

Public - Chief Executive Officer's Quarterly Report

Period reporting – April to June 2024 (public version)



Lifestyle Capital of Victoria

I am pleased to present the Chief Executive Officer's Quarterly Report for the period ending 30 June 2024 (public version).

The information within this public document represents the period in time from April to June 2024 inclusive providing transparency and a more comprehensive overview 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.

I also wish to highlight in my report, the sad passing of a staff member at Council recently being John Ashute, Team Leader of Network and Cyber Security. Council staff recently fundraised for the Cancer Council in honour of John and all staff who have been affected by Cancer.

Thank you to the Mayor, 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

The CEO distributes an all-staff email every Monday 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.

EMT Panel Q&A sessions

Council's Executive Management Team (EMT) made up of the CEO and four Directors hosted their first EMT Panel Q&A session for 2024 on Tuesday 30 April 2024 at the Frankston Arts Centre, Theatre. Over 170 staff attended in person with over 80 staff also participating online via teams.

The theme for the event was *'Fit for the Future – efficiencies in Council'* with EMT presenting on the topic followed by a Q&A session managed through the Slido platform.

Work Ready Program

The Work Ready Program supports those in the Frankston municipality in gaining the skills and experience they need to have rewarding careers. The program, now in its fifth year, supports a work experience program for year nine and year ten students, practical student work placements, apprenticeships and traineeships and school-based apprenticeships.

In June 2024, the Work Ready Program underwent a formal review with the focus on effectiveness, improvement opportunities, current challenges and future view of the program. The review was conducted by the Manager, People and Culture in conjunction with officers from the Culture and Capability unit. The review was actioned between October 2023 and May 2024 with Council endorsing the report and its recommendations at the 3 June Council meeting.

The program continues to focus on assisting those who live in the municipality, are living with a disability, are experiencing long-term unemployment and/or identify as Aboriginal or Torres Strait Islander.

This quarter the Work Ready Program has supported 3 traineeships, 1 apprenticeship and 28 work-experience and work placements across various departments and functions of Council.

Leadership Development

Future Ready Leaders Kick Start Program progressed this quarter with officers undertaking sessions on Leading Change, Thinking Strategically and Executing Operational Plans. Officers heard from Council leaders on topics such as Good Governance, OHS Responsibilities, Fundamentals of Budgeting and Contract & Procurement practices. Officers are currently preparing their Future Ready Project Pitches that will see them present to EMT a possible improvement, efficiency or change idea.

In June, Managers and Coordinators came together for the first Manager and Coordinator forum of the year. With over 80 staff in attendance, it was a great opportunity for leaders to network and hear about what's happening across Council. Topics included: Transitioning to a new Council in 2024, Community Vision and Council Plan Actions, and Council's strategic approach to being 'Fit for Future'.

'Your Voice, Your Workplace' Staff Engagement Survey 2024

Council's 2024 'Your Voice, Your Workplace' Staff Engagement Survey was held in late May 2024 managed by the Culture and Capability Team. This year's survey focused on understanding the employee's thoughts on: our workplace values, physical and psychosocial safety at work, inclusion and gender equality as well as our focus for the future. It is anticipated results will be made available to EMT, Manager and Staff in July 2024.

ORGANISATIONAL HIGHLIGHTS

External Awards and Recognition

The \$5.6 million Healthy Futures Hub (HFH) was a finalist in the Parks and Leisure Regional Awards under the Community Facility of the Year category. Unfortunately, it did not win however the HFH is certainly a winner with our Community.

Council's Maternal and Child Health team were awarded the 2024 LGPRO Award in the category of First Nations Community Partnership initiative. This award was for the development of the Balit Booboop Narrkwarren (BBN) which is the Aboriginal iteration of Baby Makes 3 (BM3), a gender equality and family violence prevention program.

Internal Awards

The second Directorate Excellence Awards for 2024 was held on 5th June 2024 at the Frankston Arts Centre with the four Directorates announcing the winners selected from nominations by staff peers. A CEO welcome and introduction video was played at the four sessions. The winners from the November 2023 and the June 2024 Directorate awards will be assessed by a panel of peers with the overall winner for each of the award categories announced during the 30 July 2024 event. The next Directorate Awards will be held on 15th October 2024 (bi-annually).

Corporate donations and fundraising

At Frankston City Council, 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. Council staff held a morning tea event on 23 May 2024 donating over \$950 to the Cancer Council.

BUSINESS TRANSFORMATION

Council's Websites

While page views across the corporate website remained similar to Q4 2023, there have been significant positive shifts in user engagement across the most popular sections. These improvements can be attributed to the digitisation of services via ePathway/Pathway, particularly in the following areas:

- **Waste and Recycling and Bin Collections:** These sections saw an increase in page views and engagement due to a restructure that accommodates multiple new online service forms for managing customer bins.
- **Infringement Payments:** This section now features online forms for each infringement type and underwent a similar restructure, resulting in a significant uptick in engagement and an excellent bounce rate.

The increases in engagement indicate better user interaction with pages and content effectiveness, a direct result of the 2022 Website Redevelopment and Content Rewrite.

Additionally, a more refined search functionality was introduced to the corporate website in Q4, significantly improving the effectiveness of our site search. The user bounce rate (% of users who leave the site without interacting) on our search page dropped by 95%, indicating that users are engaging more and leaving less frequently. The reduced bounce rate across several of the sites most popular sections suggests that changes to structure and content are positively affecting our customers' ability to find and interact with Council services and information.



Corporate Website April - June 2024

Overall website data compared to Q4 2023

Pageviews
576,000
Little to no change

Users
200,000
5% decrease

Bounce Rate
44%
Stabilised bounce rate

Engagement rate
55%
Stabilised engagement rate

ePathway clicks
23,000
5% decrease

ePwy Cust. Requests
3988
86% decrease

Most popular website section data compared to Q4 2023

Page Path	Views	% Change	Users	% Change	Bounce Rate	% Change	Engagement Rate	% Change
Waste and Recycling	142,362	▲ 16.34%	57,261	▲ 16.64%	38.25%	▼ 11.94%	61.75%	▲ 9.17%
Careers and volunteering	84,747	▲ 8.64%	33,650	▲ 12.31%	35.22%	▼ 38.54%	64.78%	▲ 51.73%
Bin Collections	28,252	▲ 135.24%	16,399	▲ 110.73%	44.74%	▼ 32.37%	55.26%	▲ 63.25%
Content Search	26,452	▼ 8.36%	13,793	▼ 1.68%	4.66%	▼ 95.25%	95.34%	▲ 4843.75%
Planning	20,846	▼ 14.55%	8,702	▼ 1.48%	35.32%	▼ 41.56%	64.68%	▲ 63.52%
Rates	19,340	▼ 1.42%	8,277	No change	27.35%	▼ 61.03%	72.65%	▲ 143.71%
Infringement Payments	6,786	▼ 8.74%	3,331	▲ 31.66%	24.35%	▼ 69.84%	75.65%	▲ 292.83%
Make an online payment	6,328	▼ 18.24%	4,748	▲ 3.33%	15.59%	▼ 80.32%	84.41%	▲ 306.10%

Transparency Hub updates

During the Quarter January - March 2024, seven new data sets were updated to the Transparency Hub. This includes i) Customer Complaints - Received and Closed, ii) Customer Assistance Queries, iii) Allocation of rates expenditure, iv) Energy and Water usage data, v) Rates vs Region, vi) Infringement, vii) Waste Charge Budget. Frankston City Council is one of the fastest among Victorian councils, to share data publicly.

The Lobbyist and Developer register is still under review due to the complex privacy and confidentiality issues that surround the release of this type of information in a public setting. Appropriate options are being reviewed to ensure legislative compliance.

Work is in progress to update 19 registers with last financial year end data. Preparation work is underway to migrate Transparency Hub to the Corporate Website. Target end date is March 2025. This is an extremely technically challenging project but will realise a cost savings of 60K annually. The work is done in a “Transform as we Perform” model which indicates there will be no downtime for the existing system. All current changes are being implemented in both existing and test systems.

Future Ready Frankston Efficiencies

In the last quarter, the Business and Digital team have continued to work towards the closure of the Future Ready Frankston program of works. These projects are supporting and enabling a significant shift in digital channel uptake. Overall, 66% of all applications are now lodged online providing a time saving for both the customer and the receiving officer. We have seen a 10% increase on digital lodgements based on previous year. A good baseline of transaction data has now been established, that we can continue to be built upon, to assess further impact and benefits realised.

Key digital projects for Q4;

- Swimming Pool Workflow Review and Enhancements;
- Trim and Pathway Integration – Building Services;
- GIA Application;
- Planning Integration;
- Referral Workflow process for Planning Applications;
- Subdivision Integration;
- Advertising Workflow for Planning Applications;
- Health Referral Workflow;
- Traffic Management Plan Assessment for Engineering;
- Planning Progress Register for Public to view application status.

The team have completed a high volume of digital transactions to help improve customer satisfaction and staff efficiency:

- Environmental Health - New application to register Health Business;
- Environmental Health - Notification of a Class 4 – Food Premises;
- Engineering Services - Building Over Easement;
- Engineering Services – Construction in a flood prone area ;
- Safer Communities – Footpath Trading Permit.

Public Art

- The Expression of Interest for the Mile Bridge Gateway sculpture closed with a number of submissions from quality applicants – five artists were shortlisted to further develop their artistic concepts.
- Scoping and consultation work is progressing well for the he Frankston Regional Arts Trail with a stakeholder session held at Cube 37 in April that attracted a number of participants including local businesses, artists, in addition to tertiary institutions and health representatives.

Frankston Major Events

- Mayor's Party in the Park wrapped up the Event season with approximately 3,500 visitors attending the event. The Festivals & Major Events team also supported The Block Party and South Side Festival's Neon Fields, demonstrating broader team collaboration and a positive outcome in finding efficiencies.
- Post event survey data analysis was undertaken post the events season, providing key insights that will help guide direction and strategic planning for the future.

Destination Events and Tourism including Discover Frankston

- Tourism led a significant part of the transition from Discover Frankston to the new City Positioning brand Imagine Frankston, including migration of the website and development of roles and responsibilities and the action plan for the new City Positioning taskforce.
- The Destination Event Attraction Program opened applications for the 2024-2025 season, with more than double the applicants from 23/24 (28 up from 13). 4 events were endorsed from those including 2 major and 2 minor events, which aim to attract over 35,000 visitors in total. In addition to this, officers confirmed a partnership with Always Live (a State Government backed music program) to deliver an 'End of the Line' event in Frankston in November.
- June also saw delivery of the event 'Sound Cube' at Cube 37, which was 100% funded via a \$30,000 grant sponsorship from Music Victoria and Creative Victoria.

Frankston Arts Centre (FAC)

- This quarter, we introduced digital membership cards for 2025, a Gold Membership, the Hungry Hungry ordering app, a promoter dashboard for live sales, and a complimentary ticket portal, alongside enhanced EDM reminders. We successfully delivered the South Side Festival with over 35,000 attendees and hosted major performances, including the MSO and Jimmy Barnes. Our popular Dinner & Show series contributed to strong financial gains in hospitality. Additionally, we raised over \$3750 in our Annual Giving Campaign and secured funding for a Concert Grand Piano renewal.

Frankston City Libraries

- Frankston City Libraries have showcased commitment to diversity and inclusivity through events like the inaugural Human Library, as part of the South Side Festival. The community has continued to embrace the library spaces for studying, working and connecting, leading to increases in WIFI usage. The library collection loans, especially online resources like e-books and e-audio books, has experienced growth, and continues to be valued by the community. It is anticipated that for 2023/24 loans will reach nearly 1 million which will be the highest since 2015/16.

