

Public - Chief Executive Officer's Quarterly Report

Period reporting – July to September 2023 (public version)



Lifestyle Capital of Victoria

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

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

Key topic areas include:

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

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

Regards

Phil Cantillon

Chief Executive Officer

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

PEOPLE AND CULTURE

Weekly communication

Each Monday, the CEO distributes an all-staff email providing advice on key achievements, sections thanking staff and well-done commentary, along with other news and items relating to Council briefings/meetings. The email is then uploaded onto Council's internal website portal called Grapevine. In August 2023, the CEO sent a further email providing an update on reflections and insights from the key actions directly related to the staff survey held last year noting further opportunities will be developed through feedback from a recent 'Pulse' survey conducted in July 2023.

EMT Panel Q&A sessions

EMT hosted its first EMT Panel Q&A session on Wednesday 5th July 2023 held at the Frankston Arts Centre, Theatre with over 150 staff attending. Staff were able to ask questions using slido technology with EMT responding live on-stage. Unanswered questions were answered following the event along with a recording of the session uploaded onto 'Grapevine'. Another session is scheduled for Tuesday 31 October 2023.

Linkedin Learning

Since mid-September 2023, Council staff have had access to high quality online training through Linkedin Learning. Linkedin Learning is a powerful platform for professional development from thousands of course to choose from such as Project Management and MS Office.

Sharing Pronouns

Council encourages the use of pronouns, as it shows respect, validates individuals' gender identities and fosters an inclusive workplace where everyone belongs.

Future Ready Kick Start Program

The Kick Start Program concluded in July 2023 with project pitches to EMT about strategic improvement ideas under the Future Ready Frankston pillars of Culture, Capability, Connectivity and Customer. The feedback was extremely positive from the participants. The program will run again in February 2024. Expressions of interest will be called for in November 2023. The Program is capped at 16 participants.

All Staff 'Engagement Pulse' Survey 2023

Council's all staff 'Engagement Pulse' survey was held during this period. The survey was to check the organisation's pulse with staff through a short, 14-question pulse survey. The survey reached a participation rate of 67 per cent, this equated to 630 staff completing the pulse survey. The results will support many organisation decisions and initiatives. This will help focus on the things that positively impact on the workplace culture. The results were shared at the end of August 2023 noting an improvement in the *Truly Great Place to Work* at an incredible 81 per cent, based on enjoying the work you do, the people you work with, effective/strong teamwork and cooperation within teams. The results demonstrated an increase in our overall staff engagement score from 54% to 61%, moving us from a Culture of Consolidation to a Culture of Success. The survey noted strong results for taking pride in our successes and achievements, continuous improvement and optimism for the future.

People Matter Survey 2023

The results of the People Matter Survey, facilitated by the Victorian Public Sector Commission have been released. Council achieved a 34% response rate, majority (73%) of respondents identified as women. Initial results show a positive shift in experiences of bullying with a 6% decrease, however there was no change in experiences of sexual harassment, maintained at 8% and experiences of discrimination have increased by 2%. The results are currently being analysed and will be shared across Council in the coming quarter.

ORGANISATIONAL HIGHLIGHTS

External Awards and Recognition

Frankston City Council was again recognised as a top tourism destination, winning bronze in the 2023 Victorian Top Tourism Town Awards for the second consecutive year.

Council was recently short listed in the prestigious Tidy Towns and Cities Sustainability Awards and one of the projects '80,000 tree planting initiative' was listed as a finalist. Winners to be announced on 23 October 2023.

Council's Transparency Hub platform was recognised as a finalist at the MAVTech Annual Awards, unfortunately Council did not take out the prize, however the nomination served as a good recognition for work in the realm of transparency, good governance and accountability.

Two Council officers recently received the esteemed 2023 Neill Hogg Award for Innovative Excellence at the 'Infor' (Pathway) Public Sector User Forum.

Internal Awards

Council's Annual Corporate Excellence Awards were presented during this period at the Frankston Arts Centre. Annual winners were selected from the Directorate Excellence Awards 2022/23 season winners' pool. The event held on 26 July 2023 also celebrated staff who have worked at Council over 10 years, 15 years, 20 years, 25 years, 30 years and at this ceremony, there was one staff member celebrating over 35 years of service to the Frankston Community. Planning is now underway for the next series of Directorate Excellence Awards to be held late November 2023.

Corporate donations and fundraising

On Wednesday 27 September 2023, a 'Footy Colours Day' was held to raise funds for the Fight Cancer Foundation with \$878.00 donated.

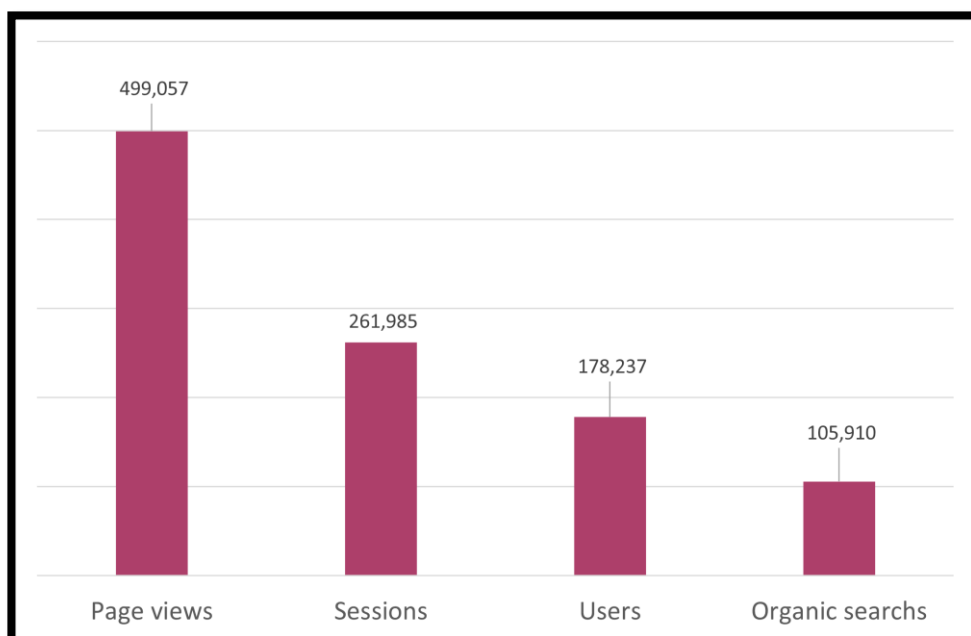
At Frankston City Council, staff can elect to donate an amount directly from their pay to the Frankston Community Support Fund with new staff provided information on this option during induction.

BUSINESS TRANSFORMATION

Council's Websites

The digital web team have continued to drive and increase engagement through Council's Corporate website with content rewrites and section updates. Some noteworthy website content improvements have been a revamp of Council's current major projects section, a redesign of the Bin Information section aligned with the glass recycling bin roll out and a continuation of increased improvement of Council application pages.

In the next period, the digital team will assist in developing a volunteer portal for Impact Volunteering to be incorporated into the corporate website.



Website user metrics

Smart Cities initiative / Transparency Hub updates

During the Quarter July – September 2023, there were three data sets that were updated for the Councillors Page on the Transparency Hub. These data sets provided updated information until the end of 2022/2023 Financial Year - Quarter 4, and included Councillor attendance at Council Meetings and Briefings, Council decisions made in meetings closed to the public versus open to the public and the voting breakdown on all decisions made open to the public.

We have also gone live with the Customer Satisfaction data and it is now available in the Transparency Hub. We are currently working on eleven GIS datasets relating to council facilities like Public Toilet, BBQs, Council playgrounds etc. have been published. The data visualization is in progress. Also in development is remuneration data for Senior Officers and Key Management personnel. The internal review is in progress.

Smart Parking - Sensors have been installed within FMAC, Beach Street and Norman Avenue to facilitate real-time parking. This has enabled better understanding of parking utilization for the council and users to receive parking information in real time. The next step is to integrate parking enforcement to this system.

Fleet Telematics - Telematics devices have been installed in council vehicles to understand utilisation of fleet vehicles, enhance safety, digitising vehicle checklist, and increased fleet reporting efficiency. Discussion has started with consultants to develop the future Smart City roadmaps, exciting times ahead.

On 18 May 2023, Council went live with e-scooters. This was an addition to complement our e-bike solution. The uptake has continued to be steady. We have now seen 6,908 trips by e-scooters since its commencement. We anticipate this to increase as we move into the warmer months, our current trial has been extended to early 2024 to be able to fully understand the trends and needs of our community. We continue to look for initiatives that increase usage which align with events in the municipality.



Future Ready Frankston Efficiencies

Significant efficiencies have been delivered as part of the Future Ready Frankston Strategy in the last quarter including:

- Private Building Surveyor lodgments have had a process overhaul, surveyors are now able to lodge all their documents online through a customer friendly online form. Workflow and reporting improvements have led to a significant reduction in processing times, saving 1 hour of processing time per application.
- A review and implementation of the Internal Review Process for the Prosecution team has allowed customers to lodge internal reviews for all infringement types, development of reports and process improvement removing no value-add tasks and streamlining workflows to provide responses to customers within a faster period.
- Continuous improvement methodologies have been applied in the Statutory Planning team; finding incremental improvement throughout the process.

Current works to improve customer experience and staff efficiencies include:

- Requests relating to our Kerbside Bins are undergoing automation which has eliminated the need for administration staff to manually check and triage requests upon lodgement. With an estimated saving of 11 days for the year.
- A review of our compliance permits to include online lodgement and automation where applicable.
- A review of our Swimming Pool process and workflow.
- Investigation to develop a customer portal allowing customers to check, track and manage applications across Council.

Public Art & Big Picture Festival 2023

Big Picture Festival - Within this quarter approval of various walls around the CBD have been progressing, including working closely with Vicinity for sites and cross promotion. Also programming mural and projection artists for the festival has commenced along with Block Party programming. Officers are working towards delivering three new walls outside of the Big Picture Fest after the event and working with appropriate stakeholders for these sites at Ballam Park, Frankston North and Havan Reserve.

With regards to other public art updates, a range of actions are in progress or have been completed, including the recent relocation of 'Catch Me' from Seaford Community Centre/Library to Keast Park. New sculptures are also in the process of being commissioned for the Kananook Commuter Car Park and Sweetwater Creek. Various public art maintenance requirements are also progressing to ensure the program of works is in optimum condition and or decommissioned when necessary.

Discover Frankston

Mentioned earlier in this report, the City was awarded the third Top Tourism Town in the State, only behind Ballarat and Bendigo, providing coverage and accolades from across the state by media outlets and Tourism Industry. The Tourism team greatly assisted in marketing and promotional activities for the Hawthorn AFLW games via a range of online listings, giveaways, content generation, itineraries, e-news mentions and social media posts, with one of the Instagram posts reaching over 6k people with over 30 shares. The messaging had a positive influence on ticket sales noted by AFLW. In addition, the team compiled welcome packs for 30 players to encourage them to visit the city centre and surrounds whilst in town for training sessions and game days. The bags included information on upcoming Frankston City events, Street Art Walking Tour Vouchers and I Love Frankston beanies and vouchers from a range of local businesses.

