently with Council. It is expected that once the staffing profile is settled and application workloads reduced, decision volumes within statutory timeframes will improve. The timing for this is likely to be during financial year 2022-23 subject to the timing of replacement of vacant roles.

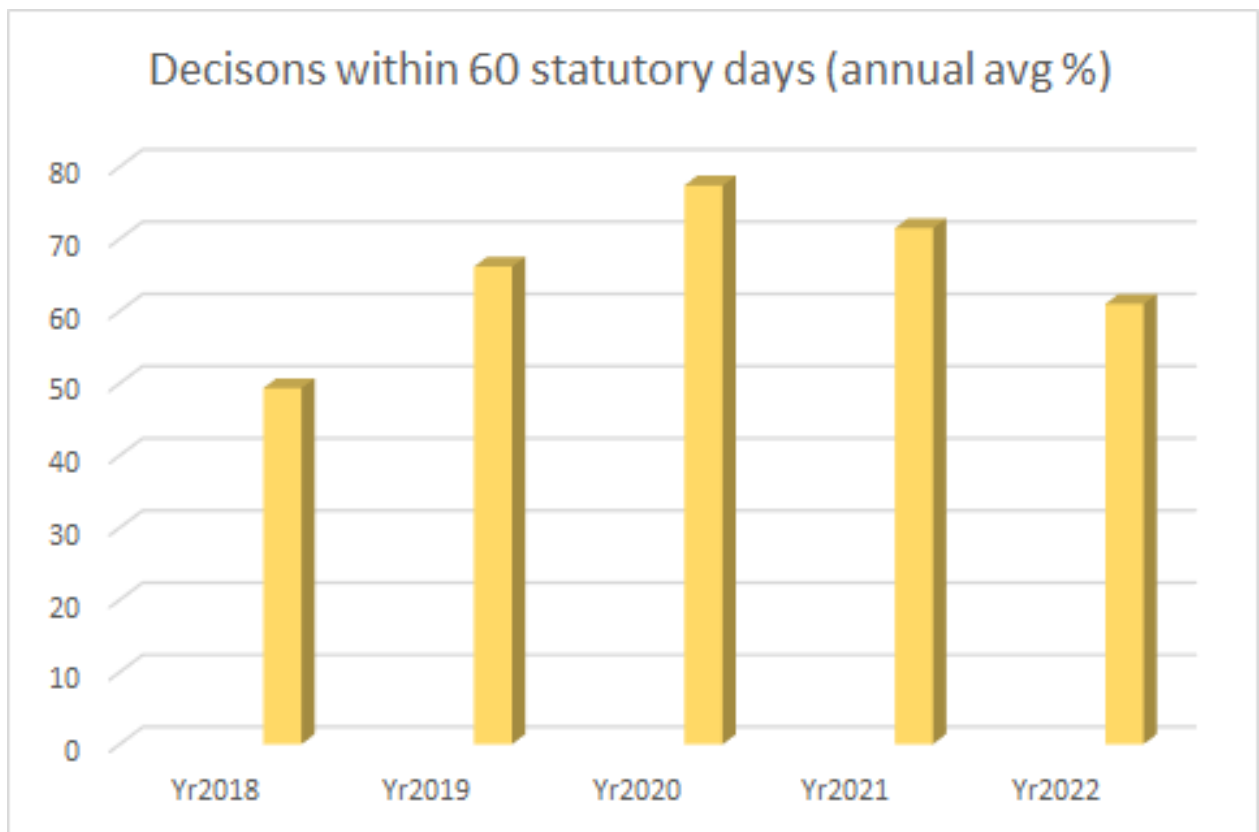
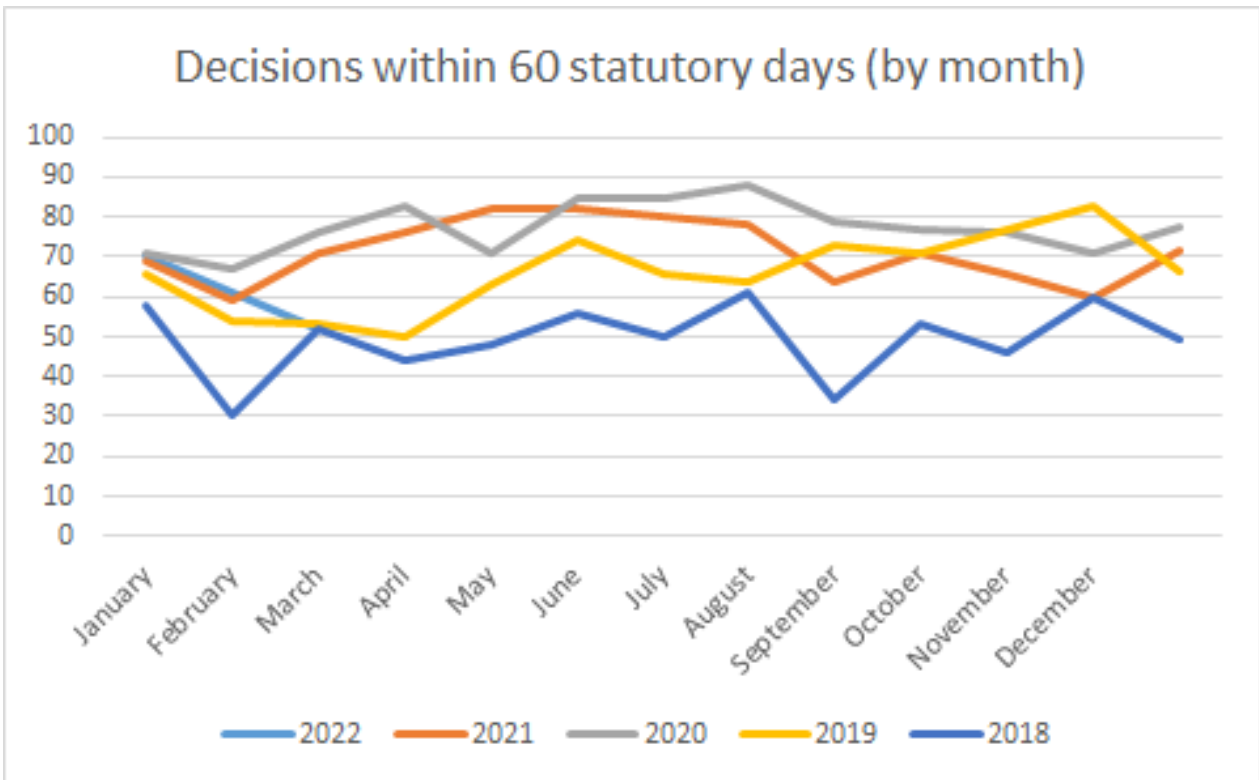
Additionally, work on systems improvements to improve efficiency of processes and customer outcomes has been reduced by a need to focus staff time on application processing, albeit that some system design work in this area is continuing. Ongoing investment in upgrading of IT systems and software applications is necessary to support this work and delays in upgrades to these systems will impact ability to implement re-designed systems and processes and recognise the gains that these changes would bring.