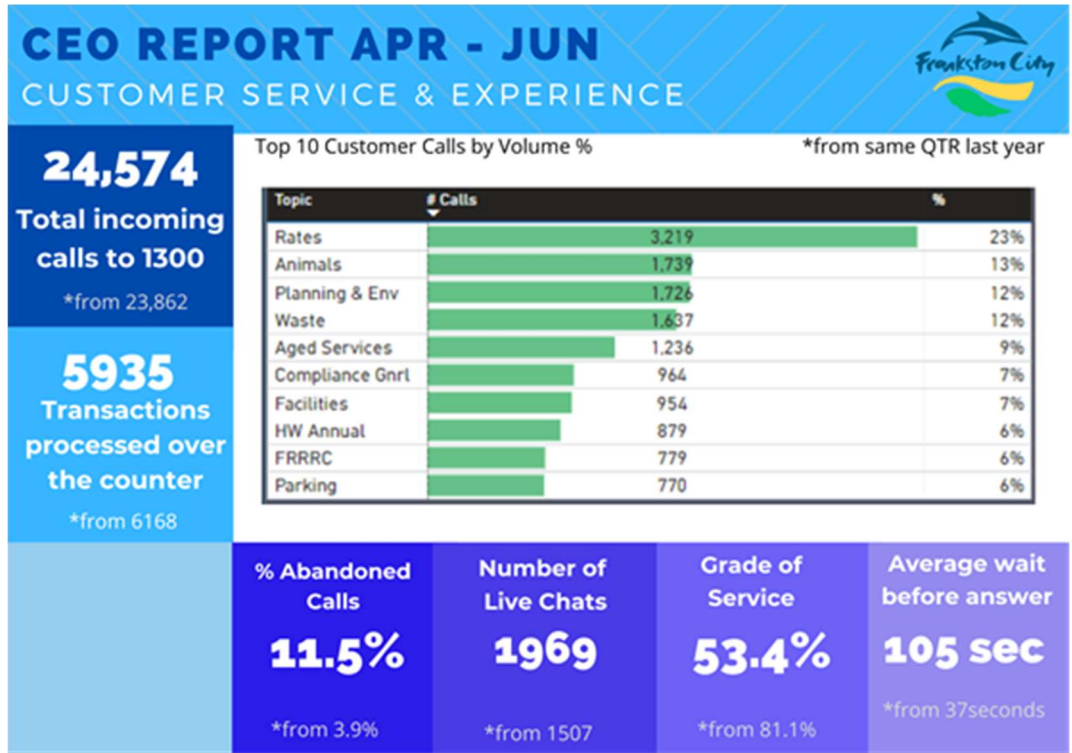
Council’s Corporate Customer Service Update

The Customer Service and Experience Team continues to prioritise sustainable continuous improvement initiatives with a focus on streamlining processes and utilising systems and technology to the full extent of their potential. Initiatives include trial adjustments to face-to-face customer service, and adjusting officer utilisation to ensure all channels are appropriately serviced in line with preferred contact methods and customer trends. Contacting council by phone is steady as the preferred contact method of customers and this is reflected in our resource allocation. Improvements made in the last quarter have had a direct impact on average wait times for the call centre with a 46 second improvement in wait times.



Measures	Monthly			Quarterly	
	APR	MAY	JUN	THIS QTR	LAST QTR
Average Wait Times	Phones: 1 min 28 sec Live Chat: 1 min 22 sec	Phones: 2 min 19 sec Live Chat: 1 min 19 sec	Phones: 1 min 22 sec Live Chat: 1 min 14 sec	Phones: 1 min 22 sec Live Chat: 1 min 18 sec	Phones: 2 min 31 sec Live Chat: 58 sec
Abandoned Calls	9.7% or 789	15.2% or 1446	8.7% or 601	11.5% or 2836	16.08% or 4216
Grade of Service	56.7%	42.8%	63.0%	53.4%	46.28%
Satisfaction Score	4.70	4.86	4.74	4.78	4.79

In the last quarter, 23% of calls were regarding Rates. This equates to almost double the next highest call reason being Animals (in line with Animal Registrations between April-June). This data is consistent with the same period last year, indicating this is a potential opportunity for continuous improvement to support the community around rates enquiries, how can we make it easier for our customers.



Requests logged

The number of requests logged by officers has remained relatively unmoved, while SnapSendSolve and ePathway (website) requests logged have significantly increased year on year. Overall, this shows we are seeing a higher volume of requests from our customers. This indicates that our digital channels are becoming more accessible, and that customer awareness of digital channels is increasing. In conjunction with this, the fact that the requests logged via Pathway (officer logged requests) has not changed signals that we are not seeing a channel shift from officer logged to self-service.

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CUSTOMER SERVICE & EXPERIENCE



3930
Snap Send Solve
Requests
*from 2925

8007
Pathway
Requests
*from 8140

3879
ePathway
Requests
*from 1654

Top Customer Request Types

Topic	Total #	Percent
Waste	2,545	21%
Parking	2,116	18%
Graffiti	1,398	12%
Rubbish	1,319	11%
Planning	955	8%
Compliance	821	7%
Animals	741	6%
Building Services	709	6%
Trees	668	6%
Customer Service	611	5%

Top 15 Request Topics: By Platform



Customer Experience

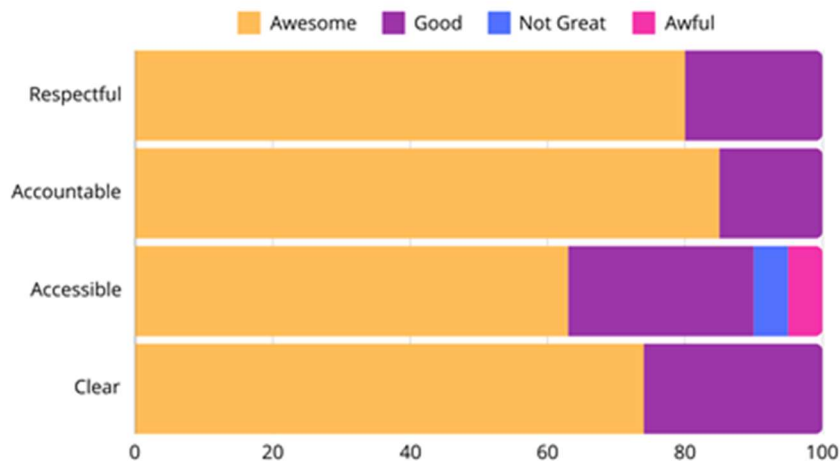
With the introduction of a survey platform at three locations (Civic Centre, Langwarrin Service Centre and Carrum Downs Library) the voice of customer program is beginning to take shape. This program is in its infancy, but the opportunity for our customers to provide “in the moment” feedback regarding their experience at our service centres has been well received to date. The platform became available early June and feedback has been received by 40 customers. The chosen Customer Experience measurement for this program is the FCC Customer Promise whereby we promise to be Accessible, Accountable, Clear and Respectful. The Overall Score for Customer Experience (out of 10) was 9.1.

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CUSTOMER SERVICE & EXPERIENCE- FEEDBACK



OUR SERVICE PROMISE



Customer Requests Update

When the community request information 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 more accurately gauge trends and to account for seasonal variances (eg. animal registration renewal, rates notices).

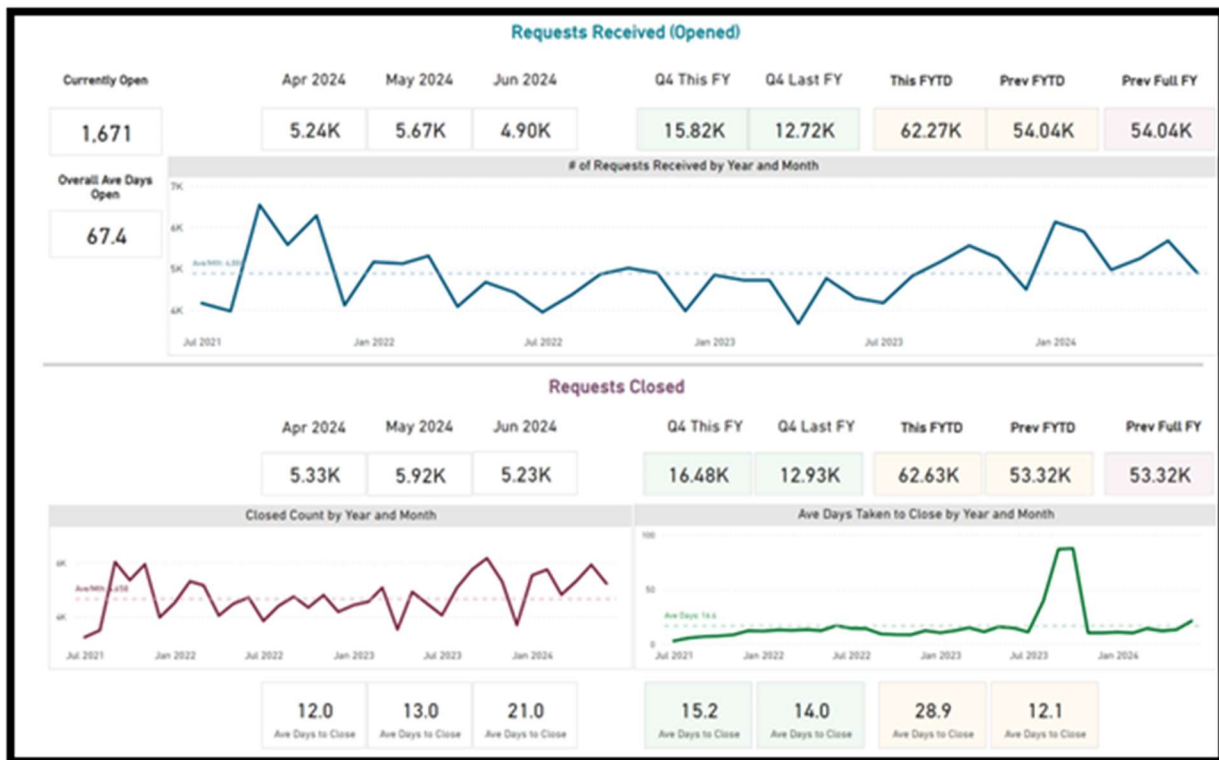
1. Customer Requests:

Council received 15,815 requests in Q4 which is an increase of 24% from same time last year (12,719) but is below Q3 with 16,986. Council closed 16,482 requests, up 27% same time last year (12,931) on par with Q3 (16,093).

At the end of Q4, Council had 1,671 requests still open, which is a big improvement over Q3 by 37% (2,651). Average number of days a request stays open 67* up from 59*- this figure has increased over the past 3 quarters. Internal processes are under review and a more widely available report to manage this (especially older requests) will be launched in Q1.

Council aims to close requests within 10 days and the average number to close this financial year is 29*, down from 34* at the end of Q3. Work continues to close long standing FAMIS related requests. At the end of last financial year, average days to close was 12.1.

* Figures are rounded to the nearest whole number.



Graph highlights Customer Requests Apr-Jun (Q4).

2. ReM Requests:

Council received 8,083 pieces of correspondence in Q4 which is a 32% decrease from the same time last year (11,925).

There are 930 open ReM requests, down 22% from 1,198 in Q3 and down 55% from 2,068 in Q2. Internal communication about timely closure has occurred in Q4 as well as more widely available reporting launching next quarter- which will keep the organisation on top of timely closures.

Council aims to respond to correspondence within 10 days - we met that benchmark in Q4 75% of the time (80% for Q3 and Q2). The average number of days to respond to correspondence decreased to 10* days for this reporting period which is a decrease of 23% compared to last year (13* days) and a decrease of 69 % over Q3 (34* days).

The performance for the quarter for closing requests has improved as has the average days to close.

* Figures are rounded to the nearest whole number.



Graph highlights ReM Requests Apr-June (Q4).

Social and media engagement - Frankston City Community

This quarter the media and social presence has ranged from the hard waste collection to the opening of a number of new attractions, including the Ballam Park junior playspace and Austin Reserve upgrade.

There has also been interest in Council elections and we have done a lot of work communicating the process for future candidates.

The quarter also saw continued mainstream media interest in the closure of the Frankston Central Post Office, with Council supporting the Frankston Business Collective petition against the closure.