Council worked with 'StoryTowns' on a major project with Metro Melbourne Trains to produce geo-located audio travel guides for Frankston and Seaford Station as a way of getting locals and visitors to know about the stories of the city. Enhanced itinerary functionality was launched on discoverfrankston.com providing users the ability to create their own customised itineraries, also proving useful to design customer itineraries that will be used as key dispersal tools for visitors and guests of Frankston City, such as touring performers, VIP's, delegations and players.

Marketing support commenced for Council's community and commercial run events via the Destination Events Program with the first event being; Sunset Twilight Markets commencing in October. Three media partners were secured for the summer event season, aiming to elevate exposure and highlight Frankston City as a creative, events arts and culture destination.

Frankston Major Events

Within this quarter, Expressions of Interest have been received by external food vendors, performers and exhibitors for the upcoming 2023/24 Events Season, with successful applicants awarded by early October 2023. Planning and concept meetings have commenced for Frankston's Christmas Festival of Lights and Waterfront Festival, including reviewing feedback from past events. A new Sponsorship Prospectus has been created to enable the packaging of the whole events season. This is currently being shared across local businesses and wider networks to attract new sponsors to the upcoming events season.

Frankston Arts Centre (FAC)

This quarter, Ticketing Services has launched accessible seating purchasing online, this is a significant step towards enhancing venue accessibility. Patrons can now effortlessly purchase wheelchair bays, secure complimentary companion card tickets, and even access Auslan seats online. This initiative reflects a strong commitment to making our venues more user-friendly and inclusive for all attendees.

A new digital sound system has been installed in the Theatre for higher quality amplification of music & events that meets the growing needs of our clients. A branding /awareness video was created to highlight Frankston Arts Centre as a venue for events as well as for shows and is being shown at Hoyts Frankston, via social media and on Frankston City Council's digital street screens. The FAC weekly e-news database now reaches 28,000 and increased by 5% in August, above the usual increase of 2% each month. The increase can be attributed to several strategies including competitions with 3MP and at the library. The open rate for weekly e-news has also been increasing, with an average of 34.3% last month (In FY22-23 we averaged 31.3%).

FAC Season 2023 presented a number of performances with highlights including a sold out schools matinee of '*Possum Magic*' in September, a sold out performance of '*Personal*' by Jodee Mundy in Cube 37 in September 2023, and strong attendances at Daytime Music and Theatre across the three months. Eight grants have been awarded to state-based and local artists to present at South Side Festival. Nineteen grant submissions were made for the 2023 – 2024 Round of Artist Project Grants, with six grants to be awarded in October 2023. Visual Arts programming continued to be received positively, with a sold-out Kids Portrait Exhibition, *Kids Fest*; being a particular highlight this quarter. 70 entries were received and prizes were awarded to a number of participants by Mayor Nathan Conroy at the celebration event in September 2023.

Frankston Libraries

The Frankston City Libraries team became one of the first libraries in Australia to launch Envoy Connects, the world's first accessible, compact, audiobook player. Easy to use with a tactile keypad which makes the Envoy Connect ideal for blind or low vision users. This has improved access to the digital library collection and resulted in over 700 titles being downloaded in the last month.

The Seed library implementation commenced at Frankston library, customers can access a wide variety of seeds. The seed library promotes sustainability by encouraging people to save and share seeds along with promoting gardening and biodiversity within the community.

A review of the popular story-time program highlighted that people attend to build their child's literacy skills and for social connection. A refreshed calendar for Term 4 was launched. Another successful school holiday program was delivered, which included a visit from two AFLW stars for a special Foot Grand Final story-time.

Hospitality

The layout of main foyer bar has been reconfigured to allow for better visibility, to improve flow and speed of service. Lots of positive feedback from both staff and patrons. Over the quarter Hospitality provided catering or operated a bar for:

- Bars for 91 performances;
- Catering for 38 Backstage Riders (Theatre performers);
- Catering for 113 meetings or functions (including offsite catering for AFLW Umpire Dinners);
- Bar, catering and Hospitality staff for 4 Exhibitions Openings;
- A total of 20 new clients have been added to the Hospitality database and 101 new bookings added to the calendar over the quarter reaching as far forward as October 2024.

Council's Corporate Customer Service Update

The Customer Service and Experience team have been working hard in the last quarter focusing on ensuring we are available to serve our customers when and how they choose to interact with Council. Operationally, our call centres were busy with calls about Rates, Planning and Environment the most common enquiries this past quarter.

The contact centre answered 94% of calls that were presented for the quarter which exceeds our abandoned call targets. We saw a strong return in interaction with our Live Chat channel, with a 46% increase in interactions compared with last quarter. This shows a growing trend in our community choosing to interact with Council in new ways outside of traditional customer channels.

The Customer Experience Strategy continues to be implemented across the organisation with a strong focus on how we can make interacting with Council easier for the community, so they are getting what they each time they engage with us.

Our Complaints Handling Procedures have been reviewed with changes implemented, to better enable customers to lodge complaints and provide feedback in line with our Complaint's Handling Policy. We are building greater capability to report on the Complaints we receive, to identify key themes and ensure that we are then taking the appropriate action where needed, as an organisation.

CEO REPORT JUL-SEP

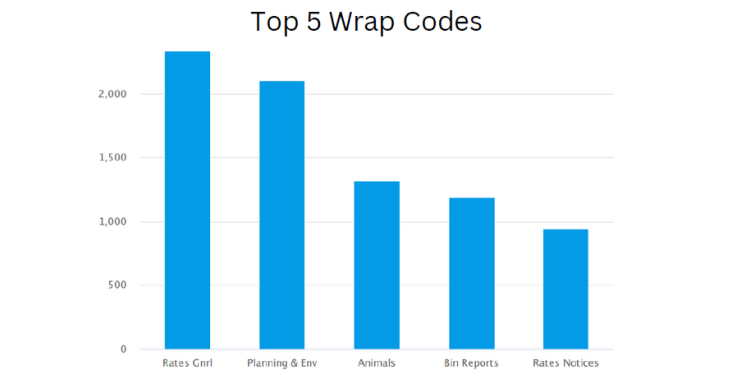
CUSTOMER SERVICE & EXPERIENCE



23,679
Total incoming calls to 1300
from 23,862

7%
% of calls that create a PCS
from 7%

2,849
Transactions processed over the counter
from 3,112



% Abandoned Calls
6%
from 4%

Number of Live Chats
1,741
from 1,186

Grade of Service
68%
from 81%

Average wait before answer
142SEC
from 22 seconds

CEO REPORT JUL-SEP

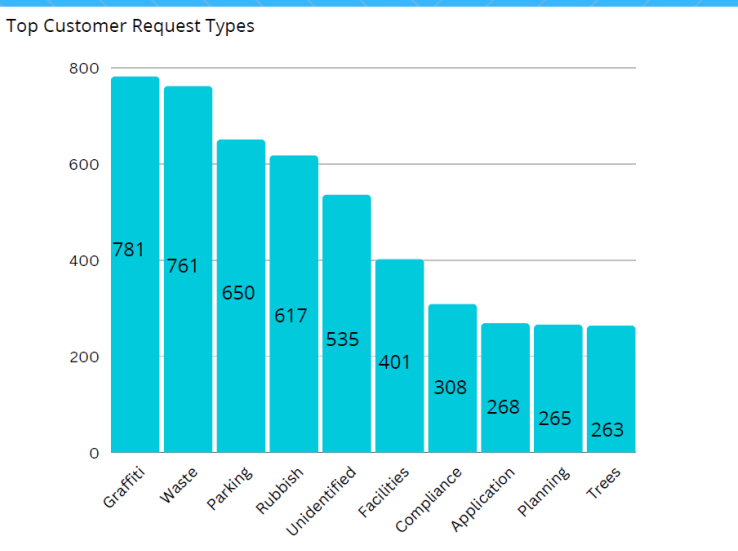
CUSTOMER SERVICE & EXPERIENCE



3234
Snap Send Solve Req's
from 2925

1614
Pathway Req's by CSO's
from 1721

1585
ePathway req's
from 1654



CEO REPORT JUL-SEP



CUSTOMER SERVICE PROMISE - MEASUREMENTS

Measures	Monthly			Quarterly	
	JUL	AUG	SEP	THIS QTR	LAST QTR
Average Wait Times	Phones: 2min 7sec Live Chat: 43 sec	Phones: 1min 59sec Live Chat: 53 sec	Phones: 2min 45sec Live Chat: 61 sec	Phones: 2min 24 sec Live Chat: 51 sec	Phones: 1min 57sec Live Chat: 49 sec
Abandoned Calls	4.75% or 337	4.95% or 396	9.18% or 791	6.43% or 502	3.94% or 939
Grade of Service	78.3%	73.15%	52.28%	67.71%	82.63%
Satisfaction Score	4.86	4.78	4.84	4.84	4.81

Social and media engagement - Frankston City Community

The quarter saw a number of major projects conclude, with multi-channel communications marking the completion of Jubilee Park Stadium, the Healthy Futures Hub, Carrum Downs Recreation Reserve and Yarralumla Reserve.

In July 2023, we also commenced a four month campaign to support the rollout of purple bins as part of the Victorian Government's Kerbside Reforms. The campaign included both awareness and behaviour change elements, with all households required to recycle glass separately from other waste from October onwards.

In August 2023, we co-created with the tourism and events team a destination-focussed campaign supporting Hawthorn Football Club's staging of two AFLW matches at Kinetic Stadium.

In September 2023, we launched a campaign establishing one of the first social inclusion action groups in Victoria, funded by the Victorian Government. The campaign reached across all segments of the local community to enlist diverse representation in the action group, which aims to tackle a range of issues identified in the Royal Commission into Victoria's Mental Health System. The quarter also saw extensive media interest in the Planning Minister's FMAC interim overlay, the development of a Frankston Monopoly board game, and the suspension of Cr Steven Hughes.

We continue to see solid incremental growth in followers and engagement on Council’s corporate social media channels. We are now just short of 29,000 Facebook followers, gaining around 300 new followers per month, which is exceptional for a Council. The most dominant campaign was the promotion of the nine suburbs and corresponding “I ♥” merchandise. Each suburb reached between 30-35,000 people per post. The nine suburbs combined generated a total reach of over 270,000, reaching far beyond existing residents. Even the smallest suburb of Langwarrin South, with a population of circa 1,400, reached an audience of over 25,000 on Facebook and Instagram.

Business Grant recipients were another hugely popular source of engagement on social media, with well-known local brands such as Cosy and Tasty Dumplings on Nepean highway reaching nearly 40,000 people, and 20,000 for YOMG.

Content regarding Yarralumla Play Space in Langwarrin reached over 75,000 people in July 2023. The traction of our corporate social media is now so significant that even the unveiling of a small, revitalised pocket play space such as Rosemary Reserve in Frankston North reached over 10,000 people. This represents significant benefits to enhancing local knowledge, appreciation and movement amongst residents throughout every suburb and neighbourhood.