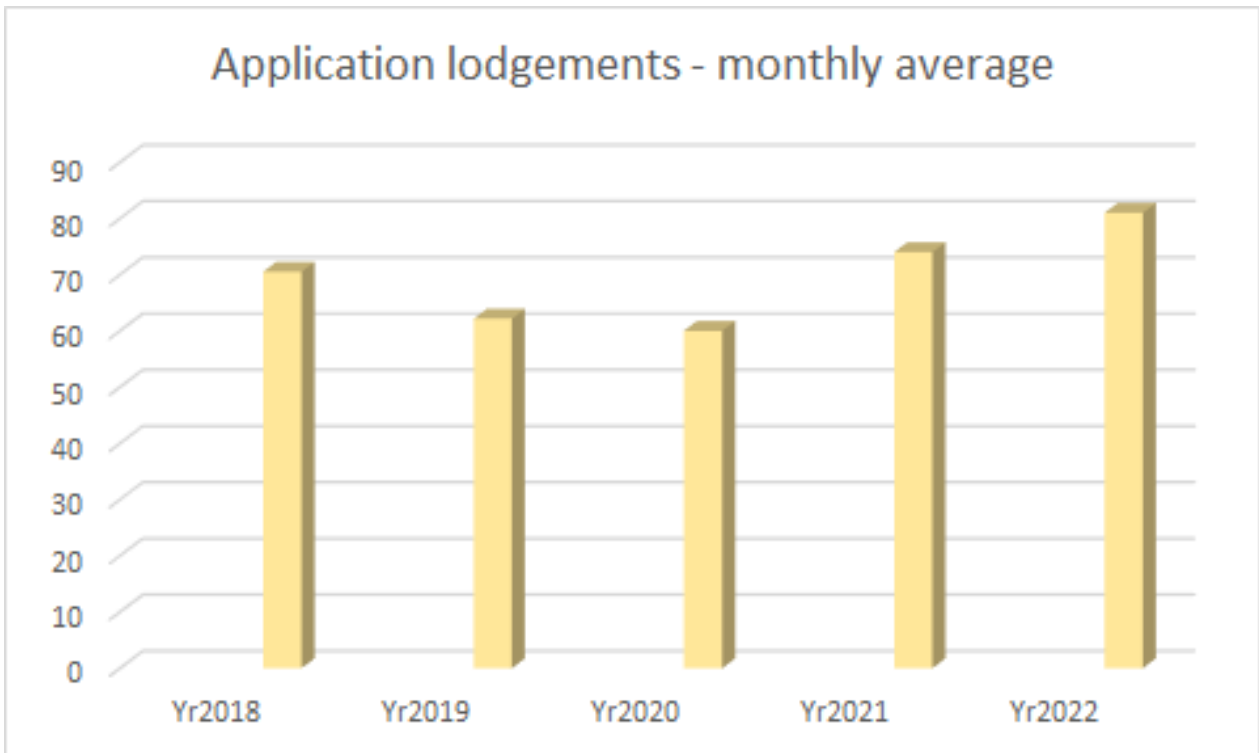
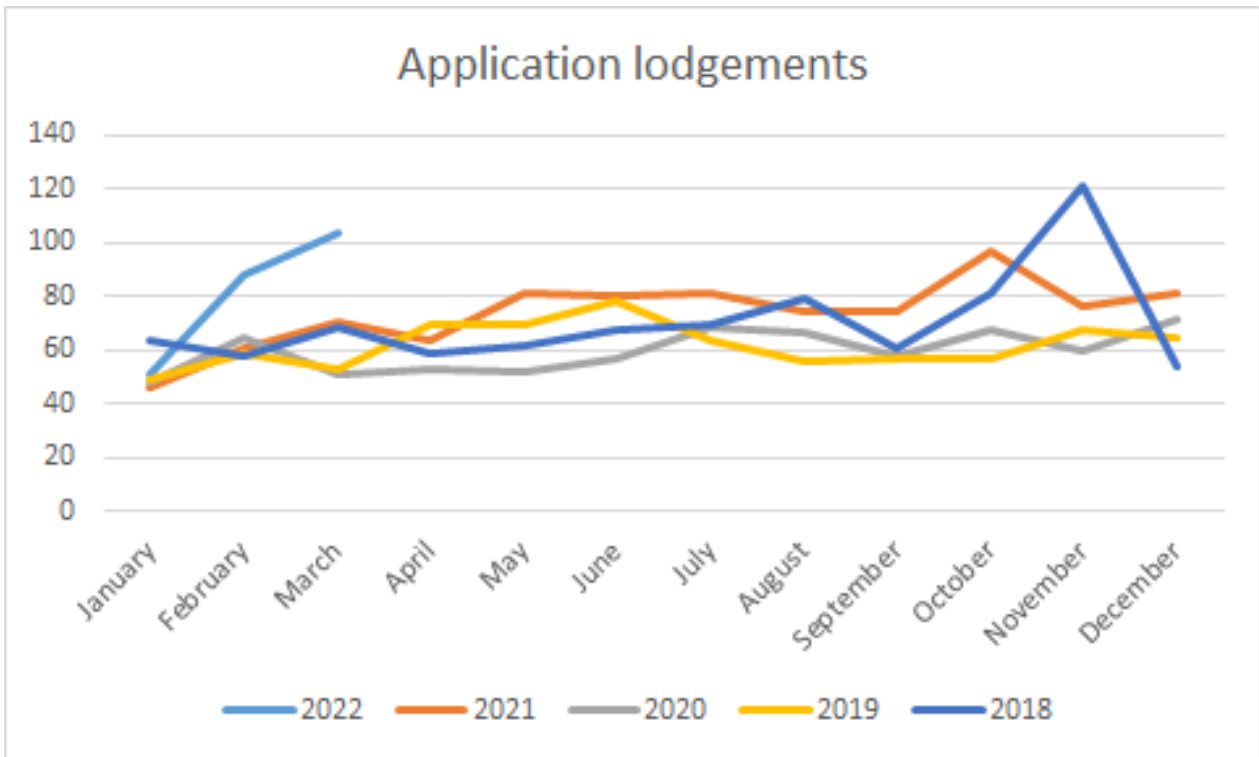
The on-time delivery data is illustrated in the charts below (calendar year) as well as the volume of applications received per month over the last five years. This demonstrates the consistent volume of applications received each month, noting that the lodgment volume includes new permit and amendment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

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

It should be noted the data for Q3 was calculated manually as the State Government Planning Permit Activity Reporting System (PPARS) does not publish the monthly or quarterly data until approximately 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 3 (2021-22)	
Contribution Type	Total Amount Received
Open Space Contributions	\$245,250
Car Parking Financial Contributions (cash-in-lieu)	\$0.00







### City Futures Department update

The following *Policy & Strategy Development* work was undertaken during January – March 2022:

- The FMAC Structure Plan – Emerging Ideas Paper has been prepared for community engagement which will occur during April-May.
- An issues and opportunities plan has been prepared for Monterey Reserve Master Plan following community engagement.
- Community Engagement to inform the development of the Safer Community Policy & Strategy was undertaken throughout March.
- The Frankston Equestrian Masterplan – Opportunities and Constraints Discussion Paper, and draft concept development plans for both Langwarrin and Baxter Equestrian Centres have been developed. Community engagement will commence in April.
- Concept options Municipal Wayfinding Signage have been developed and presented to Council. Further details for the preferred option are currently in development.
- Planning Scheme Amendment C141 (Frankston Planning Scheme Translation) was Gazetted on 10 February 2022.

The following *Programs and Events* were delivered during the January – March 2022 period:

- Business Leaders Live
- Invest Frankston Business grants
- Façade Improvement grants
- Vacant Shopfront grants
- Invest Frankston Business Networking Nights.

### New Business Chamber

The formation of the new Business Chambers is going very well. The working group met in February to workshop ideas on the vision, the naming, branding and activities for the future.

There are currently 223 businesses registered as interested in joining the Chamber when it is launched. Nominations for the seven person board have also been collected from 17 people. A short list is being created at the moment.

The Business Chamber Lead, Jeff Rogut has also been meeting with businesses from neighbouring municipalities who are interested in joining the Chamber.

Work has commenced on partners, and suppliers for the Chamber, including accountants, legal advice and marketing support. Feedback has continually been this Chamber needs to be working with businesses to benefit other businesses. This is being fed back into all the work that is being done.