The Lloyd Street Pavilion was officially opened in June 2024 by the Federal MP Jodie Belyea and the Mayor. The social media post on that was very well received by the community.

There were also number of events happening in the quarter which received media and social interest, including the Big Picture Fest.

City Positioning and branding

Imagine Frankston was launched on 3 May 2024. It brought together the branding from Discover Frankston and Invest Frankston.

Imagine Frankston website continues to be developed at www.imaginefrankston.com.au

There is now have an all-encompassing Prospectus for Frankston City which can be distributed at business expos and stakeholder meetings, as is also available to download on the home page of the Imagine Frankston website.

The flags which adorn main City Centre streets have been updated with Imagine Frankston branded flags in between festival promotion.

For the launch there was an article in the **Saturday Herald Sun** which focussed on consumer insight data and a local resident case study. Circulation of Saturday’s edition is 653,000 Victorian (readership circa 1.3 million Victorians) with continued circulation in cafes, libraries, public spaces on the following Sunday.

The article was also published on **realestate.com.au** which has an estimated 12 million site visitors per month: <https://www.realestate.com.au/news/aussies-prefer-living-outside-the-city-if-they-can-work-from-home-survey-reveals/>

We also held a stakeholder breakfast to meet with key stakeholders and discuss a collective positioning for Frankston City and a united, integrated communications approach amongst the local community and wider audiences. This work is ongoing.

Community Engagement

Community engagement over this quarter has continued to focus on an integrated engagement approach to the Community Vision, Council Plan, Budget, Asset Plan and Financial Plan.

The broad engagement stage of this engagement closed on 31 May 2024 and we are now analysing all of the data. This work included:

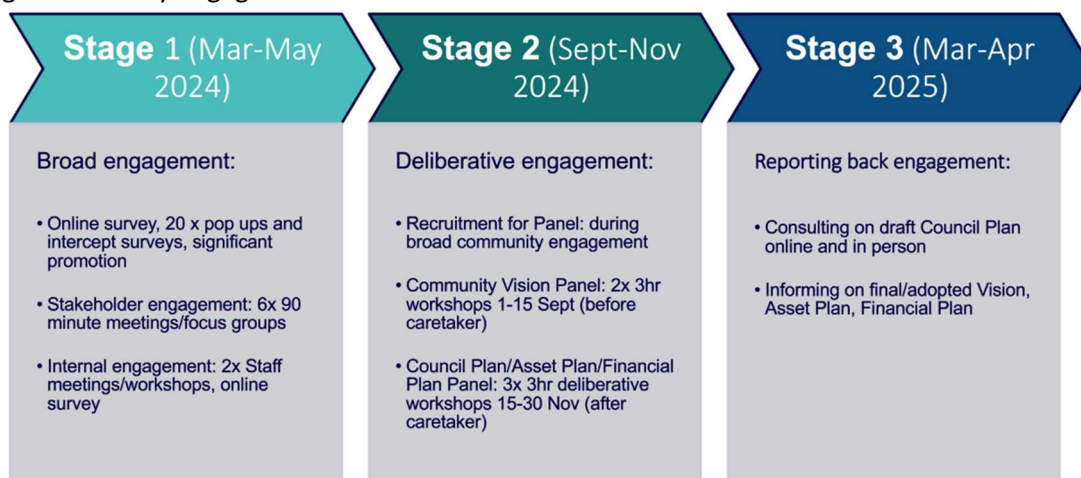
- 20 community engagement pop ups/intercepts
- 6 stakeholder workshops
- 2 internal staff engagement sessions
- Comms via FCN, E-News, LinkedIn, social media, newsletters, targeted postcard drops

We have received feedback inclusive of:

- 1246 contributions (approx. 1080 in person), plus stakeholder/staff input
- 3700 free text comments about Council services

Plus expression of interest from 87 people for the Community Panel later in the year.

Immediate highlights are detailed below and will be shared with Councillors when the collation has been completed. The next stages of this key engagement work are detailed below.



Building Frankston's Future (BFF) Capital Works Awareness

Several projects were completed and celebrated in this quarter:

- Opening of Lloyd Park Pavilion – opened by Federal MP Jodie Belyea and the Mayor Nathan Conroy;
- Reserve upgrades as part of the Play Strategy (Kareela, Austin, Pratt and Lavender Hill).

We are also now in the process of planning for the official openings of Whistlestop Reserve and play space, upgrades to Ballam Park (play space and lake), Carrum Downs Recreation Reserve car park, the Sandfield Reserve youth space and Eric Bell and Kevin Collopy pavilions

There has been BFF signage and communications relating to these projects and others throughout construction, at key milestones, and where appropriate, on completion.

Other channels:

- Social media postings for capital works projects on Facebook, Instagram and LinkedIn continue to reference #BuildingFrankstonsFuture;
- Building Frankston's Future and the projects delivered continue to be showcased in Frankston City News and eNews.

PLANNING PROGRESS

Statutory Planning data update – Quarter 4 (Q4) (2023-24)

Statutory planning on-time delivery for Q4 at 82 percent was above the target of 70 percent. Outstanding application volumes are within the target band (200-300). As at the time of this report, there were 243 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 four 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.

Lodgements so far in 2024 have been consistent with 2023 lodgement volumes.

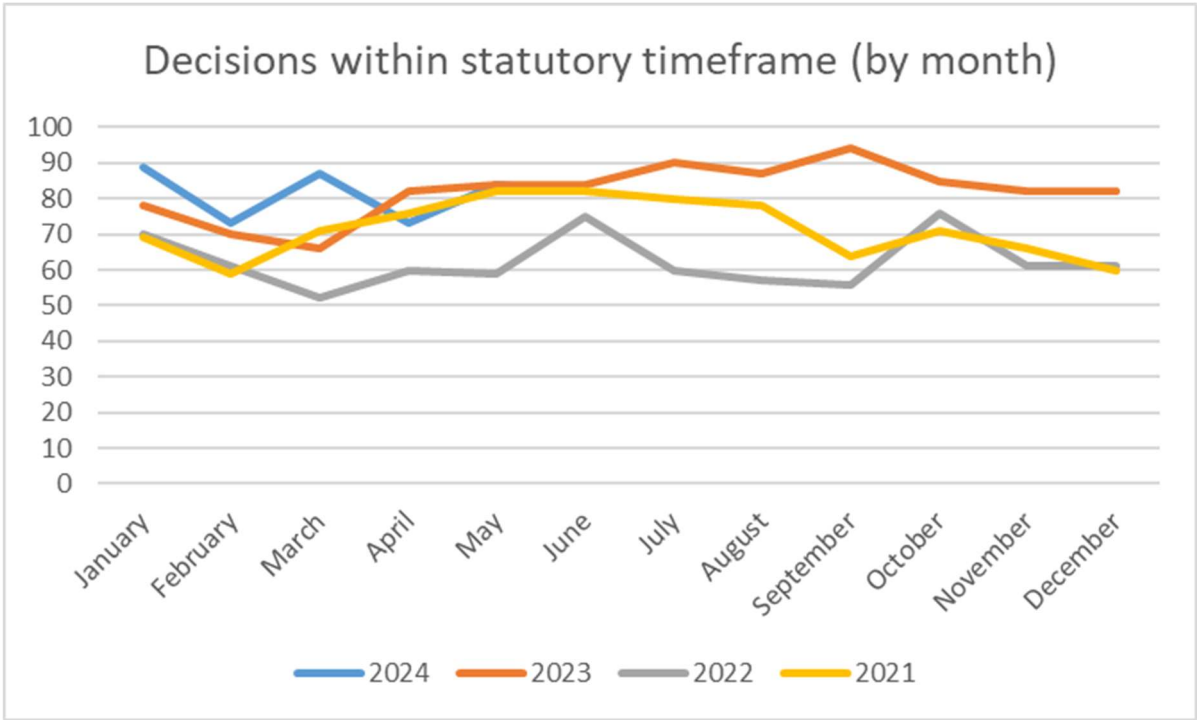
A summary of developer financial contributions received within the quarter is also detailed below.

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.

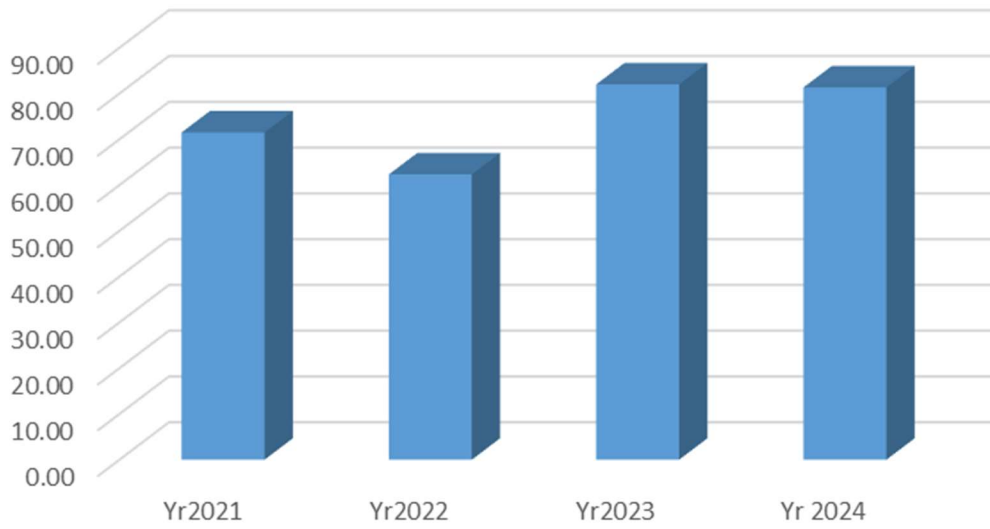
Contributing to improved outcome measures, the Statutory Planning unit made several improvements to business systems, including those identified in previous updates. As detailed in the monthly progress report, progress has been made on the creation of Council's development activity model for the Frankston Metropolitan Activity Centre (FMAC) area, with 11 development activity models (proposed and approved buildings) now within the Vic3D platform. This relates to a Councillor initiative to trial the use of the Vic3D platform to create a development activity model of the FMAC area for improved engagement and major development planning assessment purposes. This initiative involves utilising the 3D modelling and visualisation services of Department of Transport and Planning.

Work continued to progress on implementation of new ‘workflow’ processes which will improve the functionality of Council’s application processing software and allow for more accurate tracking of applications and reporting of live data and application statuses.