Community Engagement

Community engagement over this quarter has received the highest participation levels of 2023 so far. The number of live projects has been high at 11, and there has been significant community interest and impact in the live projects. There were 15,476 visits to Engage Frankston, 2,033 online contributions, and over 20 in-person engagement activities. The projects with the highest amount of engagement in this quarter were as follows:

Project	Engagement approach/outcomes
Housing Strategy	900 contributions 21 engagement pop ups and workshops
Kindergarten Strategy	353 contributions
RF Miles	323 contributions
Witternberg Bushland Reserve Native Vegetation Offset Site	302 contributions 2 community pop ups
Public Toilet Action Plan	134 contributions 1 in-person intercept survey

The Witternberg Bushland Reserve Native Vegetation Offset Site engagement was a good example of the community responding strongly to a proposed change to access at the Reserve, with over 80 percent of the 302 respondents selecting the ‘no change’ option. Council’s timely acknowledgement of the community sentiment, and decision to abandon the proposal ensured that the community felt heard and appreciated the value of the engagement process.

The Housing Strategy engagement received particularly high participation rates from the community, with over 900 community members, from every suburb of Frankston City, responding online or in person at pop ups and workshops. Feedback received through our community engagement activities is now being used to develop the draft Frankston City Housing Strategy.

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

1. Community Vision review.
2. New Seaford Child and Family Centre.
3. Bicycle Strategy.
4. Safer Communities Policy and Strategy.
5. Fair Access Policy & Action Plan.
6. Family Violence Action Plan.
7. Frankston North Community Centre.
8. Coastal Marine Management Plan.
9. Nepean Boulevard Revitalisation.

Building Frankston's Future (BFF) Capital Works Awareness

Several BFF branded signs/fence banners were installed to highlight works underway, future projects or community events:

- Carrum Downs Recreation Reserve Multi-purpose courts opening;
- Willow, Austin, and Kareela Reserve upgrades;
- Eric Bell Pavilion (updated signage);
- Belvedere Park Tennis Club upgrade;
- Frankston BMX Track, sports lighting, and toilet upgrade;
- Stiebel Place improvements;
- Witternberg Reserve upgrade.



BFF hoarding was also added to fences at these project sites:

- Kananook Commuter Car Park;
- Lloyd Park Senior Pavilion;
- Eric Bell Pavilion;

Other:

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

Customer Requests Update

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

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

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

1. Customer Requests:

1.1 Table below highlights Customer Requests July- Sept 2023 (Q1)



Council received 14,205 requests in Q1 which is an increase of 8% from the same time last year (13,167) and above Q4, 2023 (12,179). Council closed 15,816 requests, up 22% from last year (13,013) and above Q4, 2023 (12,958).

At the end of Q1, Council had 1,524 open requests (down 54% from 3,324 last quarter) with an average number of day's open of 60*. This is a big improvement from last quarter where the average was 296*. This is due to a concentrated effort to close FAMIS related requests. Next quarter similar focus on resolving complex long-term requests will occur. To keep these numbers down, a review of internal processes will be undertaken.

Council aims to close requests within 10 days. The average number of days to close jumped up temporarily to 71.7 because of the effort to close long standing FAMIS related requests. Last year it was 12.8 days to close.

As the other complex long-standing requests get closed next quarter, days to close may again be temporarily high before the average decreases down to a more regular figure. * Figures are rounded to the nearest whole number.

2. ReM Requests:

2.1 Table below highlights ReM Requests July- September 2023 (Q1)



Council received 12,833 pieces of correspondence in Q1 which is a 3% decrease from the same time last year (13,251) but an increase of 8% from Q4 (11,932).

There are 2,047 open ReM requests, up 10% from 1,862 in Q4.

Council aims to respond to correspondence within 10 days- we met that benchmark in Q1 89% of the time (80% for Q4 last year, and 82% for Q3).

The average number of days to respond to correspondence was 10* days for this reporting period which is an improvement of 19% compared to last year (13* days) and an improvement of 26% over Q4 (14 days).

The performance for the quarter for closing requests and closing on time has improved, however, the processes to close long standing open requests needs to be a priority in Q2 as the number of open requests is steadily growing.

* Figures are rounded to the nearest whole number.

Planning Progress

Statutory Planning data update – Quarter 1 (2023-24)

Statutory planning on-time delivery for Q4 at 90 percent was above the target of 70 percent. Significant progress has been made in reducing outstanding application volumes to the lower end of the target band (200-300) and this has assisted in reducing batching of tasks and queuing times for action.

As at the time of preparation of this report, there are 231 undecided planning permits, amendment to planning permits, and plan approval applications currently with Council.

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

We received higher application volumes in 2022, with an average of 87 per month and lodgements so far in 2023 have been lower. The first six months were generally comparable to 2021, although the last quarter is showing further signs of softness in lodgement volumes.

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

It should be noted the data for Q1 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.

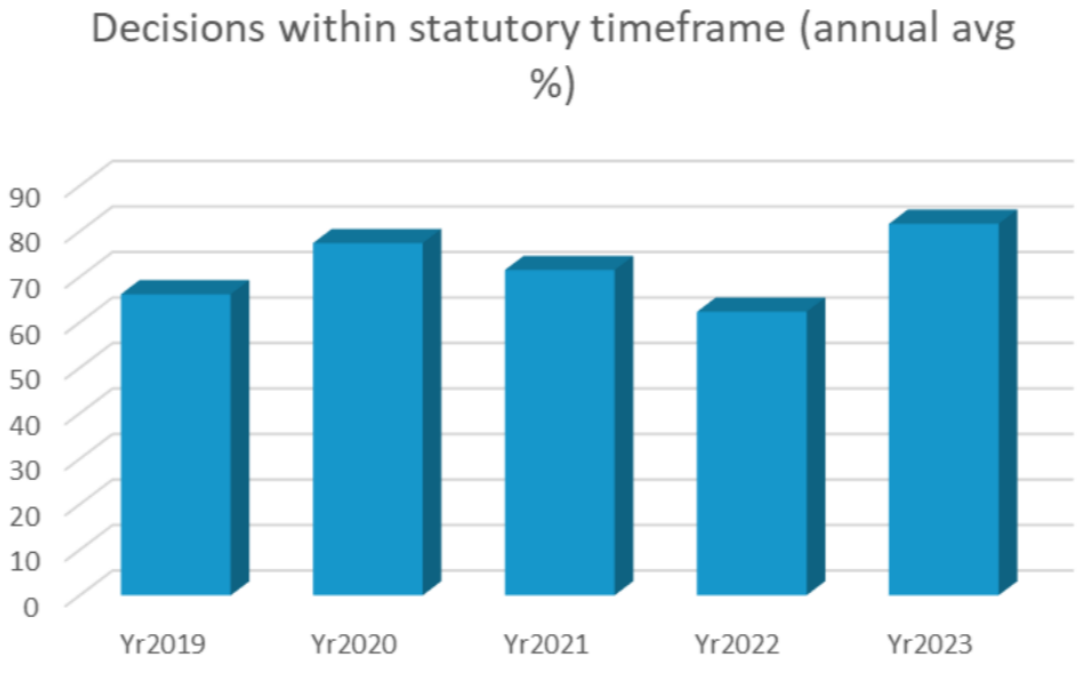
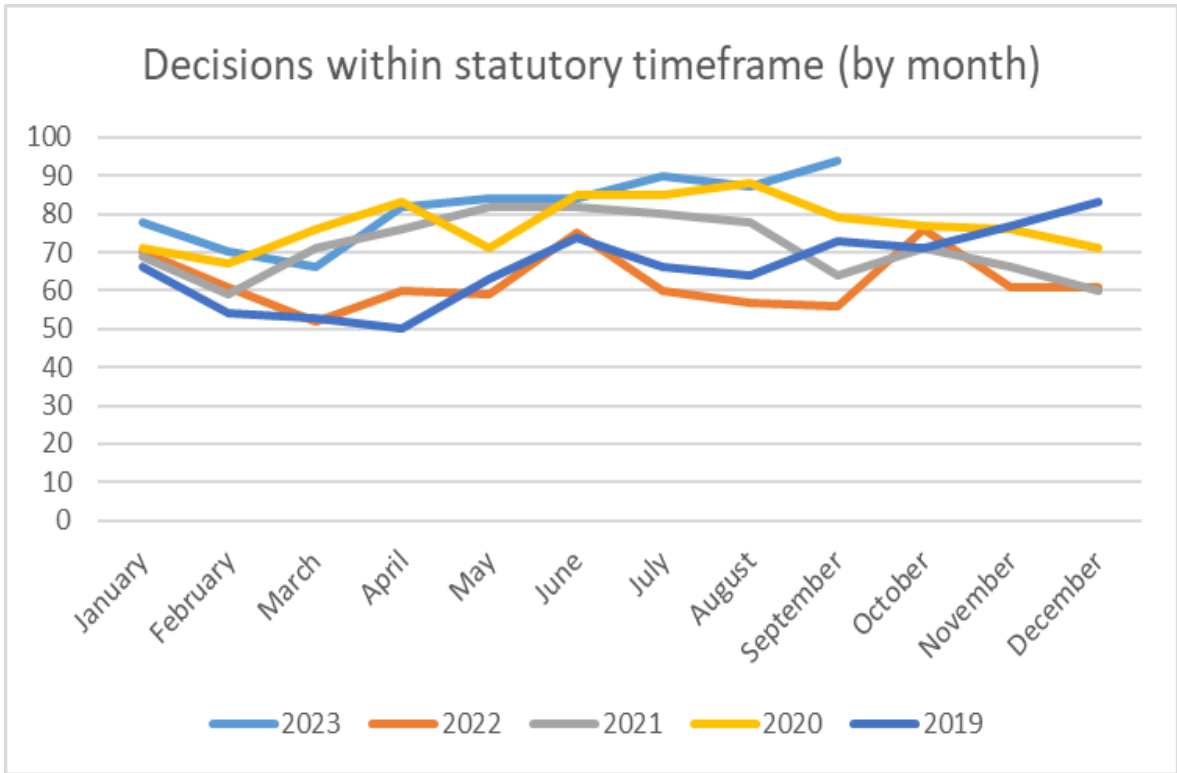
In the past financial year, the outstanding volume of applications has been substantially reduced and the number of decisions made within statutory timeframe increased. Contributing to these improved outcome measures, the Statutory Planning unit have made a number of improvements to business systems. Some of these improvements have related to internal processes and improvements to the efficiency and timeliness of process steps, particularly those relating to internal referrals, where a material improvement has been achieved by Council’s Engineering Services team.