## **FINANCIAL AND CORPORATE PLANNING**

### 2021-2022 Mid-Year Budget Review

The 2021-2022 Consolidated Mid-Year Budget Review position was presented and adopted by Council at the 31 January 2022 meeting. Council's financial position has been impacted by the pandemic and Government imposed restrictions and therefore adjusted financial results accordingly. Council's ability to raise revenue has been severely affected, however the Executive has taken action to offset this impact by reducing costs.

## Quarterly Performance Report – Quarter Two

The 2021-2022 Quarter Two Performance Report was presented to Council on 21 February 2022. It provided a status of initiatives Council is delivering towards each of the six Outcome identified in the 2021-2025 Council Plan. Council is required under the Local Government (Planning and Reporting) Regulations 2020 to review the performance of the Council against the Council Plan, at least every six months. The annual performance of the Council Plan is published in the Annual Report. 86% of the 134 initiatives for 2021-2022 are on track. Quarter two highlights include:

- o The Health and Wellbeing Plan 2021-2025 and its Year One Action Plan 2021-2022 was adopted by Council at its Meeting on October 11, 2021.
- o The Environmental Upgrade Finance program for local businesses was launched in October 2021.
- o The uptake of food waste collection services has increased by 20 per cent from quarter one.
- o Council adopted the 10 year financial plan at the 11 October, 2021 meeting. The plan outlines strategic actions to ensure Council remains financially sustainable in maintaining infrastructure and delivering services into the future.

COVID-19 has had a significant impact on Council's financial result for the half year and forecast for the financial year. Council's forecast consolidated full year underlying operating position is indicating a deficit of \$5.267M, this is a \$0.500M favourable variance compared to the adopted 2021-2022 revised budget position of \$5.767M deficit.

The Executive Management Team (EMT) have endeavored to minimise the impacts that COVID-19 has had on Council and its services to ensure they are delivered in line with community expectations. The key actions taken include savings from labour vacancies, delayed recruitment, reduction in discretionary spend, delayed program spend and strongly advocating for additional government funding. This will continue for the remainder of the year in an attempt to deliver services to the community's expectations whilst doing so at a reduced cost to ratepayers.

## Integrated planning and Reporting Update

Preparation is underway for the 2022-2023 Planning Cycle. Council adopted a number of key strategic plans in 2021, Community Vision – Frankston City 2040, 2021-2025 Council Plan and Budget, 2021-2025 Revenue and Rating Plan, 10 year Financial Plan and internally developed a Workforce plan. All of the strategic actions in these plans have influenced the development of our 2022-2023 Planning Cycle. All plans align to Council's Integrated Planning and Reporting Framework and with significance to our Service Plans.

We are on track to deliver against our Integrated Planning 2021-2022 timetable. Preparations for our 2022-2023 Planning day 2 April 2022 are complete. Council's draft budget is scheduled to be endorsed for public exhibition in late April with adoption on 6 June 2022.

## Service Planning Update

In 2020-2021, Service Plans were proven to be a backbone to the development of Council Plan initiatives and budget alignment. The Service Plans are used to inform our strategic long-term outlook, helping us to ensure we consider what is important to the community with future service demands and resource requirements. Currently in 2021-2022, 18 Service Plans have been completed with the final two close to being finalised.

Service plans were used to inform Year Two Council Plan Initiatives and ensure resources are strategically aligned through the development of the 2022-2023 budget process and have been used to inform Directorate plans for 2021-2022.

## **ACCOUNTABILITY AND TRANSPARENCY**

### Transparency Hub

Council has begun its Transparency Hub project in earnest, with the project team beginning in late March with the chosen vendor. Council has a good understanding of what stories, reports and datasets they want to load thanks to consultation internally and with the community and Councillors. Phase 1 will be to deliver impactful information this financial year with further information delivered over time.

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

These matters were covered in a Councillor Briefing Held on 4 November 2021. Further guidance material is being prepared for Councillors to highlight the key points. Councillors are encouraged to contact the Manager Governance and Information in the first instance, for any governance, legal or administrative enquiries.

### Notice of Motion process

Refinement of the notice of motion process can be achieved by amending the relevant provisions in the Governance Rules (see Governance Rule 24 for the current requirements). Options were discussed with Councillors in the context of the review of the Governance Rules at a briefing in March 2022 and feedback was provided. Further investigation is underway to identify options which will form the basis of a revised notice of motion process. Amendment of the Governance Rules must include community consultation in accordance with Council's Community Engagement Policy.

### Public petition process

Refinement of the requirements for petitions can be achieved by amending the relevant provisions in the Governance Rules (see Governance Rules 58 to 65 for the current requirements). Officers have undertaken research into alternative processes and practices at other councils, which were presented to Councillors for consideration at a briefing in March 2022 and feedback was provided. Further investigation is underway to identify options which will form the basis of a revised notice of motion process.

### Councillor Appreciation awards process

Creation of a protocol for Councillor Appreciation Awards to provide guidance on the nomination process and set out the criteria on eligibility of award nominees is in progress. The approach will be presented to Councillors at a Briefing on 11 April 2022 as part of the Citizen of the Year Process.

### Accountability and Transparency Reform document

The Accountability and Transparency Reform (ATR) document commenced in May 2018 with 160 items identified. Items were considered and implemented by the relevant Managers. Council resolved at its Meeting on 29 June 2020 to finalise the ATR document and monitor the remaining ongoing items via a quarterly status report. A report for the January to March 2022 quarter is attached (Attachment A) and provides the progress made on remaining 26 items. These have been reviewed with 21 items ready to be assessed for closure and five items require follow-up investigation.

A meeting was held with the Mayor, Cr Conroy and Cr Bolam in March 2022 to discuss the status of these items and it was agreed that the final report on these will be provided by June 2022.

One of the items identified in the ATR was to provide a quarterly status on the attendance of Councillors at Briefings in a quarterly period. 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 recorded and included in the Local Government Performance Reporting Framework indicators as part of the reporting to Local Government Victoria (LGV). These are provided to the community via LGV’s Know Your Council website and in Council’s Annual Report every year.

*Table 1 titled, ‘Councillor Attendance at Meetings and briefings (January to March 2022)’ below provides an overview of attendance for this period.*

### **Councillor Attendance at Meetings & Briefings January 2022 – March 2022**

<b>Councillor</b>	<b>Council Meetings Attended</b>	<b>Councillor Briefings Attended</b>	<b>Total Attended</b>	<b>Attendance</b>
Cr David Asker	3	11	14	100%
Cr Sue Baker	3	10	13	93%
Cr Kris Bolam	3	8	11	79%
Cr Nathan Conroy	3	11	14	100%
Cr Claire Harvey	3	11	14	100%
Cr Brad Hill	3	10	13	93%
Cr Liam Hughes	3	9	12	86%
Cr Steven Hughes	3	6	9	64%
Cr Suzette Tayler	3	10	13	93%
<b>Total</b>	<b>27</b>	<b>86</b>	<b>113</b>	<b>90%</b>

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

**Councillor Attendance at Briefings only**  
**January 2022 – March 2022**

<b>Councillor</b>	<b>Councillor Briefings</b>	<b>Attendance*</b>
Cr David Asker	11	100%
Cr Sue Baker	10	91%
Cr Kris Bolam	8	73%
Cr Nathan Conroy	11	100%
Cr Claire Harvey	11	100%
Cr Brad Hill	10	91%
Cr Liam Hughes	9	82%
Cr Steven Hughes	6	55%
Cr Suzette Tayler	10	91%
<b>Total</b>	<b>86</b>	<b>87%</b>

*\*11 Councillor Briefings were held from January to March 2022*

Local Government Act 2020

The Local Government Act 2020 (Act) has been implemented in four stages. There is one remaining provision to be met by June 2022, the Asset Management Plan, which has been under community engagement.