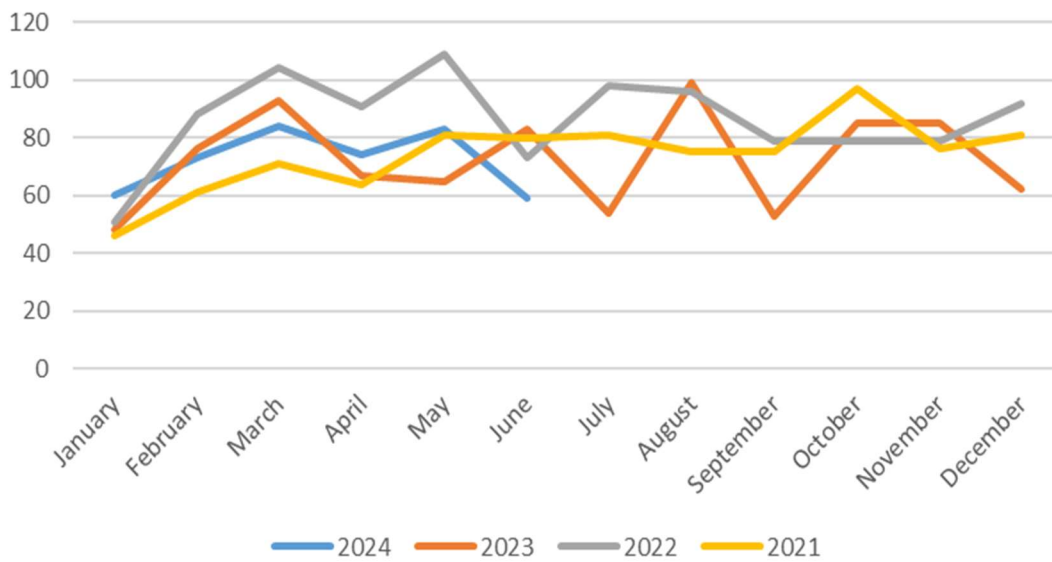
Developer Financial Contributions- Quarter 4 (2023-24)	
Contribution Type	Total Amount Received
Open Space Contributions	\$466,200
Car Parking Financial Contributions (cash-in-lieu)	\$0.00

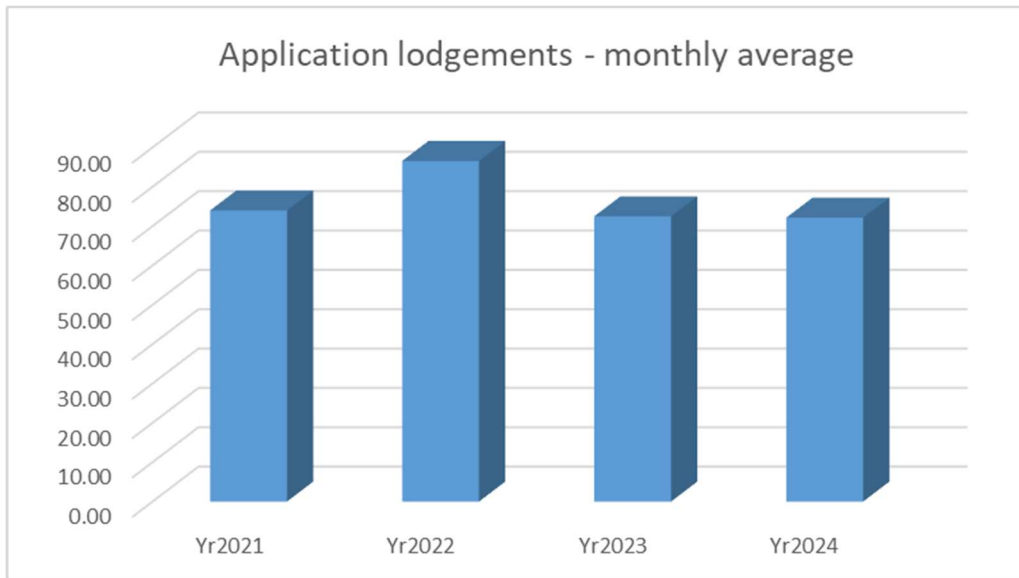


Decisions within 60 statutory days (annual avg %)



Application lodgements





Environmental Health update- Food Business Inspection and Enforcement Outcomes Quarter 4 (2023-24)

Food business inspection and enforcement outcomes for Q4 are summarised in the tables below, with 260 inspections undertaken in the quarter at a compliance rate of 83 percent, up from 76 percent in Q3. The number of inspections increased from the previous quarter, from 188 to 260. Also, 100 percent of critical and major follow-ups were completed, with one Food Act Order and four penalty notices issued.

Environmental Health

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28%

statutory food inspections completed in Q4

260

statutory inspections completed (up from 188 in Q3)

83%

compliance rate at statutory inspections (up from 76% in Q3)

Percentage of Critical and Major non-compliance follow ups completed

Quarter	Percentage Completed
Q3 - 21/22	67
Q4 - 21/22	76
Q1 - 22/23	85
Q2 - 22/23	94
Q3 - 22/23	100
Q4 - 22/23	100
Q1 - 23/24	100
Q2 - 23/24	100
Q3 - 23/24	97
Q4 - 23/24	100

Our proactive, risk-based approach continues to produce exceptional outcomes, showcasing the Environmental Health team's dedication to delivering high-quality food safety standards across the community.

Environmental Health

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Food Business Inspection and Enforcement Outcomes

Measures	Monthly			Quarterly	
	April	May	June	THIS QTR	LAST QTR
Critical and major non-compliance notifications - follow up rate	-	-	-	100%	97%
Compliant statutory food premises inspections	77	92	57	226	142
Non-compliant statutory food premises inspections	14	13	7	34	48
Food Enforcement - Food Act Orders & Directions Issued	0	1	0	1	1
Food Enforcement - Penalty Infringement Notices Issued	1	3	0	4	33

City Futures Department update

The following Policy and Strategy Development work was undertaken during April to June 2024:

- On 22 April 2024, the Directions Hearing for Planning Scheme Amendment C160fran (FMAC) was held on, with the Panel Hearing to commence week of 1 July 2024 to hear submissions to the Amendment C160fran over a 10 day period.
- On 12 February 2024, Planning Scheme Amendment C161fran (the FMAC DCP) received authorisation and commenced exhibition on 9 May 2024, which will conclude on 5 July 2024.
- On 16 May 2024, Planning Scheme Amendment C152fran 'Fix Up' was approved and gazetted into the Frankston Planning Scheme by the Minister for Planning.
- At the 22 April 2024 Council Meeting, Council considered all the submissions received (3) to Planning Scheme Amendment C158fran (250 Wedge Road, Skye) and resolved to request that the Minister for Planning appoint an independent Planning Panel to hear the submissions. The Panel that was appointed, decided to consider the process "on the papers", to which then Council received the Planning Panel Report (Report) on 13 June 2024. The findings and recommendations of the Report will be considered at the 22 July 2024 Council Meeting.
- On 6 June 2024, Council received authorisation for Planning Scheme Amendment C148fran (Frankston City Industrial Strategy) subject to conditions. Exhibition of Amendment C148fran is anticipated to commence end of July for a period of 6 weeks.
- Work has continued to develop the Draft Affordable Housing Policy. SGS Economics & Planning have provided a Background Analysis & Technical Advice Report to quantify the housing affordability problem in Frankston City, formulate targets for the required supply of affordable housing, and recommend policy actions to

improve housing affordability outcomes. A Councillor Briefing took place in May 2024 to discuss the data and Council's preferred policy position on affordable housing. A Gender Impact Assessment has been completed. The Draft Policy for community engagement will be presented to a Councillor Briefing in July 2024 and Council Meeting in August 2024.

- A community engagement process was completed to inform the statutory review of the Community Vision 2040 and develop the new Council Plan 2025-29, which will have the Municipal Health and Wellbeing Plan integrated into it.
- The Nepean Boulevard Master Plan has progressed with detailed strategic transport modelling and analysis underway in close consultation with DTP to ensure transport network functionality is satisfactorily maintained with any future development scenarios related to the Nepean Boulevard project. This technical transport planning assessment is critical to determining viable improvements to Nepean Highway and has informed development of the Draft master plan. Consultation with the Bunurong Land Council Aboriginal Corporation has continued through various site walks and a Culture Values assessment. Engagement with authorities will continue throughout development of the draft master plan and delivery of the early works. A Gender Impact Assessment has been completed for the Nepean Boulevard project and the findings will be incorporated into the draft master plan.
- Nepean Boulevard early works median planting and gateway signs are progressing at two (2) locations in the north and south of the project corridor. Officers have received DTP approval and early works will commence in August 2024.
- Work has commenced in Quarter Four to scope the preparation of FMAC Urban Design Guidelines to reinforce Council's commitment to supporting high quality, exemplary development which reinforces Frankston's city centre as the 'capital of the south east' and its coastal location. It will guide how medium and high rise development integrates with street level and frames the public realm. Good design is important to create a vibrant and successful city. The guide's intent is to use illustrations and images to visually communicate the desired outcomes and requirements for the FMAC. The intent is to provide easy to use graphic illustrations to support Frankston City Council and developers in providing certainty in design approach.
- Work began to scope a Frankston Open Space Strategy 2016 review with help from a Monash University PHD student in the Urban Design team. The existing Open Space Strategy was prepared in 2015 and adopted by Council in 2016. Since that time several gaps have emerged, and a review is required to ensure Council is meeting current policy and changing requirements.
- Council is a member of the Council Alliance for a Sustainable Built Environment (CASBE) committed to positive change to Victoria's built environment through collaborative, local government led action. CASBE is working towards Elevating Environmental Sustainable Design (ESD) Targets Project Stage 2 in the pursuit of zero-carbon buildings and urban places. In Quarter Four, officers attended a total of seven CASBE network meetings to ensure Council is up to date with the most current ESD knowledge and aligned with other Victorian Councils. Also in Quarter Four, CASBE commenced a modelling research project regarding Daylight levels in Victorian buildings Stage 2 to further enable the development of revised effective daylight requirements for planning applicants.
- The Frankston Public Toilet Action Plan implementation continued in Quarter Four. Planning and design is progressing for the Seaford Road and Armstrongs Road toilets and design is being finalised for the Witternberg Reserve public toilet renewal. The Lloyd Park Scout Hall public toilet, identified as surplus, has been decommissioned. Scoping commenced for the potential decommissioning of the surplus bluestone toilet at Baxter Park. Tender documentation is underway for the new public toilet at Sandfield Reserve, Carrum Downs and construction of the new public toilet at Carrum Downs Recreation Reserve play space is complete.
- Planning for Open Space improvements continued in Quarter Four. Scoping was completed for district level play space upgrades in Langwarrin which identified Pindara Reserve as the preferred location. Due diligence activities and a design brief were also completed for Pindara Reserve. Due diligence activities for Lisa Beth

Mews and 250 Wedge Road are largely complete with review of submissions to undertake a CHMP study underway. Due diligence and a design brief commenced for Banyan Reserve playspace upgrade to secure \$1.5 million in pledged State funding.

- Local Park Action Plan and Frankston Play Strategy implementation continued in Quarter Four. A Gender Impact Assessment has been completed for both strategies. Passive open space upgrades complete at Whitewood and Nodding Reserves in Frankston North and Carrum Bella and Regency Reserves in Carrum Downs. Following community engagement, design development is underway for Brunel Reserve, Seaford and Lucerne Reserve, Karingal with the design for Heysen Reserve, Skye being finalised for tender. Design underway for Athol Reserve, Langwarrin. Due diligence for Pindara Reserve, Langwarrin is complete and RFQ for concept design is out to tender. Park and playspace upgrades were completed at Kareela Reserve-Frankston; Austin Reserve, Seaford; Pratt Reserve Frankston South; and Lavender Hill Reserve in Carrum Downs.
- Wayfinding Strategy and Style Guide implementation continued with Primary Gateway sign at Seaford and Secondary Gateway sign at Karingal installed. Power for signage illumination anticipated to be connected for the Primary Gateway Signage at Seaford by August 2024. Implementation of the Gateway signage will continue through the delivery of the Nepean Boulevard early works.
- Sandfield Reserve Master Plan Implementation progressed with the Youth Space Multi-Purpose Court and Skate Park now complete and open to the public. Official opening event with funding representatives for the Youth Space anticipated for August 2024. Plans for the Play Space and Stage 3 (open space) upgrades are currently out to tender. Public toilet design documentation currently being finalised for tender. State Government funding agreement from DJSIR has been executed.
- Lighting Frankston Plan implementation continued in Quarter Four. Integrated pedestrian lighting along the dune boardwalk between the Pier forecourt and Olivers Hill anticipated to be complete by October 2024. Tree illumination at Ballam Park and Peninsula Aquatic Recreation Centre as resolved at the 20 November 2023 Council meeting. Pre-planning underway for Ballam Park Safety Lighting between Naranga Crescent and Athletics Track. Concept development underway for Ballam Park Play Space lighting. Grimwade Clocktower and St Paul's Church illumination complete.
- Local Shopping Strip Action Plan implementation continued in Quarter Four with due diligence and planning underway for Mahogany Avenue Shops in Frankston North. Designs are progressing for Kareela Road Shopping Strip in Frankston and construction is nearing 60% completion at Fairway Street Shops in Frankston.
- The 20,000 trees per annum planting program has made significant progress in increasing tree canopy cover across Frankston City. It was decided to transition the program to sustain and enhance canopy tree cover on private land, through engaging the community, offering incentives and education opportunities, and maintaining rigorous data collection and analysis methods. The proposed recommendations to support these efforts and ensure the long-term success of the Urban Forest Action Plan will be reported to Council at its meeting on the 22 July 2024.
- Coastal Marine and Management Plan has been finalised, incorporating input from community as well as agency stakeholder feedback. The Plan is scheduled to go to a Council Meeting on 22 July 2024 for adoption.
- Foreshore Advisory Committee held a meeting in April and May 2024. Three new members joined the committee while one member resigned in May.
- Other Coastal collaboration work included; Parks Victoria completed maintenance works on Frankston Pier in April, replacing 15 piles and Department of Energy, Environment and Climate Action commenced maintenance of the Olivers Hill seawall coastal protection structure in June that will continue until August 2024
- Preparation of the Environment Significance Overlay (ESO) mapping report for the Planning scheme amendment was put on hold to complete the Native Vegetation Offset investigation.