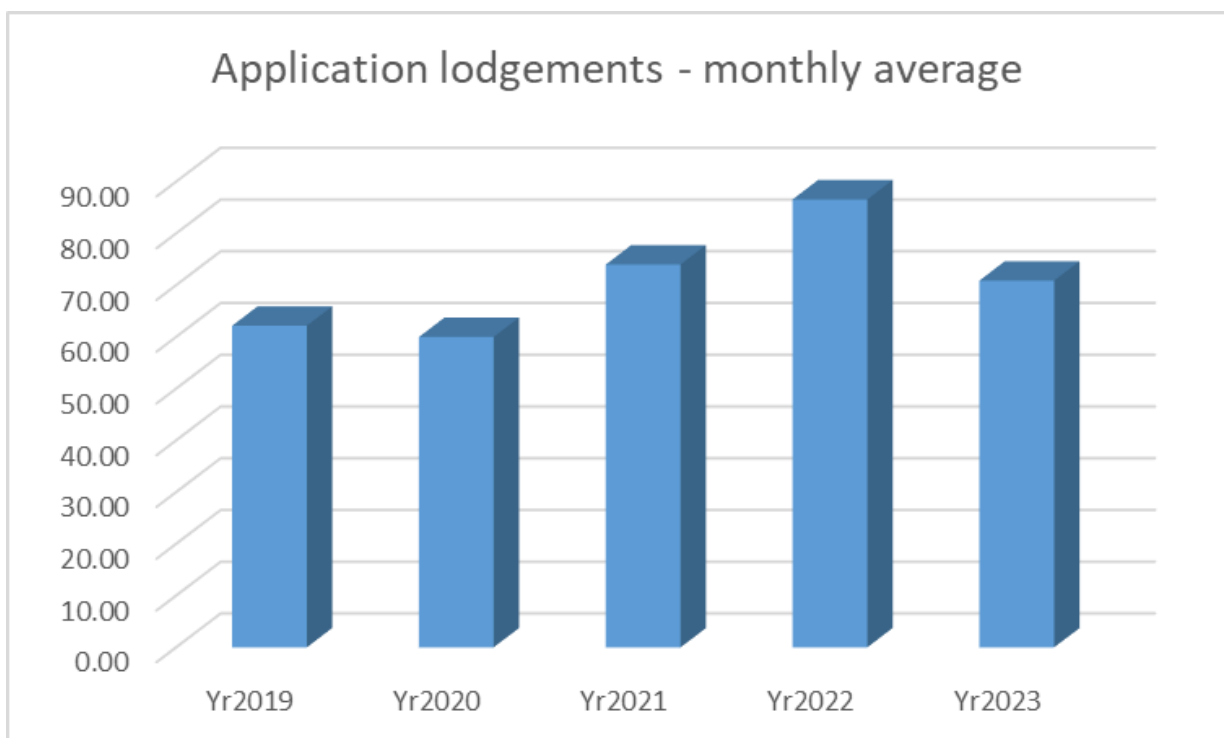
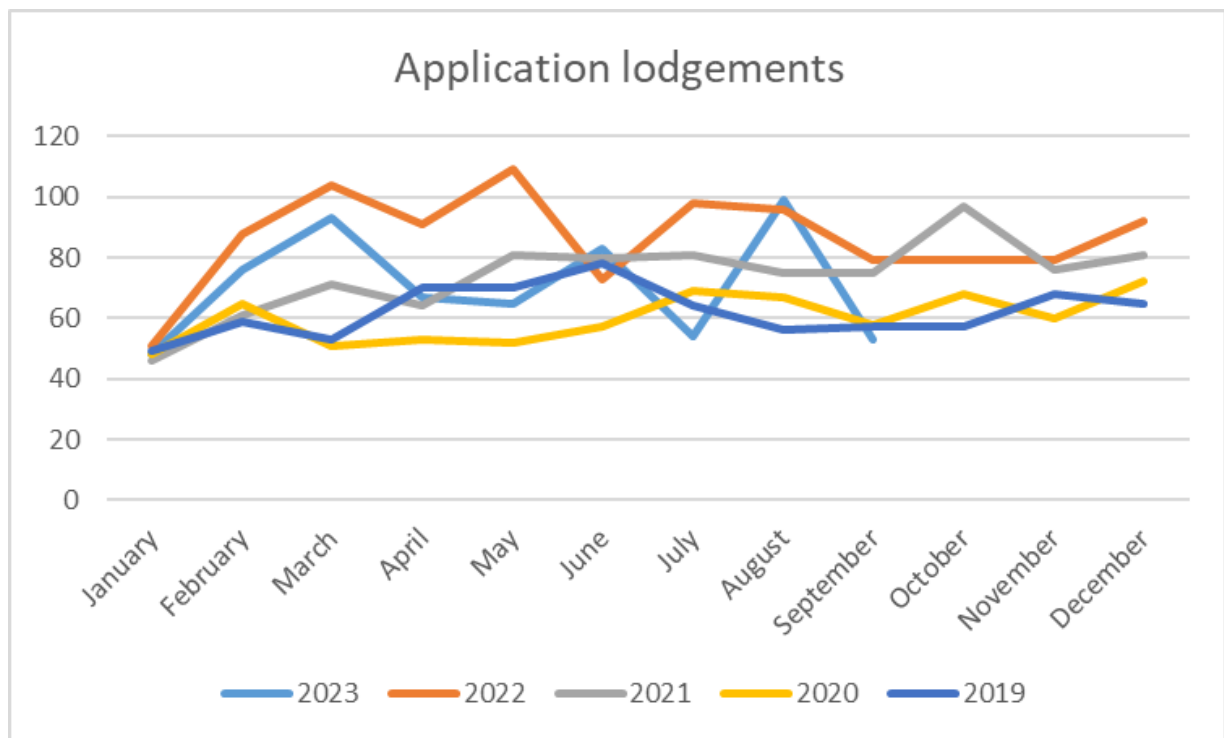
Other improvements have also delivered improved customer experience, particularly changes to create more online forms – meaning customers can now request an extension of time, secondary consent, demolition consent (Section 29A), condition signoff and pre-application meetings via the Council website. In addition to saving customer time and allowing applications to be made at any time and directly into Council’s system, the improvements result in timeframe efficiencies in loading these request types into the Council’s core application management system and therefore enable prompter allocation to an assessing or actioning officer.

Work is presently being undertaken 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.

Also, the Coordinator Major Development has developed and implemented a Major Development Operating Framework and Planning Assessment Team process in this past financial year. This framework includes internal referral requirements including an improved referral template, internal meeting processes and expectations, and customer service guidelines. These improvements have improved transparency and achieved greater collaboration and efficiencies in the processing of major planning applications within the Frankston Metropolitan Activity Centre.

Developer Financial Contributions- Quarter 1 (2023-24)	
Contribution Type	Total Amount Received
Open Space Contributions	\$164,000
Car Parking Financial Contributions (cash-in-lieu)	\$0.00





Environmental Health update- Food Business Inspection and Enforcement Outcomes Quarter 1 (2023-24)

Critical and major non-compliance notifications – follow ups (2023-24)

During the first quarter of the 2023-24 financial year, all critical and major non-compliance outcome notifications at registered food businesses were addressed by our **Environmental Health Officers**, resulting in a **100% follow-up rate for three consecutive quarters**. This exceeds the organisation's target of 60%. The proactive approach and commitment taken by Environmental Health to address non-compliance continues to yield exceptional outcomes, reflecting the team's dedication to delivering high-quality, food safety standards across the community.

Critical and major non-compliance notifications (2022-2024) history chart

The completion rate of follow-up actions by our Environmental Health Officers in Quarter 1 of 2023-24, was 100%. A demonstrated ongoing commitment to addressing any identified non-compliances.

Number of compliant statutory food premises inspections

The total number of statutory inspections where the food business achieved an outcome of compliant for Quarter 1 was **251**.

Number of non-compliant statutory food premises inspections

The total number of statutory food premises inspections where the food business failed and was non-compliant for Quarter 1 was **51**.

This amounts to 302 statutory food premises inspections conducted with a compliance rate of 81%.

Food Enforcement - Number of Food Act Orders/Directions Issued

The total number of Food Act Orders/Directions Issued to food business proprietors, as part of enforcement against serious food safety breaches for Quarter 1 was four (4).

Note: *One Food Act Order was a Closure Order issued in response to Critical Food Safety Risks.*

Food Enforcement - Number of Penalty Infringement Notices Issued

The total number of Penalty Infringement Notices issued to food business proprietors, as part of enforcement against serious food safety breaches for Quarter 1 was four (4).

Summary of Food Business Inspection Outcomes data (Quarter 1, 2023-24), including monthly figures.

Food Business Inspection and Enforcement Outcomes Quarter 1 – 2023-24	JULY	AUG	SEPT	TOTAL
Critical and major non-compliance notifications – follow ups	-	-	-	100%
Number of compliant statutory food premises inspections	85	97	69	251
Number of non-compliant statutory food premises inspections	19	20	12	51
Food Enforcement - Number of Food Act Orders/Directions Issued	1	0	3	4
Food Enforcement - Number of Penalty Infringement Notices Issued	0	4	0	4

City Futures Department update

The following Policy & Strategy Development work was undertaken during July to September 2023:

- Officers have been working closely with the Department of Transport and Planning (DTP) to assist with the review of authorisation for Planning Scheme Amendment C160fran.
- Consultation on the Frankston City Housing Strategy – Discussion Paper was undertaken from 24 July 2023 to 3 September 2023 and received thirteen submissions.
- Planning Scheme Amendment C152fran ‘fix up’ commenced exhibition on Thursday 28 September 2023.
- Authorisation for Planning Scheme Amendment C156 ‘Environmental Amendment’ was requested on 18 September 2023.
- The Draft Safer Communities Policy and Strategy was presented to Councillors at the Briefing on 6 September 2023 to seek feedback from councillors in advance of it going to Council for endorsement for community consultation.
- A response to 2022/NOM8 Outreach Support Services was presented to Council on 11 September providing recommendations on how Council can provide support to people experiencing or at risk of homelessness.
- The Nepean Boulevard Vision Master Plan progressed with award of the Design Services contract, commencement of Phase One and scoping for Early Works. The Master Plan will guide prioritisation, staging and development of the Boulevard corridor in consultation with key stakeholders.
- The Public Toilet Action Plan progressed with a Councillor Briefing on the 28 August 2023 regarding the Community Engagement outcomes and Action Plan progress. The Action Plan will now be finalised for Council consideration and endorsement in Quarter 2 (23/24).
- The Baxter Park Master Plan and Equestrian Master Plan progressed with a Councillor Briefing on the 6 September 2023 regarding endorsement of the Final Master Plans. Gender Impact Assessments are now being undertaken to complete the Master Plans and associated Action Plans for Council endorsement in Quarter 2 (23/24).
- Implementation of the Frankston Revitalisation Program continued with planning, design and approvals underway for the Monash Greenlink, Stiebel Lane Revitalization and Nepean Highway median lighting project.
- Implementation of the Wayfinding Strategy and Style Guide continued with Primary Gateway sign prototypes being developed including lighting. Authority approvals are underway for the first Primary Gateway sign locations. Implementation of the Strategy will help make it easier for residents and visitors to find their way around Frankston’s open spaces, shared paths and shopping strips.
- Implementation of the Sandfield Reserve Master Plan progressed with a Request for Tender called for construction of the Youth Space and another for the design of all outstanding park improvements, including the public toilet. The Federal Government funding application was submitted, and a State Government funding application progressed ready for submission in October 2023.
- Following an extensive review, including both mobile food van operator and community engagement, new Mobile Food Van Procurement Guidelines were endorsed by Council at the 21 August 2023 Council Meeting. At this meeting, Council also endorsed the extension of all existing licence holders until 30 April 2024 to allow for a smooth transition process for both current and new operators.
- A new Draft Economic Development and Skilled Community Strategy 2023-2026 has now been completed. The Draft Economic Development and Skilled Community Strategy 2023-26 aims to support economic prosperity by using current economic and demographic data and information to build on existing strengths and advantages which are aligned with the Frankston City Community Vision and Council Plan.