Tally on tracking reports presented to Closed Council

In 2020-2021, Council's result for the Local Government Performance Reporting measure 'Decisions made in Closed Council' was 8.92%, which achieved Council's aspirational target of 10% and has demonstrated better transparent decision making for the community. The average for all Victorian Councils has been less than 10% since 2016 (reference 'Know Your Council' website).

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 3 (January to March 2022) only 2.63% of decisions were made in Closed Council. Since Quarter 1 (July 2021 to March 2022) there have been 178 reports in both Open and Closed Council with 12 being considered in Closed Council (6.74%). There have been 8 Notices of Motion and 2 Urgent Business items raised to date this financial year.

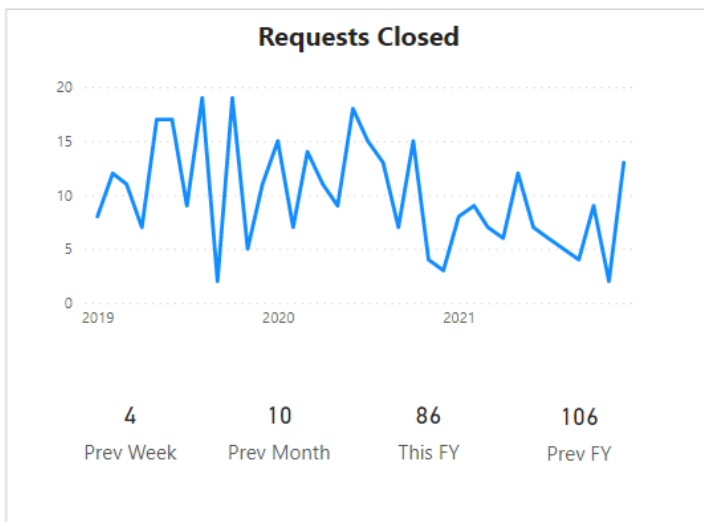
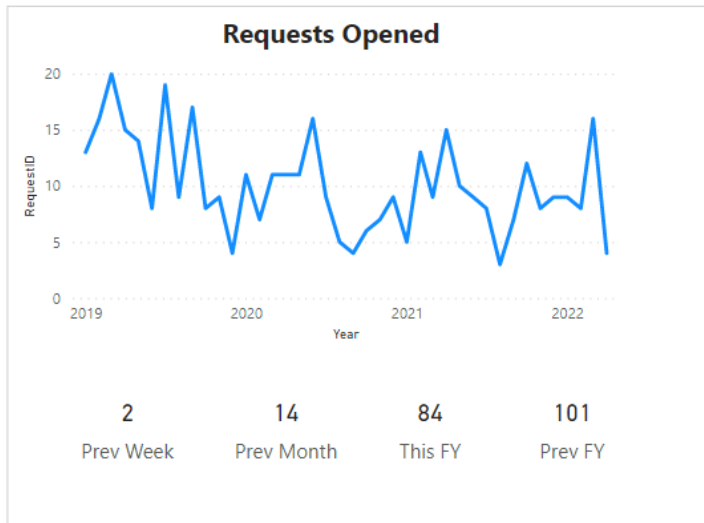
Implementation and review of effectiveness of key policies from previous financial year

A review of the effectiveness of Council’s key policies from the previous financial year will be undertaken by June 2022.

Reports on progress against Councillor Requests

There are currently 30 open Councillor Requests, with 10 requests closed off last month and a total of 84 requests raised this financial year.

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





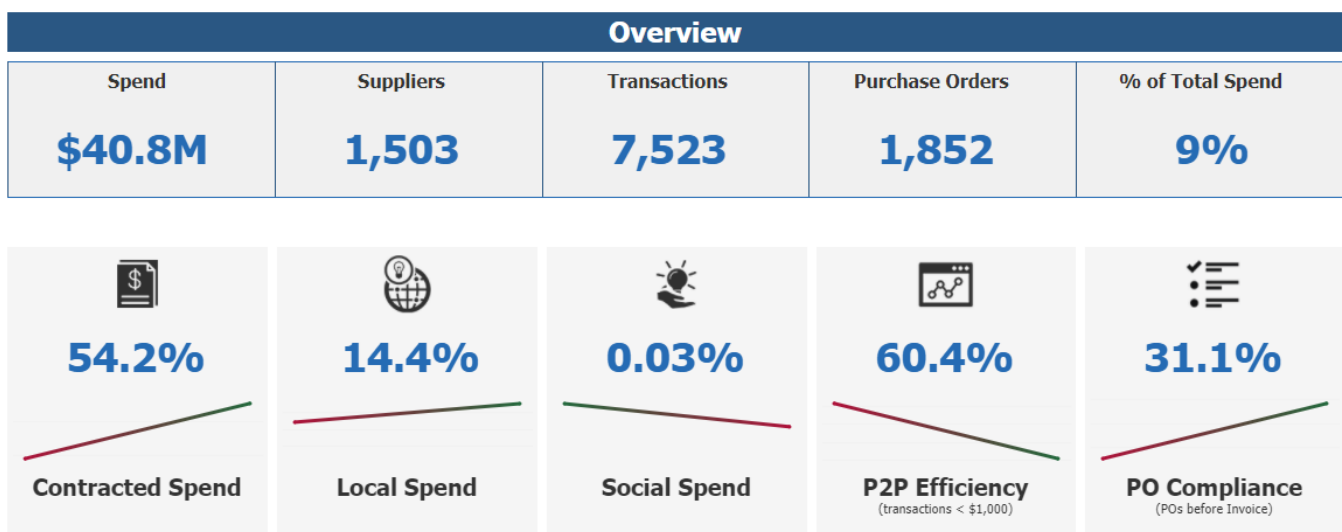
Procurement update

Council has subscribed 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.

Since the beginning of this financial year, Council has increased its spend with local suppliers from 13.7% to 14.9%. This equates to approximately \$14M local spend per annum.



Refined procurement processes have also resulted in improved trends for Expenditure under Contract, Procurement Efficiency, and PO compliance, as demonstrated in the LEAP dashboard reporting below.



A review of Council’s IT agreements has commenced, and officers have been able to negotiate discounted rates by entering into longer term arrangements. Savings achieved this quarter are as follow:

- Consulting Services – approx. \$170K over 3 years
- Three separate Licensing Agreement – approx. \$60k (\$38K over 3 years, \$16K over 3 years and \$6K over 5 years)

Officers also report through Council on savings relating to COVID and the recovery grants program. Savings noted in the report presented to Council at its meeting on Monday 4 April 2022 highlighted a return of \$577,377 of funds to be part of the strategic asset reserve to be considered during the 2022/2023 Annual Budget process.

In March, officers took part in a Social Procurement Focus group conducted by Frankston Social Enterprise Hub, to discuss ways to grow wider awareness of social enterprises in the Frankston Mornington Peninsula region.