- Investigations for the establishment of a Native Vegetation Offset Site explored opportunities on private land with eligible property owners contacted. There was no interested from private landholders to pursue an offset site on their property. Consultants were engaged to investigate the feasibility of a site being established at Downs Estate. A report will be provided at Council meeting on the 22 July 2024.
- Preparations for National Tree Day at Seaford Wetland (July 28th) and Schools Tree Day (July 26th) are underway. McClelland College and Ballam Park Primary were selected as the ambassador school and will receive 300 plants and assistance with planting on the day. 52 schools and kindergartens applied to receive 50 plants each.
- Consultants were engaged to provide a review and update of the Landscape Plan Preparation Guidelines
- Lower Sweetwater Creek wayfinding and path network project undertook internal stakeholder engagement and a community engagement with Action Sweetwater Creek and a broader community survey which received 32 responses.
- At the 13 May 2024 Council Meeting, Council resolved to adopt the Frankston City Economic Development and Skilled Community Strategy. The Strategy aims to support economic prosperity by using current economic and demographic data and information to build on existing strengths and advantages as well as future opportunities which are aligned with the Frankston City Community Vision and Council Plan Priorities. A Strategy Action Plan addresses each of the three Priority Areas of the Strategy: Supporting local business; Investment attraction and economic activation of places; and Council as an enabler.

The following Programs and Events were delivered during April – June 2024:

- Seven business workshops were delivered to support both current and aspirational local business operators this quarter and included Business Branding – Session #1 "Knowing your WHY"; Tax Planning for Small Business; Business Plan Accelerator Workshop; Business Workshop Series for Builders & Trades: More Leads, More Sales, More Profit; and Small Business Leadership's Toolkit. 121 participants attended business workshops this quarter.
- Council's Business Mentoring program offers two free 1-hour support session with experienced business operators across a range of sectors. This quarter, fifteen participants received business mentoring support. To ensure the Business Mentoring program continues to deliver a high standard of support to a wide a range of industry sectors including business, start-ups, digital marketing, social media, hospitality, retail and HR an expression of interest process was carried out this quarter with seven responses received. Applicants will be interviewed and selections made in July 2024.
- In collaboration with FMPLLEN, a Breakfast meeting for business and local school principals was held at McClelland Gallery on Tuesday 18 June 2024. A panel of guests including Chisholm, Mt Erin College Principal, Sam Grigg (Burst Branding Agency), Elizabeth McDonald (Netfocus IT) spoke about career pathways.
- Council's Business Concierge program responded to 116 requests this quarter. The majority of requests were related to hospitality and health and beauty businesses and most requests were from businesses located in Frankston.
- Council's Investment Attraction program made outreach cold calls to nine unique potential business operators and responded to 31 unique inquiries this quarter. 18 businesses were provided with research, solutions and investment opportunities for consideration that matched their unique needs.
- Following extensive feedback from local stakeholders, the Local Careers & Jobs Expo, project has been re-imagined to include "Career Pathway Q&A" (Day in the Life Of) sessions with professionals from industries of interest to current Year 9-12 students. These sessions will be customised to the needs of each particular student cohort, following information collected from respective Careers Guidance Councillors. For example, Woodleigh School have requested professionals from Engineering, Accounting, Law etc. and Mount Erin Secondary College have requested people from Health and Community Services, Trades and Education and

Early Childhood to speak to students. Economic Development Officers are currently working to deliver these sessions at six local high schools.

- On 30 April and 14 May, 2024 Council hosted a Frankston High School Business Students Q&A session with local businesses. Each session had 40 students and 5 local business owners attend. Students were encouraged to ask the business owners questions relating to starting and running your own business. Mayor Conroy addressed the students and provided an insight into how Council supports local business owners.
- The Frankston Zero Executive Committee met on 30 April 2024 with discussions focusing on opportunities to work collaboratively with our Mornington Peninsula Shire colleagues in tackling some of the 'wicked problems' associated with homelessness. The group felt that there were significant benefits in working collaboratively with the Mornington Peninsula Shire due to many of our clients being transient across both catchments and that the majority of the key agencies working across Frankston and the Mornington Peninsula catchments. The Frankston Zero Executive Committee also met in early June with the focus of the meeting being improved connections with Peninsula Health, with a particular emphasis on the mental health and emergency departments, to assist clients in navigating the system. Peninsula Health expressed interest in continuing the conversations as part of their rebuilding and transforming the mental health and wellbeing crisis services.
- The Frankston City Strategic Housing & Homelessness Alliance met during quarter four to provide stakeholders from across the homelessness and community housing sector with a forum to discuss ideas to address local issues. The Strategic Alliance heard a presentation from the Mental Health Legal Centre on reports of the exploitation of NDIS clients in Supported Independent Living accommodation by some NDIS providers. The Rooming House Working Group, which is a sub-committee to the Strategic Alliance, met twice during quarter four to discuss important matters relating to rooming house clients.
- The Housing Advisory Committee met on 20 May 2024 to monitor progress with its annual work plan and discuss matters relating to housing affordability, and heard a presentation on the new Messaging Guide to Build Support for Social Housing that has been developed by Common Cause Australia to provide a toolkit for local councils in the South East Melbourne region. The Committee also recommended that Council advocated to the Australian Government for better safeguards for NDIS clients accessing Supported Independent Living Accommodation, which resulted in a meeting between the Mayor, CEO and the Hon. Bill Shorten MP. Advocacy letters were also sent to the Victorian Minister for Planning and Minister for Housing to advocate for more innovative initiatives to improve housing affordability, which includes the promotion of social enterprises like HomeGround who are encouraging affordable private rental housing and for the introduction of a land tax exemption scheme for landowners making their land available for registered community housing organisations and social enterprises like HomeGround that are providing affordable housing.
- The Frankston Indigenous Nursery held its annual open day on 6 April 2024. Attendees enjoyed various activities including plant sales and giveaways, nursery and propagation tours, coffee, and a sausage sizzle from the local scout group. Local environmental friend's groups, Garden for wildlife volunteers, wildlife carers, and educators provided valuable educational resources. Ecologist Kelly Smith gave a special presentation on her work with Koala conservation and ways to support these iconic Australian creatures.
- The Autumn School Holiday Rangers program 'Seaford Wetland Wonders' took place on 3 April 2024, at Down's Community Farm. Three sessions were run by Earth Flower Wilding. Despite the autumn rain, the program was a delightful educational experience about native flora and fauna and the importance of biodiversity conservation.
- On 5 June 2024, volunteers gathered to celebrate World Environment Day with a brunch. Special guests Vicky Shukuroglou and Harry Saddler shared stories about land revegetation across Melbourne. The event was a lovely way to acknowledge and thank the environmental volunteers for their efforts.
- As part of the Backyard Biodiversity Workshop Series, Living with Wildlife hosted an in-person workshop aimed at assisting residents to increasing biodiversity and care for local wildlife on 28 April 2024, at the

Frankston South Community Centre. An online fungi webinar was held on June 20th, where Dr. Sapphire shared her 20+ years of experience in the natural fungus world. Upcoming future workshops and webinars will be held in September on attracting local birds and a session on Urban Microbats.

- Volunteers made 32 Gardens for Wildlife visits to talk to residents about steps they can take in their home gardens to support local wildlife.
- In April members of Frankston City's' Community Gardens Network attended a workshop with Dr Luis Mata where they learnt about types of pollinator insects, their value and function and using iNaturalist for identification and to contribute to citizen science.

Frankston Business Collective

The second quarter of 2024 has focussed on the launch and marketing of new membership fees and tiers. This has been very well received and there has been an immediate increase of members – the FBC is now sitting at just on 220 members.

The FBC has held some very successful events over the quarter including:

- Monthly networking events. Numbers were very high and supported by host sponsors, Vicinity and Grace Professional Services.
- Education programs including Business Planning, Better Habits for Better Productivity and
- Participated in the Buy Local campaign with Economic Development.
- Launched proactive advocacy to stop the closure of the Frankston Central Post Office.

The CEO, Jeff Rogut resigned from the role and has been replaced by Bernadine Geary who has been a Board Member of the FBC. The FBC and FCC Economic Development team are currently working together to optimise business and industry relationships.

Additional reporting from the FBC will also be available for the financial year 2024/25.

FINANCIAL AND INTEGRATED PLANNING

Integrated Planning and Reporting update

The Quarter 3 performance report for January to March 2024 was endorsed by Council on 13 May 2024.

Service Planning update

The budget 2024-2028, including year 4 Council Plan actions, was adopted by Council at its meeting on 3 June 2024. Twenty-One (21) written submissions were received with six (6) submitters being heard to support their submissions at the meeting held on Wednesday 22 May 2024.

The broad deliberative engagement on the Vision, new Council Plan, Financial Plan and Asset Plan has now closed and an engagement report will be prepared. As mentioned earlier in this report, Council delivered, 20 community engagement pop ups/intercepts, 6 stakeholder workshops, 2 internal staff engagement sessions, and Comms via FCN, E-News, LinkedIn, social media, newsletters, targeted postcard drops. Achieving 1246 contributions (approx. 1080 in person) plus stakeholder/staff input along with 3700 free text comments about Council services with representation across all demographics. We had 87 residents have expressed interest in joining our deliberative Community Panel;

Detailed analysis and reporting and Recruitment of the Community Panel will conclude in July 2024.

Update on Federal Parliamentary Inquiry into Local Government Financial Sustainability

The House of Representatives Standing Committee on Regional Development, Infrastructure and Transport has commenced a new inquiry into local government sustainability.

The Legislative Council adopted an inquiry into local government funding and service delivery (sustainability) on 21 March 2024 following a referral from the Minister for Infrastructure, Transport, Regional Development and Local Government, the Hon. Catherine King MP. The terms of reference include the effects of cost-shifting from the State and Federal governments, whether Councils are delivering on their core service objectives and the overall revenue structure of local government. Council made a submission to this inquiry highlighting the financial stress many councils such as Frankston City are experiencing and outlining the concerns over the long-term financial sustainability of the sector.

The submission recommended the following actions to the State Government:

- Undertake a review of the rate-capping legislations effectiveness and it's limiting of Council's ability to raise revenue, meeting CPI etc.;
- Undertake a detailed forensic financial analysis of service shifting to Local Government, the cost of implementation/delivery;
- Allocate appropriate funding levels, with a minimum funding split of 50:50 if with one level of government, or a three-way split if with all three levels of government;
- The additional responsibilities falling on Council are costing millions each year, with a strong need for more robust funding allocated by the State Government.

Council's submission in relation to the Victorian Parliamentary Inquiry into Local Government funding and services was submitted in late June 2024 addressing the various forms of financial stress many Councils such as Frankston City are experiencing.

ACCOUNTABILITY AND TRANSPARENCY

Interstate Travel Public Register (Councillor and Staff)

During the April – June 2024 quarter, there was one interstate travel undertaken by a Councillor and four instances of interstate travel by Officers. The Travel Register for Councillors is available on the Council's website under *Documents available for public inspection* and on Council's Transparency Hub.

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 (01/04/2024 - 30/06/2024) there were training costs greater than \$1000 provided. The focus on implementing the corporate training program continues this quarter.