- SGS Economics and Planning were engaged in July 2023 to carry out a review of the Economic Scorecard and a further review of the overall content of the quarterly report was completed by Council Officers. Subsequent improvements to the Economic Scorecard, commencing September 2023 will include the annual reporting of economic data; additional workforce and skills data; a spatial map of Frankston City Council activity centres; benchmarking against Greater Melbourne; and content to better show case and promote Councils support for businesses.
- In August Council Officers and the Engagement team engaged the community on the wanted Witternberg Bushland Reserve Native Vegetation Offset Site project. There was a strong participation rate of 302 contributions to the engagement, with a diversity of voices heard in the methods of engagement used. The survey revealed a clear preference for 'no change'. Of the 302 respondents, 243 (80.4%), preferred no change to the current access paths, meaning that the majority of the community did not want the Reserve to be established as an Offset Site. Council brought its decision forward and resolved at its public meeting on 11 September 2023 to not proceed with the proposal.
- Frankton City Council has achieved its second year of planting reaching the halfway mark of the 80,000 tree initiative. The initiative has been shortlisted for Keep Australia Beautiful Victoria's Tidy Towns and Cities – Sustainability Award. Nathalie Nunn was interviewed for the award and informed Frankston is a finalist. The award will be announced at the ceremony on 23 October 2023.

The following Programs and Events were delivered during July – December 2023:

- The Housing Advisory Committee met in July to hear a presentation from Community Housing Industry Australia (CHIA) Vic on community housing and in August to hear a presentation from Mornington Peninsula Shire Council on its land release project.
- The Strategic Housing and Homelessness Alliance met in July to consider the report on the recommendations from its visioning workshop and in August to participate in the community consultation on the Housing Strategy Discussion Paper.
- In September, Frankston City Council partnered with our neighbouring councils to hold the Biodiversity Blitz 2023. There events were held in which 20 community members attended:
 - I-naturalist training events for the Frankston Environmental Teachers Network and members of the Frankston Environmental Friends Network;
 - a coastal process and management walk at Seaford Foreshore;
 - a Gardens for Wildlife lead walk at George Pentland Botanic Gardens.
- This citizen science event helps to showcase the incredible biodiversity that Frankston City has. Frankston came third (behind Yarra Ranges and Mornington Peninsula) with 128 individuals participating by making 3,740 identifying 1,222 different species [Biodiversity Blitz 2023 - Melbourne · iNaturalist Australia \(ala.org.au\)](#)
- Volunteers completed 16 Gardens for Wildlife Visits (120 active volunteer hours) to help residents provide an area of habitat in their garden to support local wildlife.
- At North Reserve in Langwarrin, 238 people added more than 2,000 plants, making a significant contribution to rehabilitating the 15 ha of degraded former quarry site. School tree planting day had 34 pre-schools/schools apply to receive free plants and two were selected as Ambassador Schools. Total of 1555 indigenous plants were planted as part of Schools Tree Day and the school received education books and a presentation from Living with Wildlife. The two Ambassador schools were Kingley Park who created an outdoor bush classroom and Woodleigh School (Minimbah Campus) who planted out an eroded area of the creek. A video of the schools planting can be found here [National Tree Day for Schools - Frankston City Council](#)

- 10 habitat boxes were installed in private Gardens for Wildlife gardens as part of a Habitat Box project. The participants were able to select from boxes to specifically target species such as micro bats, parrots and kookaburras. Each participant will monitor their box and report back on success as part of program. One box was reported to be inhabited by kookaburras on the same day it was installed demonstrating severe need for tree hollows. More information on habitat boxes and their designs can be found here [Habitat boxes design - Frankston City Council](#).
- The Vicinity Jobs Fair, supported by Council officers, was held on 7 September 2023. 100's of students and job seekers attended the Fair to take part in on-site interviews for various jobs throughout the Frankston City area as well as at Vicinity Bayside itself.
- Council's Annual Business Survey was completed on 29 September 2023 with 147 responses received. Council officers will now review the survey responses to assist in identifying business training and other supports sought by local businesses.
- Promotion commenced for both the 2023-24 Business Grants and 2023-24 Façade Improvement Grants, both of which open for applications in October 2023. The 2023-24 Business Grants have a total grant offer of \$180,000 and the Façade Improvement Grants have a total of \$150,000 available for local businesses.

Frankston Business Collective

The Frankston Business Collective (FBC) has experienced another busy and productive quarter. First year membership renewal notices were issued with growth reaching 171 members (an increase 14).

Programs facilitated/attended in this quarter include:

- **July - Networking evening:** A very successful evening at the Frankston Football Club with over 60 attendees.
- **July - Skills and Jobs Network Frankston:** Attended meeting focussing on strategies and avenues to boost youth and mature age employment.
- **August - IP Protection Educational sessions:** Presentation from specialist lawyers in the field. A further program in September focussing on sales acceleration.
- **August - Crazy Ideas College:** Year 9 students participated as a panel of 'experts' pitching future visions. Hosted at Vicinity Bayside with 31 students participated.
- **August Wellbeing Summit:** a sold-out event with over 100 attendees at the Brahma Kumaris Centre in Frankston north. The Victorian Government's \$15k grant was used to deliver this event forming part of the FBC 'wellbeing month' program.
- **September - Jobs Fair:** Support and promotion of the local jobs fair at Vicinity Bayside.
- **September networking evening:** held at Quest on the Bay in Frankston. Quest provided a gift voucher of a free night's stay as an attendee prize.
- **September - Rotary Frankston North:** presented on our developments and collaboration opportunities.

Planning and promotion of the October **ACE Event [Awards / Conference / Expo]** has been time-consuming, particularly towards the end of this quarter. Pleasingly, there were 47 award nominations received with 24 finalists selected. Council's Mayor Conroy will be announcing the winners on 5 October 2023.

FINANCIAL AND INTEGRATED PLANNING

Integrated Planning and Reporting update

The annual financial statements for the year ended 30 June 2022-23 were audited by external auditors Crowe Australasia and presented to the Audit and Risk Committee on 15 March 2023.

Annual Community Satisfaction Survey 2023

Reported in the last quarter, the Annual Community Satisfaction Survey for Councils across Victoria was held in late April/early May 2023 involving six weeks of door-to-door surveying asking 800 community members how Council is performing in the services we deliver and seeking their feedback across a range of topics. The survey conducted by Metropolis Research reached every suburb and demographic of the Council Plan. The satisfaction result is sitting at 7.0 out of 10 – above the south Results was made available mid-July 2023 and posted on our website.

Service Planning update

A directions' meeting of the Service Governance Groups was held in September 2023 to launch the 2024-25 planning cycle for the development of the annual budget and identification of year 4 actions in the Council Plan.

ACCOUNTABILITY AND TRANSPARENCY

Interstate Travel Public Register (Councillor and Staff)

During the last quarter, July – September 2023, there was no interstate travel by Councillors and three instances of interstate travel by Officers. The Travel Register for Councillors and Council Officers for 2022-2023 is available on the Council's website under *Documents available for public inspection*.

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 (01/07/2023 - 30/09/2023) there was no training costs greater than \$1000 provided. The focus on implementing the corporate training program continues this quarter.

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.

During September 2023, Cr Bolam proposed a NOM for the 2 October 2023 Council Meeting which sought to amend the Legal Advice Protocol to give the Mayor authorisation to seek legal advice on Council based matters without needing Officers to procure the advice. This item was rejected by the CEO and removed from the NOM.

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.

Public petition process

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

A review of the Governance Rules commenced in quarter one and a Councillor Briefing was held on 25 September 2023 for Councillors to review the petition process and consider if any further amendments to the Governance Rules are required in this term. Based on the discussion the Governance Rules amendment will be prepared for Council to consider endorsing for community engagement as per the requirements under the Local Government Act 2020.

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.

There was one (1) Councillor Appreciation Award presented to a community group in quarter 1, July to September 2023.

Accountability and Transparency Reform document update

Cr Bolam’s Accountability and Transparency Reform (ATR) commenced in May 2018 with 160 items. These were considered and where relevant were implemented Managers. New supplementary items to the ATR II were introduced by Cr Bolam in March 2022.

The new items were presented to Council’s meeting on 24 October 2022 and the remaining items have been 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.

During September 2023, Cr Bolam proposed a NOM to introduce the ATR III with recommendations to add 16 Registers, some already published on Council’s website, and publish these onto Council’s Transparency Hub.

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

Supplementary ATR items

Cr Bolam new items from October 2022

Officer comments

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. It is expected that guidance in relation to developers and local government may be available in 2023 which may determine the requirements going forward.

On hold until further discussions occur in 2023.

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 the last quarter (July – September 2023) there were 5 Council Meetings and 7 Councillor Briefings Meetings.

Table 1 titled, 'Councillor Attendance at Meetings and briefings (July to September 2023)' below provides an overview of attendance for this period.

Councillor Attendance at Meetings and Briefings - July to September 2023

Councillor	Council Meetings Attended	Councillor Briefings Attended	Total Attended	Attendance
Cr David Asker	5	10	15	100%
Cr Sue Baker	5	10	15	100%
Cr Kris Bolam	5	10	15	100%
Cr Nathan Conroy	5	10	15	100%
Cr Claire Harvey	4	10	14	93%
Cr Brad Hill	5	10	15	100%
Cr Liam Hughes	5	7	12	80%
Cr Steven Hughes*	4	0	4	27%
Cr Suzette Tayler	5	9	14	93%
Total	43	76	119	88%

* Cr Steven Hughes was suspended from the office of Councillor from 7 September 2023

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

Councillor Attendance at Briefings only July to September 2023

Councillor	Councillor Briefings	Attendance
Cr David Asker	10	100%
Cr Sue Baker	10	100%
Cr Kris Bolam	10	100%
Cr Nathan Conroy	10	100%
Cr Claire Harvey	10	100%
Cr Brad Hill	10	100%
Cr Liam Hughes	7	70%
Cr Steven Hughes	0	0%
Cr Suzette Tayler	9	90%

10 Briefings were held between July-September 2023

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) and 5.86% (2021-2022). There has been a further reduction in the percentage of the reports presented in a meeting closed to the Public in 2022/23, represented by 2.34%.