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

#### Contracts awarded under CEO Financial Delegation between 1 January 2022 and 31 March 2022

Contract	Award Date	Supplier	Contract Sum (ex GST)	Commencement Date	Completion Date
CN10719: Event Management System	6/03/2022	UNGERBOECK SYSTEMS INTERNATIONAL PTY LTD	528,534	1/02/2022	31/01/2025
CN10579 Primary Foodstuffs for Meals on Wheels	11/01/2022	Various Suppliers (Panel Arrangement)	Schedule of Rates	7/01/2022	6/01/2024
CN10589: Ballam Park Reserve - East AFL Sports Lighting	21/02/2022	Commlec Services	237,390	21/02/2022	12/06/2022
CN10628: Lady Emily Reserve Playground Redevelopment Construction Works	31/01/2022	Open Playscapes Pty Ltd	433,637	17/02/2022	23/05/2022
CN10635: FCC Smart Parking Trial	2/02/2022	Australian Parking and Revenue Control Pty Limited	411,794	1/03/2022	28/02/2025
CN10644 PA: Library System Upgrade Program	27/01/2022	FE Technologies Pty Ltd	472,970	6/01/2022	5/01/2027
CN10653: FCC Transparency Hub	6/03/2022	Peclet Technology	348,150	1/04/2022	31/03/2025
CN10679: Provision of Valuation Services	11/01/2022	Patel Dore Valuers	260,000	1/07/2021	30/06/2023

Contract	Award Date	Supplier	Contract Sum (ex GST)	Commencement Date	Completion Date
CQ10677: Rapid Antigen Tests	6/01/2022	CHM Corporate Health Management	71,575	6/01/2022	5/04/2022
CQ10678: Rapid Antigen Tests	6/01/2022	MD Solutions Australasia Pty Ltd	22,727	6/01/2022	5/04/2022
CQ10683: Suppliers of Catering Equipment, Provided Goods and Services	14/01/2022	Various Suppliers (Panel Arrangement)	Schedule of Rates	14/01/2022	13/01/2023
CQ10734: IF Campaign to Plural Agency	10/03/2022	PLURAL AGENCY	75,455	11/03/2022	10/09/2022

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

#### **Contracts granted exemption from Procurement Process between 1 January 2022 and 31 March 2022**

Contract	Award Date	Supplier	Contract Sum (ex GST)	Commencement Date	Completion Date
E10681: Flood Modelling Update - Frankston South	13/01/2022	ENGENY	90,000	13/01/2022	12/07/2022
E10689: LGPro Mastering Management Course	28/01/2022	LG PROFESSIONALS AUSTRALIA	9,091	28/01/2022	27/04/2022
E10690: LiveChat Software	28/01/2022	PowerFront PTY LTD	23,981	28/01/2022	27/06/2022
E10713: Annual Audit 2021	28/02/2022	Victorian Auditor-Generals Office	79,091	1/07/2020	31/07/2020

## KEY PROJECT UPDATES

The 2021/22 Capital Works Program is currently progressing well to deliver a significant annual program and to achieve its set targets, which will provide vital services and infrastructure needs to the community. As at 31 March 2022, the actual expenditure is \$28.303M and commitments are \$57.136M against the adjusted Capital Works Budget of \$73.977M.

The current capital works commitments are inclusive of \$22.754M in multi-year commitments for projects continuing into 2022/23.

The current 2021/22 actuals and commitments equate to 85% delivery of the Annual Capital Works Program is underway.

Key project updates below:-

- **Lloyd Park Pavilion:**

The construction contract has been awarded and demolition works have commenced. The project is anticipated to take approximately 12 months and is likely to be completed by March 2023.

- **Jubilee Park Stadium:**

Construction works commenced in November 2021 and works continue to progress well following an early commencement in January 2022. The eastern car park is fully asphalted and line marked ready for use, and the stadium excavation is fully completed. Works are progressing well on the stadium change rooms and amenities area with all services installed and the floor slab poured. The overall project is expected to be completed by March 2023.

- **Ballam Park Improvement works:**

The proposed works in the vicinity of southern entrance of Ballam Park includes an upgrade of the existing play space, nature play, water play and public amenities including park furniture, BBQ's, shelters, drinking fountains and landscaping. Tenders for the works were considered by Council at its February 2022 meeting and decision was made to award the works to Red Centre Nominees Pty Ltd for \$2,253,090 GST exclusive. Detailed design works are now underway with construction works expected to commence around July 2022 for completion by December 2022.

Additionally, Council has also been successful in securing \$1.3 million funding via round 2 of CILS for the proposed Ballam Park Integrated Water Treatment improvement works (northern precinct). The proposal includes construction of a new integrated water treatment feature incorporating new rain gardens, shade, seating, footbridge, LED lighting, path connections, landscaping and a pond. Engagement of suitable consultant for design works is now underway with construction works expected to be completed by June 2023.

## KEY MEETINGS AND ACTIVITIES

During this quarter (January - March 2022), the CEO attended meetings either via video-conferencing or face to face. Noting the CEO was on annual leave during the start of January 2022 (returning on 20 January 2022), during this period Kim Jaensch was acting CEO.

The CEO hosted with Mayor Conroy, Council's annual Citizen of the Year Awards and Citizenship Ceremony on Australia Day. The event enables Council to announce its four categories of Citizen of the Year and this year the following were awarded;

- Citizen of the Year – Trudy Poole;
- Young Citizen of the Year – Bethany Yeuong;
- Senior Citizen of the Year – Erminio (Minio) Rossetto;
- Special Community Award for service to the community during the pandemic – Peninsula Health Frontline workers.

The CEO participated in an unveiling of a new memorial sculpture commissioned in honour of late Frankston student Natalie Russell in mid-February 2022. Held at Nat's track which runs behind Monterey Secondary College in Frankston. The sculpture is part of the upgrades package for the track. The memorial bronze sculpture was created and installed in consultation with Natalie's family. It features a school bag adorned with a local flower – 17 everlasting daises to celebrate Natalie's 17 years of life.

The CEO hosted the International Women's Day campaign event on Thursday 3 March 2022 with over 100 staff attending (on-line). The Executive Management Team participated in the event providing first-hand experience on their journey for equal opportunities. The CEO also attended the Gender equality in Sports event with guest speaker 'Change Our Game' Ambassador and former AFLW and pro-netballer Sharni Norder which showcased Council's new 'Sporting Club Self-Assessment Tool' which will assist local clubs in becoming more gender inclusive.

***Listed below is a snapshot of the meetings attended by the CEO during January to March 2022:***

- Weekly meetings with the Mayor covering topics such as Advocacy, Communications, Developers matters and Economic Development;
- Participation in various meetings managed through the Mayor and CEO session format (total 5 for this quarter) including Rotary Clubs, School Council representatives and general ratepayer issues;
- Meetings with Councillors to discuss specific topics;
- Participation in all four Directorate Excellence Awards held in late March 2022;
- Participation in the Council's Audit and Risk Committee meeting;
- Meetings with newly elected Independent members of the Audit and Risk Committee and newly elected Chair;
- Participation in the interviews for the Frankston Arts Advisory Committee members;
- Participation in the Frankston Revitalisation Board meeting;
- MC role at the Australia Day – Citizenship Ceremony and Citizen of the Year Awards;
- MC role at the Citizenship Ceremony in March 2022;
- MC role at the opening of the Nat's Track sculpture pieces;
- MC role at the official opening of the Nganga Centre;
- MC role at the launch of the South Side Festival official program event;
- Participation at the Seaford Wetlands rejuvenation launch event;
- Participation in the Frankston City's Sport and Recreation – International Women's Day event;
- Participation in the Nepean Hwy Outdoor dining event;
- Participation in the opening of the PGA Australia of the Golf Learning Hub;