Department	Directorate	Development Category	Date of start of Training	Total Cost	Rationale for Approval
Family Health Support Services	Communities	Leadership Development	29/8/24 – 31/5/24	\$5880.44(for 4 officers)	Professional Development
Arts & Culture	Customer, Innovation & Arts	Leadership Development	29/4/24 – 3/5/24	\$1385	Professional Development
Family Health Support Services	Communities	Leadership Development	11/6/24- 13/6/24	\$1922	Professional Development

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

Previous advice to Councillors wanting to seek legal advice was that Councillors are encouraged to contact the Manager Governance in the first instance, for any governance, legal or administrative enquiries.

A Terms of Reference document has been endorsed by Council in quarter 4 for the CEO Employment and Remuneration Committee in relation to seeking legal advice.

Notice of Motion process

The process for lodging a Notice of Motion (NOM), reasons for rejection and how it is considered in a Council Meeting is detailed under Rule 24 of Council's Governance Rules. Once a NOM is accepted by the CEO, the full text of the NOM is included in the agenda.

There were four Notice of Motions tabled by Councillors for the April – June 2024 quarter.

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 purposed of this Rule 58, qualify as the address and signature of such petitioner or signatory."*

Further changes were proposed to the Petition process in the draft amendment to Governance Rules endorsed by the Council in December 2023. Chapter 3 of the Rules were deferred from release for community engagement in February 2024 and only Chapter 8 Election Period Policy was released and adopted by Council in quarter 4, due to the pending announcement of the reforms to the Local Government Act 2020 for the introduction of a Model Governance Rules. Further updates on the timing of these reforms are awaited from Local Government Victoria.

The Petition Register, listing the summary of all petitions lodged with Council during this Council term, is available on Council's website under *Documents available for public inspection* and on Council's Transparency Hub.

Councillor Appreciation awards process

The 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.

The register of Councillors nominations for Councillor Appreciation Awards is available on Council's website.

Accountability and Transparency Reform document update

Cr Bolam's Accountability and Transparency Reform (ATR) commenced in May 2018 with 160 items. These were considered by Officers and where relevant were implemented. New supplementary items to the ATR II were introduced by Cr Bolam in March 2022 and presented to Council's meeting on 24 October 2022. The remaining items were monitored and reported via the CEO's public quarterly report until complete and where appropriate considered for Council's Transparency Hub. The table below outlines the status of the remaining ATR item since July 2023.

At its meeting on 2 October 2023, Council resolved Cr Bolam's NOM to introduce the ATR III, which required 16 registers already published on Council's website to be added to Council's Transparency Hub. Almost all of these registers have been added since then, with at least one remaining Lobbyist and Developer Register.

Accountability and Transparency Reform (ATR) - status update quarter 4 (April to June 2024)

Supplementary ATR items

Cr Bolam new items from October 2022

Officer comments

Item 3

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.

IBAC released its report on Operation Sandon with recommendations regarding a lobbyists' register for Councils. Since then, the Minister for Local Government has announced reforms for the Local Government Act will be coming in 2024 including a Model Councillor Code of Conduct. Council made a submission in response to the proposed reforms in February 2024 and are awaiting further updates on the timing.

In the interim, Cr Bolam's NOM ATR III Council resolution requires Council's Lobbyist and Developer Register to be released on Council's Transparency Hub.

On hold until further information released.

Councillor Attendance

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. As resolved by Council on 11 September 2023, the record of Councillor briefings including the list of topics discussed, Councillors attendance and the 'Conflict of Interest' declarations, if any, are also being reported through the Governance Matters Report at each Council meeting.

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 quarter 4 (April – June 2024) there were five (5) Council Meetings and eight (8) Councillor Briefings.

Table 1 titled, 'Councillor Attendance at Meetings and briefings (April to June 2024)' below provides an overview of attendance for this period.

Councillor Attendance at Meetings and Briefings - April to June 2024

Councillor	Council Meetings Attended	Councillor Briefings Attended	Total Attended	Attendance
Cr David Asker	5	7	12	92%
Cr Sue Baker	5	8	13	100%
Cr Kris Bolam	5	8	13	100%
Cr Nathan Conroy	5	8	13	100%
Cr Claire Harvey	5	8	13	100%
Cr Brad Hill	5	8	13	100%
Cr Liam Hughes	4	5	9	69%
Cr Glenn Aitken	5	8	13	100%
Cr Suzette Tayler	5	5	10	77%
Total	44	65	109	93%

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

**Councillor Attendance at Briefings only
April to June 2024**

Councillor	Council Briefings	Attendance
Cr David Asker	7	88%
Cr Sue Baker	8	100%
Cr Kris Bolam	8	100%
Cr Nathan Conroy	8	100%
Cr Claire Harvey	8	100%
Cr Brad Hill	8	100%
Cr Liam Hughes	5	63%
Cr Glenn Aitken*	8	100%
Cr Suzette Tayler	5	63%
Total	65	90.28%

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% (2018-2019), 18.84% (2019-2020), 8.92% (2020-2021), 5.86% (2021-2022) and 2.34% in (2022/2023). There has been a further reduction in the percentage of the reports presented in meetings closed to the Public in 2023/24, represented by 2.12%.

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 2024), there were no decisions made in Council Meetings closed to the public. During this time, 34 reports were presented to Council Meetings open to the public. There were four (4) Notice of Motions and no Urgent Business item raised during the last quarter. This information is available on Council’s Transparency Hub.

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

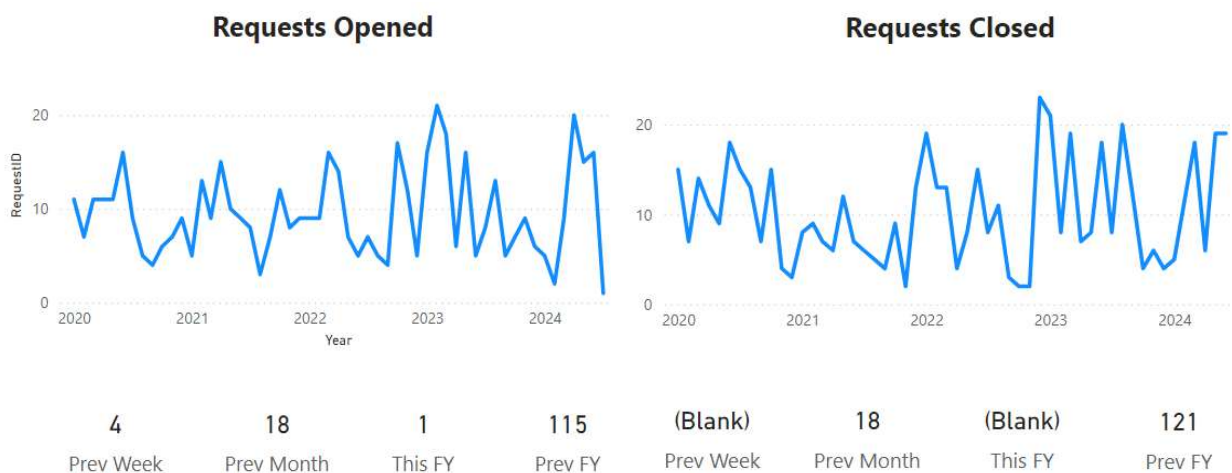
During 2022-2023 there were four policies on the Policies Register selected for review to assess their effectiveness. A survey was conducted with 29 responses received and feedback provided indicated the selected policies were effectively implemented.

A report has been prepared to the Audit and Risk Committee to provide an update on the overall status of the Policy Register, an improved approach to reviewing the effectiveness of policies and a review of the Policy Framework.

Reports on progress against Councillor Requests

The status indicates there are currently 15 open Councillor Requests. During the 2023-24 financial year there were 121 requests closed off and a total of 115 new Councillor Requests were opened. 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.

Tables 3 & 4 - Councillor Requests opened and closed for the financial year to date from 1 July 2023 against previous financial years 2020-2023:



Procurement update

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

Contracts awarded under Financial Delegation between 1 April and 30 June 2024.

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

Contract No.	Title	Award Date	Supplier	Contract Value (\$ ex GST)	Awarded By
CN11056	Jubilee Park (Stage 1) - Landscape Works	29/04/2024	UDL GROUP Pty Ltd	431,000.50	CEO
CN11071	Construction of Local Shopping Strip Fairway Street upgrade	7/05/2024	Blue Peak Constructions Pty Ltd	400,408.18	CEO
CN11158	Frankston Foreshore Boardwalk Lighting	15/05/2024	KLJ Electrical Pty Ltd	183,640.00	Director
CN11316	Lighting Frankston Plan Waterfront Precinct	31/05/2024	KLJ Electrical Pty Ltd	110,078.00	Director
CN11369	Installation of Storage Shed at Operations Depot (Centenary Park Golf Course)	2/05/2024	D Q Construction PTY LTD	211,692.19	Director
CN11400	McClelland Reserve Grandstand Refurbishment	30/04/2024	More Building Group Pty Ltd	184,750.00	Director
CN11425	LM5513-2023 Provision of Library Materials - Audio Visual	17/04/2024	DM Entertainment Pty Ltd	90,000.00	Manager
CN11433	Seaford Wetlands Rejuvenation Viewing Platform and Shelter	20/05/2024	Maw Civil Marine Pty Ltd	746,370.07	CEO
CN11458	Street Light Bulk Changeover Project - Supply of LED Lights	29/05/2024	Schreder Australia Pty Ltd	395,430.00	CEO
CN11468	Provision of Loan Finance 2024/25	28/06/2024	Treasury Corporation Victoria	NA	CEO
CN11471	Legal Representation Fees 438-444 Nepean Highway, Frankston - VCAT P125/2023	1/04/2024	Maddocks	99,999.00	Manager
CQ11185	Home Gutter Cleaning Panel	10/05/2024	Bains Property Maintenance Group	Schedule of Rates	Director
			HSC Facility Service		
			Superior Tradesmen T/A Roof Gutter Cleaning Melbourne		
CQ11326	Monterey Reserve Master Plan Stage 2	4/06/2024	PLAYCE PTY LTD	79,900.00	Manager
CQ11358	Frankston North Gateway Landscaping	9/04/2024	Open Playscapes Pty Ltd	149,968.50	CEO
CQ11364	Stormwater Quality In-lieu Contributions Scheme Policy	4/04/2024	Marsden Jacob Associates Pty Ltd	99,750.00	Director
CQ11373	Lloyd Park Tennis Court Car Park Lighting	20/05/2024	HIGH ACCESS CABLING PTY LTD	77,920.00	Manager
CQ11374	Bridge Illumination Program - Wells Street	24/05/2024	KLJ Electrical Pty Ltd	62,760.00	Manager

CQ11387	Road Safety Strategy FCC 2024	3/04/2024	SAFE SYSTEM SOLUTIONS PTY LTD	36,675.00	Manager
CQ11408	Probity Advisory Services Panel	10/05/2024	Landell Probity Pty Ltd	100,000.00	Manager
CQ11409	Wedge Road Public Lighting Upgrades	3/06/2024	UTILITY SOLUTIONS GROUP PTY LTD	83,061.64	Manager
CQ11410	Carrum Downs Recreation Reserve - Landscape Works	7/05/2024	Commercialscares Pty Ltd	67,184.76	Manager
CQ11418	Outdoor Dining Parklet removal from Nepean Highway	11/04/2024	Maw Civil Marine Pty Ltd	53,450.00	Manager
CQ11430	Shared User Path Maintenance	23/04/2024	ULTIMATE CIVIL PTY LTD	56,518.00	Manager
CQ11438	Peninsula Reserve BBQ & Picnic Shelter Installation	13/06/2024	Sustainable Landscaping	61,621.07	Manager
CQ11445	Peninsula Reserve Landscaping Stage 2	17/05/2024	Commercialscares Pty Ltd	54,227.54	Manager
CQ11448	Norman Avenue and McComb Boulevard Drainage Works	17/05/2024	APS Drainage and Civil	47,438.00	Manager
CQ11452	Frankston South Drainage Bay Street Drainage Outfall	3/06/2024	GEOTESTA PTY LTD	68,371.50	Manager
CQ11454	Grand Piano Renewal Frankston Art Centre	17/06/2024	DALE CLEVES MUSIC PTY LTD	92,727.27	Manager
CQ11462	Centenary Park Golf Course 10th and 17th Bunker Constructions	5/04/2024	SJM TURF & CIVIL PTY LTD	50,265.00	Manager
CQ11464	Landscaping Works - Cranbourne Rd and Lindrum Rd Intersection and Ferndale Median at Cranbourne Rd	13/06/2024	Summit Open Space Services	73,400.74	Manager
CQ11469	VMWare	26/06/2024	Onel Consulting Pty Ltd	60,442.53	Manager

Contracts granted exemption by CEO from Procurement Process between 1 April and 30 June 2024.