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

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

During Quarter 1 (July-September 2023), only two (2) decisions were made in the Council Meeting closed to the public. During this time, 41 reports were presented to the Council Meetings open to the public. There have been two (2) Notice of Motions and no Urgent Business items 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

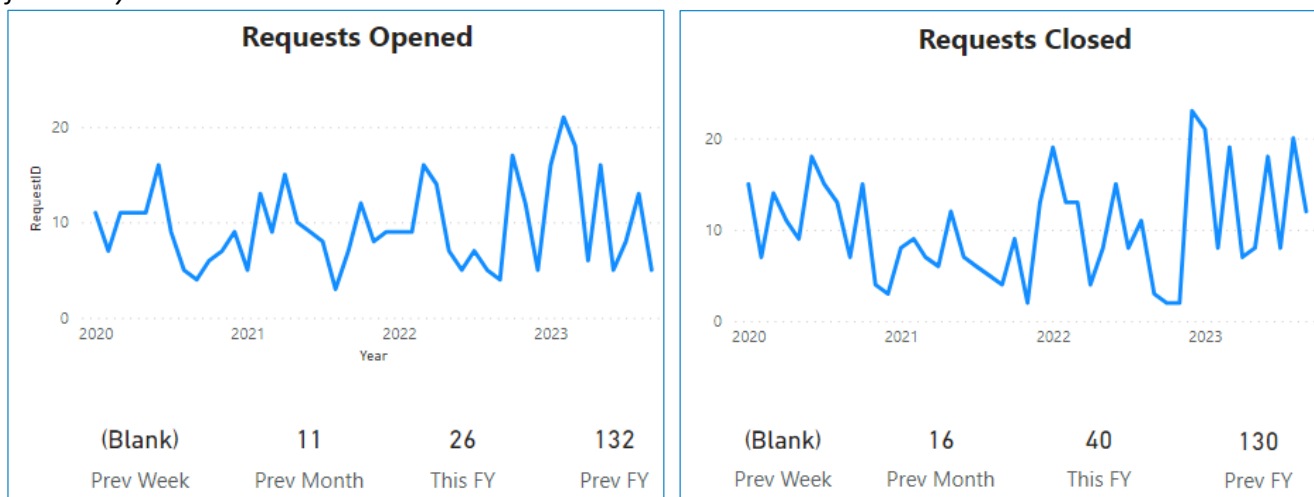
During 2022-2023 there were four Policies, one from each Directorate, selected to assess their effectiveness. A survey was conducted with 29 responses were received. During Quarter 1 (July to September 2023) a review was commenced. Results of the review are expected to be reported in Quarter 2 (October to December 2023).

Reports on progress against Councillor Requests

The status indicates there are 14 open Councillor Requests. During the 2022-23 financial year there were 130 requests closed off and a total of 132 new Councillor Requests were opened.

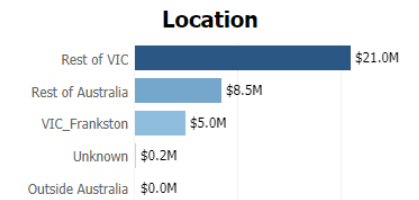
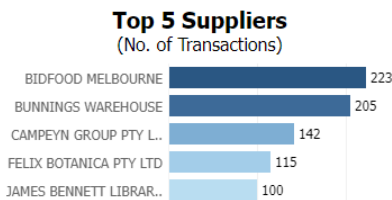
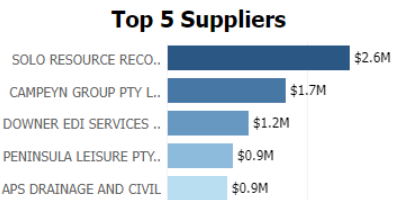
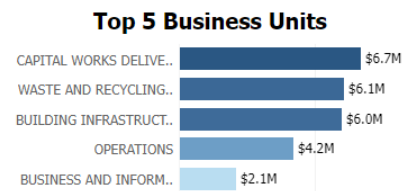
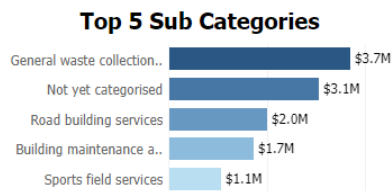
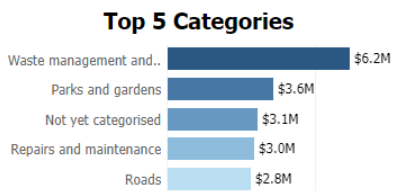
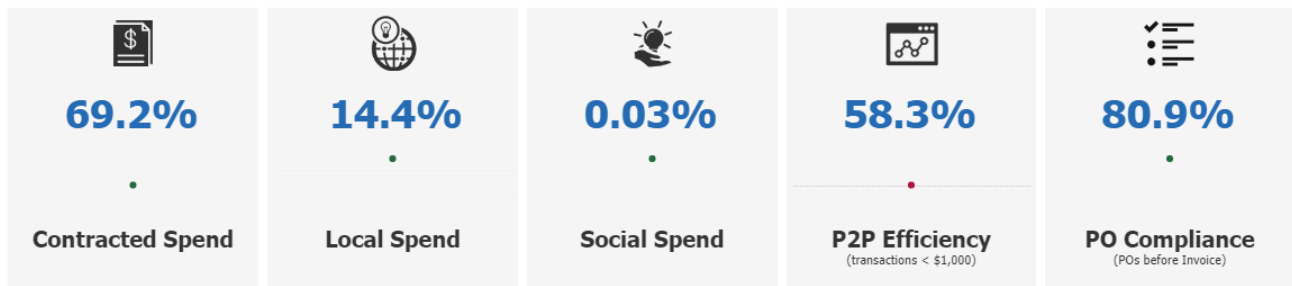
Councillor requests are assigned to the relevant Department Manager for investigation and monitored by the Governance team. Regular updates on progress are provided to Councillors via the Council Request Report Portal and officers liaise with residents to resolve the request.

Tables 3 & 4 - Councillor Requests opened and closed for the financial year to date from 1 July 2023 against previous financial year 2022-2023:



Procurement update

Overview				
Spend	Suppliers	Transactions	Purchase Orders	% of Total Spend
\$34.8M	1,329	5,629	1,279	5%



Work has commenced on the upgrade of the Procure to Pay module of Council’s financial management system, TechnologyOne. Current business processes have been reviewed and optimised, which will increase efficiency within the procurement function of Council.

Council has continued to maintain its high level of PO Compliance and Expenditure under Contract. Expenditure with local suppliers has also increased again this quarter from 8.5% to 14.4%.

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

Contracts awarded under Financial Delegation between 1 July and 30 September 2023.

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

Contract	Title	Award Date	Supplier	Contract Value (ex GST)	Awarded By
CN11020	Side Entry Gatic Pit Lid Replacement Program	5/09/23	APS Drainage and Civil	\$0	
CN11135	Frankston Arts Centre Car Park Management (including equipment)	2/08/23	CARE PARK PTY LTD	\$471,494	CEO
CN11136	Nepean Highway Boulevard Vision	19/08/23	Taylor Cullity Lethlean	\$516,009	CEO
CN11178	Completion of Lloyd Park Pavilion	4/09/23	Harris HMC Interiors (Vic) Pty Ltd	\$3,311,900	CEO
CN11193PA	Printing Services (2411/0645 Category 2 & 3)	12/07/23	Forms Express	\$500,000	CEO
CN11227MAV	Bill Payment Services	7/08/23	AUSTRALIA POST	\$689,454	CEO
CN11240PA	Fleet Services & Consumables (2206/0221) - Category 1, 2, 3.2, 4, 5.2 7 6	25/08/23	Various – Panel Contract	NA	CEO
CN11247A	MAV NPN 04-13 - Supply of New Trucks to Australian Local Government	7/09/23	Mornington Isuzu Ute & Mitsubishi	\$266,197	Director
CN11255	MAV NPN2.15-2 - Supply and Delivery of a Wood Chipper	19/09/23	RDO EQUIPMENT PTY LTD	\$107,846	Manager
CN11269 MAV	Supply and Deliver one new Asphalt Patching Truck	28/09/23	RDO EQUIPMENT PTY LTD	\$118,811	Director
CQ11022	Wayfinding Signs Footings	17/08/23	JYN Engineering Consultants Pty Ltd	\$22,000	Manager
CQ11112	Functional Lighting Upgrade at Stiebel Place	11/07/23	KLJ Electrical Pty Ltd	\$174,910	Director
CQ11184	Monterey Reserve No 1 Soccer Pitch Subsurface Drainage	14/08/23	Hendriksen Contractors Pty Ltd	\$128,523	Director

CQ11216	Shade Sail Supply and Installation - William Hovell Reserve & Wattlewoods Reserve	28/08/23	SHADE WISE PTY LTD	\$72,100	Manager
CQ11234	Ad hoc Supply of Pantry Goods for Meals on Wheels	16/08/23	BIDFOOD DANDENONG	\$49,000	Manager
CQ11243	Seaford Wetlands Rejuvenation - Facilities Upgrade	25/09/23	SITE IMAGE VICTORIA PTY LTD	\$93,558	Manager

Contracts granted exemption by CEO from Procurement Process between 1 July and 30 September 2023

Contract	Title	Award Date	Supplier	Contract Value (ex GST)
E11189	(Lloyd Group) - Jubilee Park Stadium - Landscaping Works	3/07/23	CPE Landscaping Pty Ltd	\$280,000
E11190	(Lloyd Group) - Jubilee Park Stadium - Kitchen Equipment Works	3/07/23	Bendex Holdings Pty Ltd	\$30,000
E11191	Vic3D Platform- 3D Modelling and Visualisation Services	12/07/23	Department of Energy Environment and Climate Action	\$150,000
E11192	(Lloyd Group) Jubilee Park Stadium - Security Services	3/07/23	Innov8tive Services	\$135,000
E11196	Legal Service via Maddocks for Planning Scheme Amendment process for FMAC Structure Plan	10/07/23	Maddocks	\$100,000
E11198	(Lloyd Group) Jubilee Park Stadium - Paving & Tiling	12/07/23	STANMORE CERAMICS PTY LTD	\$50,000
E11199	(Lloyd Group) Jubilee Park Stadium - Carpentry Works	12/07/23	Romaac Constructions PTY LTD	\$15,000
E11200	(Lloyd Group) Jubilee Park Stadium - Floor Finishes Works	13/07/23	FLOORCOM PTY LTD	\$10,000
E11202	(Lloyd Group) Jubilee Park Stadium - Joinery Works	12/07/23	Taurus Commercial Interiors Pty Ltd	\$85,000
E11203	(Lloyd Group) - Jubilee Park Stadium - Roof Plumbing Works	12/07/23	Signall & Hobbs	\$20,000