- Attendance at the Peninsula Health AGM;
- Attendance at the roundtable (virtual) MAV Rules review;
- Attendance at the official opening of the Danny Frawley Centre in Moorabbin;
- Participation in the funding announcement at the Frankston Basketball Stadium;
- Participation in various Local Government CEOs COVID-19-19 briefings;
- Participation in various Joint State/Local Government CEO's forum to discuss COVID-19-19 matters including DJPR and MAV;
- Meeting with Ryan Smith (Victorian Shadow Minister for Planning and Heritage, Housing and Suburban Recovery);
- Participation in various Senior Leadership Program sessions;
- Participation in the Frankston Cemetery Trust meeting and on-site visit with Councillors;
- Participation in the Destination Frankston Working group;
- In the Spotlight session with Angela Hughes Director Communities;
- Attendance at various Greater South East Melbourne Group meetings involving CEOs;
- Participation in the Southern Metropolitan Regional Partnership meeting;
- Participation in the Bayside Peninsula Early Years Compact Term 1 meeting;
- Participation in the Local Government forum – the circular economy act and Recycling Victoria meeting;
- Meeting with Mayor and CEO from Kingston City Council;
- Meeting with Director McClelland Gallery + Sculpture Park including holding one of Council's briefing nights at the venue;
- Meeting with Chisholm Institute (TAFE) CEO/Managing Director;
- Meeting with Monash University representatives;
- Meeting with Peninsula Health representatives;
- Meeting with Homes Victoria CEO on Local Government matters;
- Meeting with Frankston Football Club Representatives and Board Members;
- Participation in a number of meetings with fellow CEO's regarding South-East Melbourne Advanced Waste Processing (SEMAWP);
- On-site meeting regarding Barretts Road matters;
- On-site visit in the City Centre to review elements of the Structure Plan and Street Art;
- Meeting with Peninsula Leisure Representatives;
- Participation at various Jubilee Park Indoor Stadium – Project Advisory Group meetings;

## **ADVOCACY**

### Greater South East Melbourne Group (GSEM) and City Deal

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.

Plans are underway for a GSEM Federal Election launch in early April 2022. The event is open to community leaders and business leaders from across the south-east Melbourne along with MPs and candidates. The focus will be on providing background on key projects for the group including:



- Creating well paid and secure jobs closer to home.
- Connect people of all ages to the skills and training needed by industry.
- Enhance local liveability by creating great places for everyone.
- Protect our nature resources for future generations.

The GSEM Board along with the Region's Arts & Culture Managers are commissioning a Creative Industries and Tourism Strategy for the region.

The strategy will focus on the advocacy and recovery of the creative industries, tourism and events sectors. The proposal will focus on cultural infrastructure, wellbeing of communities and position Greater South East Melbourne as a destination for visitors and locals to explore. We are proposing that the Frankston Art Trail is a key initiative that falls under this strategy. The project is at the Request for Quote stage.

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

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

- Liberal Candidate for Dunkley, Sharn Coombes to discuss local projects and the 2022 federal election.
- Liberal Candidate for Hastings, Briony Hutton to discuss local projects and the 2022 state election.
- Ryan Smith, State Shadow Minister for Planning and Heritage, Housing and Suburban Recovery to discuss local projects and the 2022 state election.
- Paul Edbrooke MP, State Member for Frankston to discuss local projects.
- Sport and Recreation Victoria to discuss Frankston Basketball and Gymnastics Stadium and the Pines Forest Aquatic Centre projects.
- Basketball Victoria to discuss the Frankston Basketball and Gymnastics Stadium project.
- Minister for Energy, Environment and Climate Change the Hon Lily D'Ambrosio MP to discuss advocacy projects Sandfield Reserve Precinct Revitalisation and Solar and Electrification Feasibility Study.
- Minister for Community Sport the Hon Ros Spence MP to discuss advocacy projects Frankston Basketball and Gymnastics Stadium and the Pines Forest Aquatic Centre.
- Peninsula Health to discuss Councils vision for the future of Frankston City and how Peninsula Health can support this vision.

A number of Ministerial visits to Frankston City have also occurred, including:

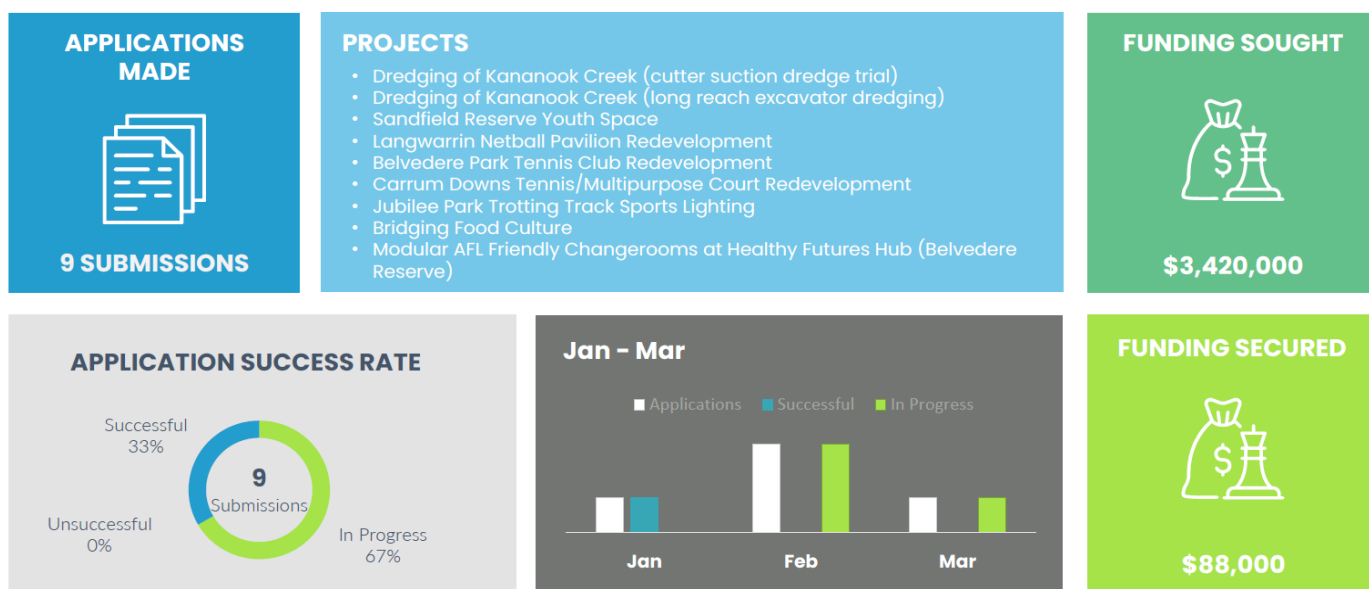
- Hon Ingrid Stitt, State Minister for Early Childhood to visit Belvedere Kindergarten (Council invited).
- Hon Greg Hunt MP, Minister for Health visit to Peninsula Health to officially open the National Centre for Healthy Ageing (the Ngarnga Centre, Council invited).
- Senator the Hon Marise Payne, Minister for Women hosting a roundtable event at McClelland Gallery for International Women's Day (Council invited).
- Hon Alex Hawke MP, Minister for Multicultural Affairs to visit Shri Shiva Vishnu Temple in Carrum Downs to celebrate Holi.

- Jim Chalmers MP, Federal Shadow Treasurer to Frankston Basketball Stadium to announce \$15 million commitment if elected toward Council's proposed Frankston Basketball and Gymnastics Stadium project.
- Hon Stuart Robert MP, Minister for Employment, Workforce, Skills, Small and Family Business to the Building Connections Career and Development Expo at Frankston Park.
- Hon Ingrid Stitt, State Minister for Early Childhood to visit Aldercourt Kindergarten (Council invited).