Contract No	Contract Title	Award Date	Supplier	Contract Value (\$ ex GST)
E11411	LinkedIn Talent Accelerator Program	15/04/2024	LinkedIn Singapore Pte Ltd	39,996.00
E11420	Strategic Advice for AI	15/04/2024	The 852 Group Pty Ltd T/A Customer Experience Innovation	24,000.00
E11434	(Lloyd Group) Jubilee Park Stadium - Interpretive Signage	24/04/2024	Form A Sign Pty Ltd	62,340.00
E11434	DTP Consent - Kananook Commuter Carpark Access (Wells Road / Bardia Avenue)	26/04/2024	Department Of Transport and Planning	169,929.39
E11440	Frankston Planning Scheme Amendment C160fran Planning Panel Hearing	14/05/2024	Department Of Transport and Planning	100,000.00

E11450	Active Paths Initiative	13/05/2024	BICYCLE NETWORK	42,500.00
E11453	Aspire Platform - Waste Materials Marketplace	24/05/2024	ADVISORY SYSTEM FOR PROCESS INNOVATION AND RESOURCE EXCHANGE	54,000.00
E11457	Native Vegetation Offset Site Due Diligence Investigation	28/05/2024	The Abzeco Unit Trust T/A Abzeco Pty Ltd	12,750.00
E11463	Linkedin Learning	13/06/2024	LinkedIn Singapore Pty Ltd	24,530.00
E11470	Security Works - Baden Powell Kindergarten	27/06/2024	Logical Services Pty Ltd	50,000.00

KEY PROJECT UPDATES

The 2023/24 Capital Works Program is concluding, and while we continue to manage a significant capital works budget in a cost escalated environment, Council remains committed to delivering key infrastructure and vital services to the community.

As of 3 July 2024, Council has delivered actual expenditure of \$79.20M, with a forecast expenditure of \$84.58M against the Adjusted Capital Works Budget of \$93.28M; which equates to 90.7% delivery of the Annual Capital Works Program.

Lloyd Group Liquidation

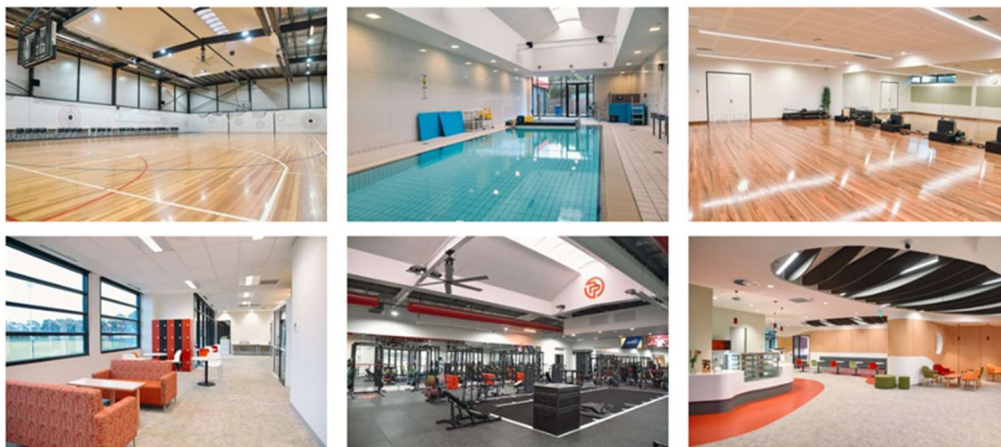
The Lloyd Group went into liquidation in April 2023, at the time, Council had four contracts with the Lloyd Group on the following projects:

- Jubilee Park Indoor Multipurpose Netball Complex;
- Eric Bell Reserve Pavilion Redevelopment;
- Healthy Futures Hub at Belvedere Reserve (formerly Linen House Upgrade);
- Lloyd Park Football Pavilion Upgrade.

Council officers worked diligently with Deloitte, affected sub-contractors and interested builders to progress discussions on the completion of remaining works at all four sites. Additionally, the process was undertaken to 'cash out' Bank Guarantees (total of around \$2.25M) held by Council against the above projects to help offset budget impacts related to the above projects.

Despite being a very challenging and complex process, Council officers always worked collaboratively internally and externally with a range of stakeholders and, ensured decisions were made in the best interest of Council protecting Council reputation and financial exposure. All four projects are now complete and handed over to tenants and clubs.

Healthy Futures Hub (HFH), Seaford



Jubilee Park Stadium



Eric Bell Reserve Pavilion



Lloyd Park Football Pavilion



Kananook Commuter Car Park and Signalisation

Construction of the new \$22 million multi-level Kananook Commuter Car Park to provide 328 car spaces for commuters of Kananook Railway Station and future users of Frankston Basketball Stadium, is progressing well. The key activities completed to date includes completion of footing works, installation of precast concrete wall panels and slabs for multi-storey building. Project is fully funded by Federal Government grant funding.

Additionally, works to upgrade the intersection of Bardia Avenue and Wells Street have now commenced. The works include full signalisation of the intersection, including new pedestrian-operated signals and traffic islands, associated civil works and street lighting upgrades.

Car park and associated works are expected to be completed by October 2024.



Seaford Child and Family Centre and Langwarrin Community Hub

The Seaford and Langwarrin local area are two of five priority areas within Frankston City where the need for service development and expansion to meet future kindergarten demand has been identified.

The purpose of the projects is to provide for proposed integrated kinder facilities. The new facilities will satisfy modern functional requirements and provide sustainable use for the new future. It will meet current building regulations and DDA requirements. The new facilities will also be able to integrate other services, such as community centre, MCH and youth group.

The new Seaford Child and Family Centre will include the following main functional areas:

- 2 Kinder room kindergarten;
- Maternal and Child Health (MCH) include two consult rooms;
- The third consult room;
- Youth Centre;
- Multipurpose room and staff rooms;
- Storage and amenities;
- Carpark.

The new Langwarrin Community Hub will include the following main functional areas:

- Existing Langwarrin Community Centre will be reconfigured and renovated, including Occasional cares;
- 3 Kinder room kindergarten;
- Maternal and Child Health (MCH) include two consult rooms;
- Second entrance for kindergarten and MCH;
- Multipurpose room and staff rooms;
- Storage and amenities;
- Additional Carparks.

Design works for both Kinder's progressed in 23/24 with tenders for construction advertised in June 24. Subject to tender evaluation process, it is expected both projects will be considered by Council for award at its September 2024 Council meeting. Construction works for both sites expected to commence in early 2025.

Baden Powell Kindergarten

Works are now underway to replace existing Baden Powell Kindergarten with a new modular building which will provide centre with 3 new kindergarten rooms and an outdoor play area, creating up to 99 new kindergarten places for local families in Frankston South.

This project is part of the Building Blocks Partnership between the State Government and Frankston City Council. The new building will include the following:

- Increase from one to a three-room kindergarten.
- Increased kindergarten places to 99 places.
- Beautifully designed and refreshed outdoor play space.
- One Maternal & Child Health consultation room.
- One Allied Health consultation/meeting room.
- Dedicated Playgroup room.
- Dedicated Playgroup outdoor space.

Works have now commenced and are expected to be completed by December 2024.

Frankston Basketball & Gymnastics Stadium Project Update

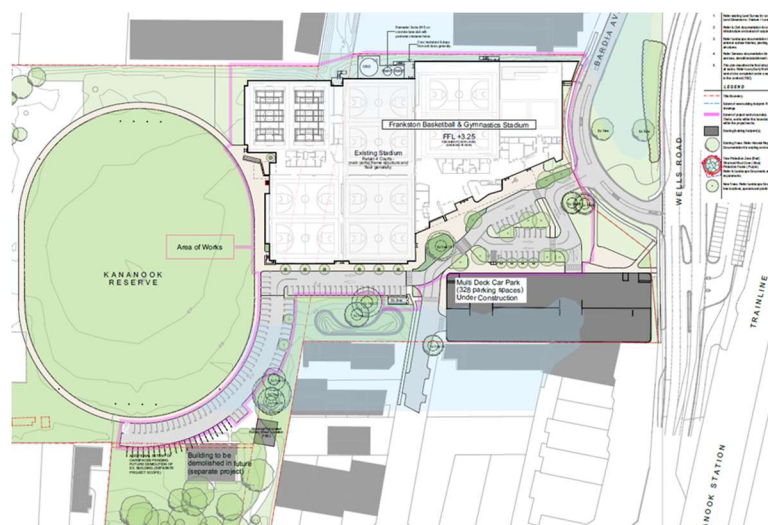
At the Council meeting on 11 September 2023, Council endorsed revised concept plans to renew and expand upon the existing stadium at Bardia Avenue, Seaford. The new stadium will include ten (10) sports courts and the first dedicated community level gymnastics space within Frankston City. With this decision the project has now moved to the detailed design and approvals phase. The new-look Frankston Basketball and Gymnastics Stadium will feature:

- A ten (10) court basketball stadium, with six new courts and four existing courts upgraded.
- A dedicated 1000 sqm gymnastics space including training pit and dedicated gymnastics viewing area.
- New amenities and change rooms to service players and spectators.
- A new Cafe, merchandising, and reception areas.
- Referees' areas including change facilities.
- Storage provision.
- Shared meeting rooms, offices, and administration spaces.
- Multi-purpose function rooms overlooking the show court.
- New entry, foyer, circulation, lift and stairs.
- External car parking, car park lighting, landscaping, and pedestrian connections.
- The redevelopment is targeting 5 Star GreenStar Buildings Certification by the Green Building Council of Australia (GBCA).

Council has engaged Williams Ross Architects (WRA) for the design development phase of project which is now progressing well. Tender for construction is expected to be out to market in late 2024 with construction of facility underway in mid-2025.

Project has a budget of \$60 million which includes \$30 million Council contribution with remaining costs equally funded by state and federal government.

Proposed Site Plan (Prepared by Williams Ross Architects)



Ballam Park Improvement works

Play Space and Landscape Project

- Construction of the second and final stage of the play space project at Ballam Park has now been completed, and has been opened to the public. Stage 1 was completed just prior to Christmas 2022. Both the Play Space and water play in stage one, and the additional stage 2 play space works have been well received as demonstrated via Social Media posts and the numbers using the area, even in this colder period.

Integrated Water Treatment/Lake Feature Project

- This project incorporates a bio-retention system and ornamental lake at Ballam Park in the north-east precinct adjacent to Karingal Drive and Naranga Crescent. Also included in the project are rain gardens, integrated ornamental lake, landscaping, new picnic shelter and barbecue, jetty, viewing platform, fountain, path connections, seating, LED lighting and sculptural elements.
- Council was successful in obtaining a grant from Melbourne Water for the project due to the environmental and integrated water benefits of the project.
- A contractor was appointed by Council at its meeting on 23 October 2023.
- Construction commenced in late 2023 and is progressing well, with formation of the lake and rain gardens mostly completed and works commencing of furniture and landscaping. The anticipated completion timing for the project remains July/August 2024.