E11204	(Lloyd Group) Jubilee Park Stadium - Plastering Works	13/07/23	Multitude Plaster Pty Ltd	\$60,000
E11205	(Lloyd Group) Jubilee Park Stadium - Audio Visual	13/07/23	Light and Sound Solutions Integration PTY LTD	\$180,000
E11206	(Lloyd Group) - Jubilee Park Stadium - Roof Access System	13/07/23	Connected Roof Safety	\$12,350
E11207	(Lloyd Group) - Jubilee Park Stadium - Civil Works	13/07/23	Ricupito Concrete P/L	\$136,312
E11210	(Lloyd Group) - Jubilee Park Stadium - FF&E External Works	8/08/23	Polite Enterprises International Unit Trust	\$41,320
E11211	(Lloyd Group) - Jubilee Park Stadium - Handrails & Balustrades	24/07/23	Berwick Fabrications Pty Ltd	\$17,000
E11212	(Lloyd Group) - Jubilee Park Stadium - Dry Fire Works	24/07/23	Unique Fire Services	\$16,000
E11214	(Lloyd Group) - Jubilee Park Stadium - Scoreboard Works	25/07/23	Blue Vane Scoreboards Pty Ltd	\$82,600
E11215	Animal Pound - Business Case	26/07/23	Stubbs Consulting	\$39,000
E11218	(Lloyd Group) - Jubilee Park Stadium - Signage Works	28/07/23	H W Landells Pty Ltd ATFT Shane Woodman Family	\$95,313
E11219	(Lloyd Group) - Jubilee Park Stadium - Tactile and Stair Nosings	28/07/23	Classic Architectural Group Pty Ltd	\$13,928
E11220	(Lloyd Group) - Jubilee Park Stadium - Sports Flooring	28/07/23	R&B Timber Flooring Pty Ltd	\$7,000
E11221	(Lloyd Group) - Eric Bell Reserve	31/07/23	ATCO STRUCTURES & LOGISTICS PTY LTD	\$57,338
E11230	(Lloyd Group) - Eric Bell Reserve - Monitored CCTV Cameras	8/08/23	THE SIGHT MASTER UNIT TRUST t/a SIGHTMASTER AUSTRALIA	\$30,000
E11231	(Lloyd Group) Jubilee Park Stadium - Netting & Equipment Works	10/08/23	SMS (Vic) Australia Pty Ltd T/A NOVOACTIVE PTY LTD	\$80,000
E11233	Management of Frankston Skate Park	31/07/23	PENINSULA LEISURE PTY LTD T/A PARC	\$1,000,000

E11239	(Lloyd Group) Lloyd Park Senior Pavilion - Deeds of Assignment & Warranty with Subcontractors	23/08/23	Various Suppliers	\$632,000
E11241	Jubilee Park Stadium - Mural Art Work	28/08/23	Melbourne's Murals PTY LTD	\$37,500
E11242	Belvedere Reserve Portable Change Rooms	30/08/23	Onsite Rental Group Operations Pty Ltd	\$60,000
E11244	Ticket Machine Updates	4/09/23	Reino International TA Duncan Solutions Australia	\$0
E11251	(Lloyd Group) Jubilee Park Stadium - Demolition Works	18/09/23	Inside & Out Demolition & Rubbish Removal Pty Ltd	\$45,759
E11252	(Lloyd Group) Jubilee Park Stadium - Retractable Seating	18/09/23	Ace Floors & Coating Pty Ltd	\$21,000
E11265	Geografiaa Spendmapp Product	22/09/23	GEOGRAFIA PTY LTD	\$26,730
E11268	Freegal music and Streaming Subscription	26/09/23	Library Ideas LLC	\$16,480
E11271	Peninsula Aquatic Recreation Centre Accessible Change Table Replacement	28/09/23	HLS Healthcare	\$69,934
E11275	Libraries Reading Dogs Program	28/09/23	Canine Comprehension Pty Ltd	\$22,400

KEY PROJECT UPDATES

The 2023/24 Capital Works Program has commenced, and whilst we continue to manage a significant capital works program in a cost escalated environment, Council remains committed to delivering key infrastructure and vital services to the community. As at 4 October 2023, Council has delivered actual expenditure of \$10.31M, with a forecast expenditure of \$99.40M against the Adjusted Capital Works Budget of \$99.44M, which equates to a current forecast of 99.9% delivery of the Annual Capital Works Program.

Lloyd Group Liquidation

The Lloyd Group went into liquidation in April 2023. Council has four contracts with the Lloyd Group on the following projects:

- 14221 - Jubilee Park Indoor Multipurpose Netball Complex;
- 14247 - Eric Bell Reserve Pavilion Upgrade;
- 14355 - Healthy Future Hub (formerly Linen House Upgrade) at Belvedere Reserve;
- 14500 - Lloyd Park Football Pavilion Upgrade.

Council officers worked with Deloitte and interested builders to progress discussions on the completion of remaining works at all four sites. The status on these projects as of end of September 2023 is as follows.

Healthy Futures Hub

All works have been completed and site was handed over to St Kilda in June 2023. The facility is now occupied by new tenants and sub-tenants and any minor issues are being fixed as brought to attention.

Jubilee Park Stadium

Jubilee Park received occupancy permit in mid-August 2023 and site is now being occupied by Frankston District Netball Association (FDNA) who is gearing up for the commencement of its operation and upcoming cricket season. Works are also now underway for the demolition of the existing pavilion. It is noted that due to the size of the facility, there would be minor defects which will need to be fixed over the next few months and the team will continue to work with FDNA on these matters in the near future.

Eric Bell Pavilion

Works have now been awarded to Harris HCM and negotiations with existing sub-contractors completed. Works have re-commenced onsite in August 2023 and expected to be completed by June 2024.

Lloyd Park Senior Pavilion

Works have now been awarded to Harris HCM and negotiations with majority of existing sub-contractors completed. Works have re-commenced onsite in September 2023 and expected to be completed by February 2024.

Kananook Commuter Car Park

The appointed Builder Ireland Brown Constructions has commenced works for the construction of the multi-level car park. Site preparation including ground stabilisation to sustain the loading of the Piling Rig has now been completed with the Piling rig due to arrive at site mid-September and effectively turn the first sod for construction of the car park – with the required ground stabilisation the completion date has been pushed out by approx. 2 months with completion now scheduled for late August 2024.

Ballam Park Improvement works:

Playspace and Landscape Project

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

Integrated Water Treatment/Lake Feature Project

- Concept plans have been developed for a new Bio-retention scheme, ornamental lake and integrated landscape featuring new water-sensitive urban design rain gardens, picnic shelter and barbecue, jetty, viewing platform, path connections, seating, LED lighting, landscaping and sculptural elements.
- These concepts have been used to seek grant funding from Melbourne Water.
- The concepts were represented to Council as part of the November 2022 Major Projects Advisory Committee (MPAC) and presented to the Community in July 2023.
- The project concepts have progressed to detailed design and tenders were sought in July 2023 from Contractors and progressing to Council's ordinary meeting on 23 October 2023 seeking the Award of Contract.
- Construction is then envisaged to commence in late 2023 for completion in early 2024.

Kananook Gardens Project update

- Delivery of the new pathways were completed in late March 2023 with the boardwalk 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. We have funded this year for the design only of a rotunda which will include some interpretive signage.

KEY MEETINGS AND ACTIVITIES

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

Council officers hosted the Board and CEO of South East Melbourne Manufacturers Alliance (SEMMA) allowing Council officers an opportunity to brief SEMMA on FMAC Structure Plan and SEMMA provide an update on their list of priorities and actions.

Participating in many internal meetings with staff from across Council is a priority for the CEO and a few highlights in the last period were attendance at the Infrastructure and Operations 'Fiesta lunch' held at the Operations Centre and a visit to the Meals on Wheels Kitchen on Meals on Wheels National Day along with Mayor Conroy and Cr Sue Baker JP.

The CEO featured in a roving video with Senior Park Maintenance Officer at George Pentland Botanic Gardens. The aim is to build the profile of staff from different locations, showcasing the breadth of service and many community touchpoints.

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;
- On behalf of the Mayor, attended the memorial service for the late Warwick Exton;
- Presentation at Executive Management Team (EMT) Q&A lunch event with staff;
- Participation in the Affordable and Social Housing sub-committee meetings;
- Participation in the Destination Events Working Group;
- Participation in the Frankston Arts Advisory Committee Monthly meetings;
- Participation in various meetings managed through the Mayor and CEO session format;
- Participation in various meetings with Council's Management Team;
- Participation in Joint Coordinators/Managers forum;
- Participation in FMAC Coordination Group meetings;
- Participation in the Council's Audit and Risk Committee meeting;
- Participation in the Council's Frankston Cemetery Trust meeting;
- Participation in Joint State/Local Government Monthly CEO forums;
- Participation in LGPro CEO/Director forums/briefings including a presentation at a forum in Echuca;
- Participation in the MAV Metropolitan South Regional meeting;
- Participation in the Frankston and Mornington Road Network Discussion with Minister for Transport;
- Various meetings with Paul Edbrooke MP, Member for Frankston;
- Various meetings with the Hon. Sonya Kilkeny MP, Member for Carrum and Minister for Planning;
- Various meetings with Peta Murphy MP, Member for Dunkley;

- Various meetings with Paul Mercurio MP, Member for Hastings;
- Meeting with Department of Transport representatives;
- Meetings with Peninsula Leisure Chair and CEO;
- Meeting with representative from Chisholm TAFE;
- Meetings with representatives from Monash University (Peninsula Campus);
- Meeting with Department of Jobs, Precinct and Regions (DJPR) to discuss Metro Partnerships program;
- Meetings with the Frankston District Netball Association;
- Meeting with the CEO of Committee for Frankston and Mornington Peninsula;
- Meeting with the Chair of Integrated Water Management Forum group (Dandenong area) and attendance at group meeting held at South East Water building;
- Meeting with representatives from the Advance Frankston group;
- Meeting with Peninsula Health;
- Meeting with new CEO and President of the Frankston Football Club;
- Meeting with Regional General Manager Development, Vicinity Centres;
- Participation at various Jubilee Park Indoor Stadium – Project Advisory Group meetings;
- Presentation on FMAC Structure Plan at a Peninsula Campus Community Advisory Council (PCCAC) meeting;
- Participation in a number of meetings with fellow CEO's regarding South-East Melbourne Advanced Waste Processing (SEMAWP);
- Attendance at various Greater South East Melbourne Group (GSEM) meetings involving CEOs;
- Chairing of the GSEM Employment Precincts Sub-Committee meeting;
- Hosted and presented at a South East Melbourne Manufacturers Alliance (SEMMA) Board meeting;
- Hosted and presented at Southern Metro Regional Needs and Investment Framework meeting;
- Attended and presented on a panel at the MAV Tech Conference;
- Visit to Council's 43 Davey Street offices;
- Visit to the Council's Operations Centre;
- Attendance at the Aged Care Employee Day event;
- Attendance at the Meals on Wheels Kitchen for National Meals on Wheels Day event;
- Attendance at Council's Multicultural lunch hosted by Director Infrastructure and Operations;
- Site visit to Langwarrin Community Centre;
- Site visit to the Frankston Hospital Redevelopment for a progress briefing;
- Participation in Cultural Awareness Training;
- MC role at a number of Australia Citizenship Ceremonies hosted by Council;
- MC role at the official opening of the Healthy Futures Hub;
- MC role at the official opening of the Carrum Downs Multipurpose Courts.

ADVOCACY

A number of Advocacy priorities have progressed this quarter.

Commuter Car Park – Kananook

In September a 100 tonne Continuous Flight Auger (piling rig) arrived, a major milestone in the project, commencing work on the site foundations for the car park. Officers and building contractors met on-site in late-September to view the set-up and first use of the piling rig at the project site. A range of on-site signage about the basketball stadium car parking impacts is now on display, including posters within the stadium and a VMS board. Suitable sculptures are currently being scoped for the site with recommendations to be presented via the Frankston Arts Advisory in the next quarter.