## Grant Tracking Report

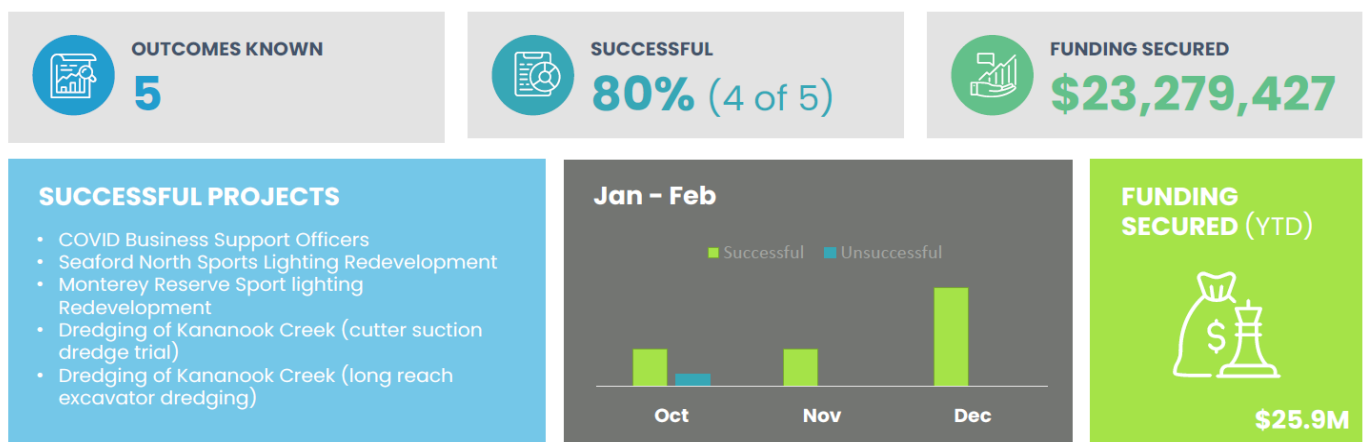
# Applications Made

January – March 2022 (quarter three)



# OUTCOMES KNOWN

January – March 2022 (quarter three)



Please note: Projects identified in the outcomes known section includes the outcomes highlighted in the 'applications made section' along with applications made in other months across the calendar year.

### Frankston Revitalisation Board

A Frankston Revitalisation Board meeting was held on 14 February 2022 with both the Mayor, Cr Nathan Conroy and CEO, Mr Phil Cantillon attending along with Angela Hughes, Director Communities. The next meeting is scheduled for 27 April 2022.

Mr Phil Cantillon, CEO holds a position on the board as a representative of Frankston City Council. Meetings are chaired by the Member for Frankston, Mr Paul Edbrooke MP and various organisations across our municipality along with State Government officials participate in on the Board. The board is responsible for implementing the revitalisation strategy (vision for Frankston) along with reviewing key action plans and strategies for the Frankston Town Centre including car parking reviews, updates on responding to alcohol and other drugs in Frankston and the Mornington Peninsula program.

### Frankston Early Parenting Centre (EPC) Board

The Frankston Early Parenting Centre Board meeting which was due to be held in late last year (August 2021) however due to a number of factors has not been rescheduled. 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

Expressions of Interest have been evaluated to deliver the smart parking trial in Frankston Metropolitan Activity Centre incorporating Playne St, lower Young St, Wells St and Thompson St. Final details regarding the project are being determined prior to starting implementation of the trial. Sensors are to be installed and live signage advising visitors of the location of available parking within the trial area. Key stakeholders will continue to be consulted in the development, delivery and evaluation of the trial.

### Homelessness update

The Strategic Homelessness Alliance and Frankston Zero have both met (separately) this quarter. These groups are supported by Council, through in-kind means, with the Director Communities Chair of the Alliance.

There has been a change of staff amongst some agencies participating and partnering in these group. This has led to some good conversation, understanding and calibrating of key deliverables amongst the groups.

With regard to social and affordable housing, the team met with the Department of Fairness, Families and Housing and Homes Victoria in March 2022 to understand what is happening in the municipality, and what grant opportunities are expected to be available in future, under the State Government's "Big Housing Build" program. Officers have discussed such opportunities with stakeholder Launch Housing. While there has been a focus in the past on the former Level Crossing Removal Authority (LXRA) depot site in Overton Road, Frankston as a potential site for the construction of affordable and social housing, officers are considering alternate sites that Council owns that may be suitable for social and/or affordable housing.

This is adding to the work contained in the “Draft Affordable Housing Discussion paper” which came to a Councillor Briefing in Quarter 2 of 2021/22.

On 31 March 2022, Council hosted a Frankston Zero Forum. Frankston Zero seeks to reduce homelessness in the area to a ‘functional zero.’ The forum was held in person and attended by about 40 Council staff across a range of teams including Operations, Libraries, Family Health and Support Services. It was MC-ed by Launch Housing and included a discussion with a person with previous lived experience of sleeping rough in Seaford.

### **AUDIT AND RISK**

#### **Audit and Risk Committee update**

In accordance with the Audit and Risk Charter, an expression of interest process was conducted to replace outgoing Chairperson, Mr Neil Greenaway. The successful applicant, Ms Lisa Tripodi was endorsed by Council at its meeting held on 21 February 2022.

Ms Tripodi chaired her first Audit and Risk Committee meeting on 25 February 2022 and at this meeting, the Committee also welcomed a new independent member Ms Trudy Ararat following an extensive recruitment process.

~

Thank you for taking the time to read this report.



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# Accountability and Transparency Reform

April 2022 – Quarterly Update

*opportunity » growth » lifestyle*



 On track    
  Recoverable    
  Off track

Action	Responsible Officer	Progress Comments	Status
<p><b>Item 2:</b> That the CEO's Report is to be expected of all future CEOs of Frankston City Council.</p>	<p>Chief Executive Officer</p>	<p>This report has been presented quarterly since April 2020 and since 2021, has been tabled in Open Council with two attachments, a public version and a confidential version recommended not to be released to the public.</p>	
<p><b>Item 3:</b> The CEO is to review existing consultancy usage and report back to Council on any identified 'knowledge deficits' within the organisation (areas requiring staff training, additional staff) based on consultancy expenditure.</p>	<p>Chief Executive Officer</p>	<p>This information is now incorporated under a separate heading within each CEO's Quarterly Report.</p>	
<p><b>Item 5:</b> Where Councillors fail to attend less than 50% of briefings in a quarterly period, a report is to be provided to Council with an explanation as to why such Councillors are not attending said briefings.</p>	<p>Manager Governance and Information</p>	<p>Councillors have attended more than 50% of Briefings for the period January to March 2022. Councillor Briefing attendance is reported publicly via the CEO's Quarterly Report to Council, quarterly on Council's website alongside Councillor attendance at Council Meetings and in Council's Annual Report. There is no requirement under the LGA to report Councillor Briefing attendance.</p>	



 On track    
  Recoverable    
  Off track

**Item 6:**  
That all advisory committees be required to report before Council once per year, at a briefing, to advise Council of their activities.

Manager Governance and Information

Council recently resolved not to report Committee minutes at Council Meetings due to the complexity of confidential provisions under the LGA 2020. Instead Committee minutes are to be provided to Councillors internally via the Councillor Portal. Councillors, as delegates on advisory committees, may still report to Council under Delegates Reports agenda item.



**Item 8:**  
Where the CEO and/or EMT serve on any external committees outside of Frankston City Council (but in relation to Frankston City Council duties), he/she is to provide a report to Council. This can be done in the form of the quarterly report to Council.

Manager Governance and Information

Council resolved at its meeting on 20 September 2021 that reporting is no longer required for this item.

No longer applicable

**Item 10:**  
That online databases (accessible by the public) be created for the following:  
a) Council submissions to State and Federal governments;  
b) Funding council has applied or to State and Federal governments.

Manager Governance and Information

Submissions for funding that Council has applied for to State and Federal Governments is on Council's website under Advocacy - Budget and Grant Submissions and has been available since February 2020.



 On track    
  Recoverable    
  Off track

**Item 11:**  
Officers are to provide written reports to Council, as Councillors do, for interstate and international trips advising of findings.

Manager Governance and Information

Interstate and international travel is reported via the CEO's Quarterly Report since January 2020. COVID lock down restrictions since July 2021 prevented any interstate travel until December 2021. There has not been any reported travel since then.