Kananook Gardens Project update

- Delivery of the new pathways were completed in late March 2023 with the boardwalk completed in July 2023, being the main elements of this stage of works.
- The remaining Interpretative and wayfinding Signage component installation were to commence later in 2023. There was some original scoping undertaken however, and there is no budget for implementation this financial year.
- Design of a rotunda commenced in 2023/24 however funds are not allocated in 2024/25 for further works on this project.

KEY MEETINGS AND ACTIVITIES

During this quarter (April to June 2024) the CEO attended meetings either face to face or virtually. The CEO performed the role of Master of Ceremonies at several significant events during this time. Participating in many internal meetings with staff from across Council is a priority for the CEO.

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 Waste Board meetings;
- Participation in the Affordable and Social Housing sub-committee meetings;
- Participation in the Destination Events Working Group;
- Participation in the Housing Working Group;
- Participation in various meetings managed through the Mayor and CEO session format;
- Participation in various meetings with Council's Management Team;
- Participation in Corporate Induction program;
- Participation in FMAC Coordination Group meetings;

- Participation in the Council’s Audit and Risk Committee meeting;
- Participation in Joint State/Local Government Monthly CEO forums;
- Participation in the MAV Metropolitan South Regional meeting;
- Participation in the Frankston Basketball & Gymnastics Stadium Redevelopment Project Advisory Group meeting;
- Participation in the Frankston Suburban Revitalisation Board meeting;
- Various meetings with newly elected Member for Dunkley;
- Meeting with CEO of Committee for Frankston & Mornington Peninsula;
- Meeting with representatives from Monash University;
- Meeting with representatives from Federation University;
- Meeting with representatives from Department of Transport;
- 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;
- Attendance at the GSEM hosted event at Parliament House, Melbourne;
- Participation in a number of Federal Members of Parliament meetings as a GSEM representative, Canberra;
- Meeting with representatives from Australia Post;
- Visits to Council’s 43 Davey Street office;
- Visits to the Council’s Operations Centre;
- Visit to the Frankston Library;
- MC role for the opening of Lloyd Park Pavilion;
- MC role conducted at Australia Citizenship Ceremonies hosted by Council.

ADVOCACY

Council hosted a dinner meet and greet on 6 May 2024 with newly elected Federal Member for Dunkley Jodie Belyea MP, Councillors and the Executive Management Team. Council met with all Frankston City Members of Parliament (Dunkley, Carrum, Frankston and Hastings) on Tuesday 11 June 2024 with updates shared by all key attendees including:

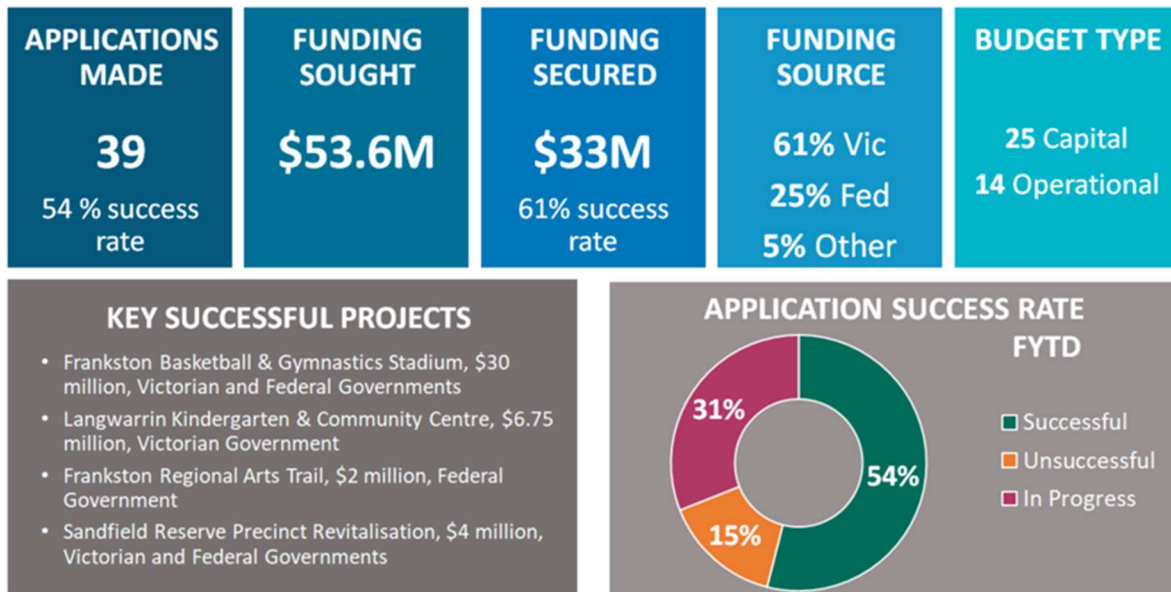
- Council update on local state and/or federally funded projects;
- Federal Budget 2024-2025 highlights;
- Upcoming Federal Government funding programs;
- Victorian Budget 2024-2025 highlights;
- Housing;
- McClelland Gallery and Sculpture Park;
- Young Street Action Plan aimed at improving the look, feel and function of Young Street;
- Frankston Metropolitan Activity Centre (FMAC) Structure Plan;
- Australia Post closure of Wells Street Post Office.

On 28 June 2024 Council met with Frankston City Members of Parliament (Dunkley, Frankston and Hastings) to present an update on the Frankston City Housing Advisory Committee and hear from Federal and State representatives their government’s policies, plans and initiatives that support housing growth across Frankston City.

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. This is also how Council secures the delivery of election campaign commitments.

2023-2024 FY Grant Report



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

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. 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. There were no meetings held during this period. The Council was briefed on this project during this period.

A successful delegation visit to Canberra was conducted during this period (26-27 June 2024) with Mayor Conroy and the CEO representing Frankston City Council as part of the GSEM Mayor and CEO delegation.

The focus of the delegation visit was to bring a united group to advocate to Federal Members of Parliament highlighting the group's objectives and to encourage Members of Parliament to include the group in any future discussions regarding policy about the region.

Frankston Suburban Revitalisation Board

The second meeting of the locally managed Frankston Suburban Revitalisation Board (FSRB) took place on 6 June 2024. It was chaired by the Mayor, Cr Nathan Conroy and covered topics such as:

- Introduction of new Board member Bernadine Geary, Interim CEO of Frankston Business Collective;
- Young Street Action Plan aimed at improving the look, feel and function of Young Street;
- Opportunity for housing in Frankston's city centre, including student accommodation with Monash University;
- Peninsula Health CEO Felicity Topp resignation.

Importantly, this meeting was an opportunity for the Board members to consider the future goal and operations of the new locally managed Board which was delivered through a facilitated workshop. A new vision will be considered by the Board utilising the feedback provided at this workshop. The FSRB meets quarterly and is co-chaired by the Frankston City Mayor and State Member for Frankston on rotation. The next meeting of the FSRB will be held in early August 2024, to be chaired by Mr Paul Edbrooke MP, State Member for Frankston.

Update on Community Support Frankston (CSF) Inc. financial support

Internal and external building safety modifications continued with rear gate access and intercoms fully actioned and internal duress alarms also completed. Swipe card access to be managed on-site is planned for the next stage of works. Additional and top-up funding for CSF as part of Council's COVID Relief ceased on 30 June 2024. This will no longer be reported in the CEO's report going forward.

AUDIT AND RISK

Homelessness update

The Housing Advisory Committee met on 20 May 2024 to monitor progress on its annual work plan and received three key updates. These included an update on the community engagement campaign being developed by Common Cause Australia about the benefits of diversity in housing within communities, and preparation for the Committee's meeting with Members of Parliament on 28 June 2024.

The Committee also received an update on advocacy, following Council's resolution on 22 April 2024, that Council:

Endorses the Housing Advisory Committee's recommendation that Council writes a letter to the local state MPs to advocate for the Victorian Government to:

- *Proactively promote the benefits to property investors of leasing their properties as affordable private rentals or affordable community housing through HomeGround and other social enterprises;*
- *Introduce a scheme to provide land tax exemptions for land owners that are providing affordable rental properties on that land through approved property management providers like HomeGround.*

The Housing Advisory Committee met Jodie Belyea MP and Paul Edbrooke MP on 28 June 2024 in discuss affordable housing and how different levels of government could work together to provide more housing in Frankston City. This meeting was attended by Mayor Conroy, Cr Baker and Cr Aitken, as well as the CEO, Manager City Futures and Coordinator Social Planning and Policy.

The Strategic Housing and Homelessness Alliance met on 16 April 2024 to provide stakeholders from across the homelessness and social housing sector with a forum to discuss local solutions to homelessness and social housing. The Alliance received and discussed a presentation from the Mental Health Legal Centre on Supported Independent Living (SIL) facilities and Vulnerable Community Members.

The Frankston Zero Executive Committee met on 30 April 2024 with discussions focusing on opportunities to work collaboratively with Mornington Peninsula Shire in addressing homelessness. The group felt that there were significant benefits in working collaboratively due to many of the clients being transient across both catchments and that the majority of the key agencies also work across the two. The Frankston Zero Executive Committee also met in early June with the focus of the meeting being improved connections with Peninsula Health, with a particular emphasis on the mental health and emergency departments, to assist clients in navigating the system. Peninsula Health expressed interest in continuing the conversations as part of their rebuilding and transforming the mental health and wellbeing crisis services.

Audit and Risk Committee update

The Audit and Risk Committee met once during this period, Friday 3 May 2024. The agenda included internal audit reviews of Financial Controls and the implementation of Key Council Strategies, an update on the policy register status and the draft budget along with risk reports. The next meeting for the Audit and Risk Committee is scheduled for 12 July 2024.

Aged Care Reform & Current Community Need

Reform consultation and engagement continues with community and providers. Home Care Package providers will commence the new Support at Home program in July 2025, which is earlier than Commonwealth Home Support Programme (CHSP) providers. It is important that the new Aged Care Act is in place prior to commencement for all providers as this will provide adequate time to implement the changes required. As such, the new Aged Care Act, which was due to commence on 1 July 2024, has now been delayed due to commence in December 2024. It is likely that the new strengthened Aged Care Quality and Safety Standards will also be delayed to better align with the new Act.

Frankston's service agreement for 2024-25 with the Commonwealth was received in June and is now fully executed by all parties. All CHSP services will continue to be delivered as per the agreement, noting there is no change to service provision for 2024-25. Additionally, officers have applied for Community Transport funding via the Commonwealth's growth funding stream. The Community Transport service is currently fully funded by Council, if the application is successful the service has the potential to be fully funded by the Commonwealth.

All Community Care services are operational. All clients have been provided with a letter to outline the fee increase for 2024-25. Additionally, all gutter cleaning clients were sent a letter to advise that the gutter cleaning service that has been closed for a significant duration, will resume in July. This letter includes details on the new fees, along with the reasons why there has been an increased contribution required for clients.

There are currently 95 service requests in the My Aged Care Portal (MAC) for Community Care services, including 19 requests for gutter cleaning. All services are now open with the exception of respite, unescorted shopping and domestic assistance. As capacity increases, services that are currently closed will be re-opened.

Update on Kindergarten Reform

The draft Kindergarten Partnership Strategy 2024-2034 is now complete. The Strategy was presented to Council at the 24 June Council meeting and Councillors unanimously endorsed the Strategy for the purpose of information sharing and public exhibition. A report will come back to Council on 12 August 2024 for formal adoption and will include any feedback received from community and stakeholders.

The Baden Powell kindergarten project in Frankston South commenced in June, the old buildings have been demolished and the new modular building is scheduled to be established early July. Officers have commenced conversations with the Department of Education for the building to be formally 'gifted' to Council. The project remains on schedule for the kindergarten to open in February 2025.

The Langwarrin and Seaford Child and Family Centre projects are currently out for tender. A builder is expected to be appointed at a Council meeting in September. Both projects remain on track for the facilities to open in February 2026. Officers have applied for formal funding for the Seaford Child and Family Centre via the Building Blocks Partnership in June and the outcome of the 4.5-million-dollar application is expected to be in the next month.

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

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