**Item 12:**  
External advocacy bodies (i.e. MAV, Anti-Gambling Alliance), where Council provides an annual contribution, must provide a written report to Council on the external organisation's activities in the past twelve months. These reports are then clustered and presented to Council.

Manager Governance and Information

Some of the external advocacy bodies have reported annually to Council, including MAV and the NGA over the last 12 months. There are some challenges with requiring external bodies to present to Council due to it not being a requirement for them to do so. This item may be reviewed to determine alternatives going forward.



**Item 15:**  
That a lobbyist/developers register be created for officers and Councillors to declare when they have met with lobbyists and/or developers. Furthermore the terms 'lobbyist' and 'developer' be properly defined so Councillors and staff are not vague on the terms.

Manager Governance and Information

The Lobbyist and Developer Register is updated when interactions occur to ensure it is maintained with the current state. It is shared with Councillors via the Councillor Portal.



 On track    
  Recoverable    
  Off track

**Item 16:**  
Per the 'Diageo' approach, the Annual Report is to record all Councillor and EMT Code of Conduct breaches for that given year.

Manager Governance and Information

Any potential breaches by CEO or Councillor are reported as confidential information via the CEO's quarterly report to Council and subsequently the Audit and Risk Committee. The only exception are decisions made by IBAC or VCAT which are made publicly available on their respective websites.



**Item 17:**  
That a database, similar to the one in operation at the City of Rochester, New York (United States), to allow the wider public to peruse Freedom of Information outcomes (or the alternative proposition proposed in .58) online ('Reading Room') be adopted at Frankston City Council.

Manager Governance and Information

An FOI Summary was provided to Council at its meeting on 15 February 2021 and was well received, with over 70% of requests being processed outside of the FOI statutory timeframes. The next summary is scheduled for May 2022.



**Item 18:**  
A process, similar to City of Redlands, where Councillor complaints (against Code of Conduct, Meeting Local Law, Staff Interaction Policy, Media Policy, Act etc.) are recorded on the website.

Manager Governance and Information

Councillor complaints are reported via the CEO's Quarterly 'confidential' report to Council and the Audit and Risk Committee.



**Item 19:**  
City of Gold Coast: A process, similar to the Gold Coast, where Councillor interests and conflicts of interest (for briefings, meetings etc.) are recorded on the website.

Manager Governance and Information

A Conflict of Interest Policy was adopted by Council at its meeting on 14 December 2020. A register of Councillor declared conflicts of interests is available on Council's website and an Officer conflict of interests register is maintained and available for public inspection upon request.



 On track    
  Recoverable    
  Off track

**Item 20:**  
 Better disclosure of remuneration arrangements for senior officers Example Melbourne City Council does this in their annual report.

Manager Governance and Information

A review of the contents of Council's Annual Report remuneration arrangements for senior officers was compared with City of Melbourne's Annual Report and the content is the same due to the LGPRF prescribed requirements. The Annual Report is available on Council's website.



**Item 24:**  
 That a quarterly briefing be provided to Councillors on the greatest organisational risks that require attention (strategic and organisationally)

Manager Procurement, Property and Risk

In the last quarter of 2020/2021, Councillors were provided with risk management training and briefed on the development of Council's newly developed risk appetite statement. Following works facilitated by Council's internal auditor HLB Mann Judd, the strategic risk environment was reviewed to align with the Council Plan 2021-2025. Councillors were briefed on the 14 strategic risks and the overall risk profile in August. This was tabled with the Audit and Risk Committee at its meeting in September. A six monthly report will be tabled with the Audit and Risk Committee at the February meeting. The organisational risk environment is currently being reviewed as part of the development of the service plans and are nearing completion but will still require a review by the Coordinator Risk Management. A new initiative has also been implemented that requires management to now report quarterly on emerging issues, potential risks and known incidents.



 On track    
  Recoverable    
  Off track

**Item 25:**

In light of the Frankston Football Club insolvency, the CEO is to demand that community sporting groups produce annual documentation to determine the fiscal health of said club. This information will then be presented to Councillors, at a briefing, in the form of a 'solvency scale' per sporting club. This information may be helpful insofar determining whether to renew leases and the Council playing a role in rallying the community to assist clubs that may be severely struggling.

Manager Procurement, Property and Risk

All seasonal tenancy agreements are now subject to financial analysis to ensure that the tenant is able to meet the obligations contained in their tenancy agreement. These are managed by officers in the Recreation team in Community Strengthening. The Seasonal Tenancy Application requires Clubs to submit Financial Statements including, Profit and loss, balance sheet, a current bank statement and latest annual Report. These agreements are reviewed annually and changes are made to improve operational efficiencies where required.

Templates for Leases and Licences are being reviewed as part of the Property Strategy Implementation Plan. All new lessees will be required to submit copies of their financial statements as part of the assessment process.



**Item 26:**

Availability of a Frankston City Council Lease Register (including terms) to the public upon request.

Manager Procurement, Property and Risk

The updated Lease Register has been uploaded to Council's website, and a copy provided to Governance.





On track



Recoverable



Off track

**Item 27:**  
Availability of a Frankston City Council Service Contracts Register (for contracts over \$999,000) to the public upon request.

Manager Procurement, Property and Risk

Awarded Contracts are published on Council's websites each quarter:  
<https://www.frankston.vic.gov.au/Your-Council/Tenders/Awarded-Contracts?BestBetMatch=tenders|3053c5c8-d153-4d62-8f0d-80ff902fec8a|f3f57f57-1c36-4da8-a9b2-5699818bb21b|en-AU>



**Item 28:**  
As is practiced by the City of Gardner in Massachusetts (United States), upon a certain period, tender outcomes (including tender bids) on goods and services are made available online to the public.

Manager Financial and Corporate Planning

See above - items 27 and 28 merged on RelianSys under approval of DCCS on 6 January 2022

Reporting no longer required

**Item 31:**  
That a report be provided to Councillors annually on the number of public complaints received and which departments they are emanating from. The report should also be comparative and juxtapose results from previous years

Manager Community Relations

Annual reports includes all commentary



**Item 32:**  
That an end of year media report be made available on Councils website Example: Melbourne City Council comprehensive media report for the 2015-16 year.

Manager Community Relations

Annual reports includes all commentary



 On track    
  Recoverable    
  Off track

**Item 37:**  
 As is practiced by the City of Gardner in Massachusetts (United States), quarterly figures are made available online to the public regarding departmental spending on goods and services (Open Check database).

Manager Financial and Corporate Planning

The Quarter One (July-September 2021) Financial Performance Report was presented to and noted by Council in November 2021. The report is available on Council website.



**Item 38:**  
 Calling for more transparency in audit committee process Example: Melbourne City Council provides up to 4 years of performance reports.

Manager Financial and Corporate Planning

Currently the Chairperson of the Audit and Risk Committee provides a biannual audit and risk report to Council. The last report was presented to the 31 January 2022 Council meeting.



**Item 39:**  
 That every term a ‘transparency review’ is to occur of the FCC 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.

Manager Business Transformation

Migration of website completed. Redesign of content underway. An additional project aimed at addressing transparency concerns is also underway due for stage one completion by 30/06/2022. This is will assist in completing this obligation.





 On track    
  Recoverable    
  Off track

**Item 41:**  
 That all reports to Council which relate to funding for major projects must include 'probability' costs which anticipate additional costs beyond the line-item amount being considered (i.e. Frankston Yacht Club).

Director Infrastructure and Operations

Not yet assessed



**Item 42:**  
 Greater quarterly disclosure of developer contributions as they are made, e.g. Melbourne City Council releases a quarterly report on developer contributions.

Manager Statutory Planning

Information was included in the CEO's quarterly report.