A social media post was shared on Council’s corporate Facebook page highlighting recent project milestones, with very strong positive engagement. An article on the Kananook Commuter Car Park was also published in the July-August 2023 Frankston City News newspaper.



Frankston City Council

September 27 at 3:00 PM · 🌐



Local lad Ben is the latest fan of the Kananook Commuter Car Park under construction in Wells Road, Seaford 🧑🏫🚧

Although it will be some time before he'll be able to use the car park, this adorable almost-three-year-old was extremely impressed to catch a glimpse of the construction site where a 100 tonne piling rig has just arrived.

The arrival of the rig signals a major milestone in the project – the start of work on the foundations for the 300+ space multi-storey car park that will service commuters in peak times as well as nearby recreation users in off-peak times 🚗

The continuous flight auger (CFA) rig will drill down about 15 metres at multiple points across the site, allowing each hole to be filled with a steel cage and concrete to ensure the building foundations are stable. To prepare for the rig's arrival, a special platform was also constructed to stabilise the ground conditions.

The commuter car park, which is funded by the Australian Government and built on Council-owned land, is on track for completion by about mid-2024 ✅

The project will complement the upcoming major redevelopment of the Frankston Basketball Stadium to house more basketball opportunities and the first dedicated community gymnastics facility in Frankston City. The stadium is supported by all three levels of government, and construction is expected to begin in 2025 🏀

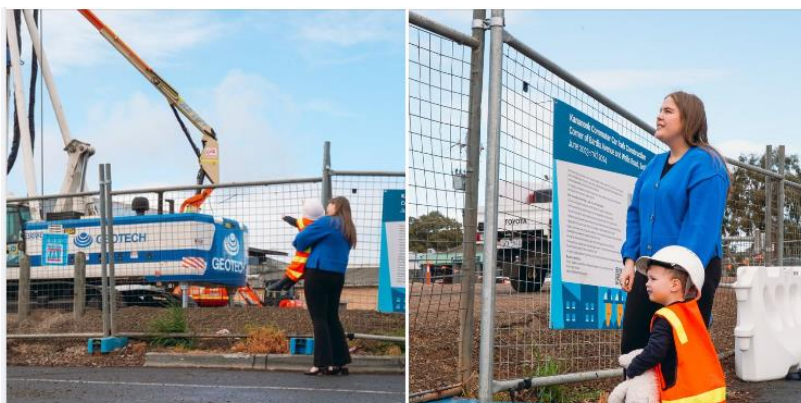
Ben can't wait for that too!

For more information: <https://www.frankston.vic.gov.au/.../Kananook-Commuter...>

<https://www.frankston.vic.gov.au/.../Green-light-for...>

#BuildingFrankstonsFuture #FrankstonCity #BFF

Peta Murphy MP Federal Member for Dunkley Paul Edbrooke MP Mayor, Cr. Nathan Conroy



Carpark construction commences

Council is partnering with the Australian Government to deliver a new multi-level commuter car park on Council-owned land adjacent to Kananook Railway Station and within the Kananook Recreation Reserve.

This \$22 million project is fully funded by the federal government and will deliver more than 300 car spaces across a three-level structure with:

- Dedicated bicycle parking within a safe and welcoming lobby area

- Clear and safe vehicle and pedestrian access points, for intuitive access in and out
- Connection improvements including pathways, landscaping and lighting

With vehicle access needing to be reconfigured, the project also includes the installation of traffic signals at the intersection of Wells Road and Bardia Avenue. The project is estimated to be completed by June 2024.

Design inspired by Kananook Creek

The exterior of the car park will feature a representation of nearby Kananook Creek, depicting the gentle course of our local waterway across the side of the structure. One of Frankston's most beautiful natural environments, Kananook Creek runs for 7.5 km parallel to the coastline linking Seaford Wetlands to the Frankston Foreshore. This design element, in conjunction with landscaping and feature lighting aims to integrate the structure with the natural environment while ensuring it remains a safe, modern and functional facility.



Council is still awaiting the outcome of the Federal Government's Infrastructure Investment Program 90-day review.

Greater South East Melbourne Group (GSEM)

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

Frankston is overseeing the GSEM Project Portfolio for Employment Precincts with meetings chaired by Phil Cantillon CEO. The purpose of this group is to share ideas, best practices, greater knowledge and collaboration, building a stronger narrative for the regional precincts and interest/buy in from other levels of government and key stakeholders. A meeting was held on 27 July 2023 with the next meeting scheduled for 26 October 2023.

The CEO is also a member of the newly formed Southeast Airport regional Working Group (part of GSEM), the group will focus on achieving an airport in the Cardinia Council municipality. There were no meetings held during this period.

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

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

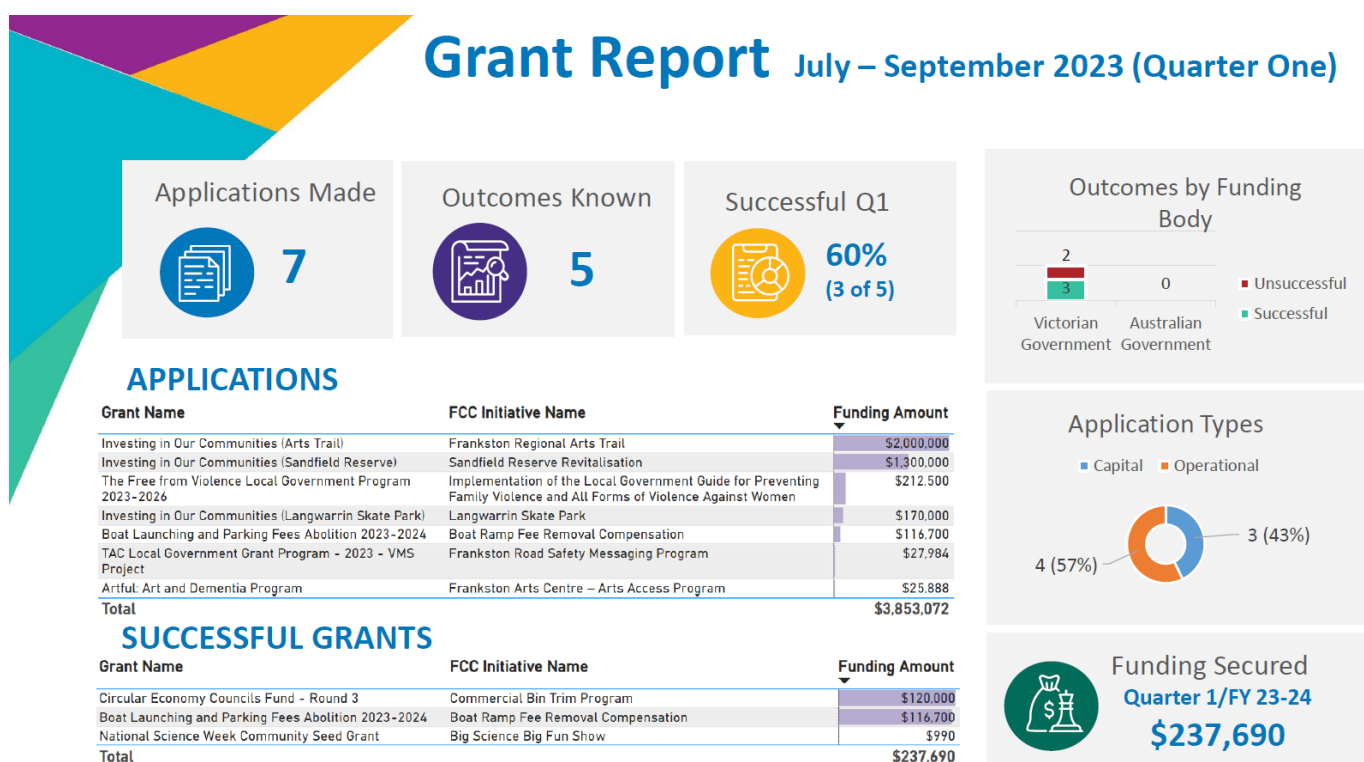
- Letter 5 July 2023 - Hon Sonya Kilkeny MP, State Minister for Planning – FMAC Structure Plan and interim planning controls implementation;
- Letter – 17 July 2023 – McClelland Galler – Condolences on passing of Chair Simon Creen;
- Meeting – 19 July 2023 – Paul Mercurio MP, State Member for Hastings and Neil Kinsey, Langwarrin Community Centre – Langwarrin Kindergarten Proposal;
- Letter – 19 July 2023 – Hon Ingrid Stitt MP, State Minister for Early Childhood – Langwarrin Kindergarten;

- Letter – 19 July 2023 - Jane Hunt, Assistant Secretary, Federal Department of Infrastructure, Transport, Regional Development, Communications and the Arts – Seeking extension for Federal Government funding applications for Sandfield Reserve Precinct Revitalisation and Frankston Regional Arts Trail;
- Meeting – 20 July 2023 – Department of Education and Training - Langwarrin Kindergarten Proposal;
- Event – 22 July 2023 - Paul Mercurio MP, State Member for Hastings – Official opening for Yarralumla Reserve Play Space;
- Meeting – 31 July 2023 – Paul Edbrooke MP, State Member for Frankston – Always Live;
- Letter – 31 July 2023 - Jane Hunt, Assistant Secretary, Federal Department of Infrastructure, Transport, Regional Development, Communications and the Arts – Seeking extension for Federal Government funding applications for Frankston Basketball and Gymnastics Stadium, Nairn Marr Djambana, Langwarrin Skate Park project;
- Letter – 2 August 2023 – Victorian Electoral Commission – Submission to electoral structure review;
- Meeting – 23 August 2023 – Sport and Recreation Victoria – State Government funding for local projects (Sandfield Reserve, Banyan Fields BMX Pump Track and Play Space and Langwarrin Skate Park);
- Meeting – 24 August 2023 – Josh Sinclair, Committee for Frankston and Mornington Peninsula – Introductory meeting and possibility to join committee;
- Meeting – 24 August 2023 – Hon Sonya Kilkeny MP, State Minister for Planning – FMAC Structure Plan;
- Event – 25 August 2023 – Community – Community event to celebrate Carrum Downs Recreation Reserve Play Space and multipurpose tennis and netball courts;
- Event – 28 August 2023 – Peta Murphy MP, Federal Member for Dunkley and Paul Edbrooke MP State Member for Frankston – VIP walk through of Jubilee Park Stadium;
- Event – 5 September 2023 - Hon Sonya Kilkeny MP, State Member for Carrum – Site visit of Riviera Kindergarten upgrade;
- Meeting – 13 September 2023 – Australian Wuxi Chamber of Commerce – Upcoming inbound delegation from Wuxi to Frankston;
- Letters – 13 September 2023 – Wuxi Vice Mayor - Accepting inbound Wuxi delegation;
- Event – 15 September 2023 – Committee for Frankston and Mornington Peninsula – Roundtable discussion with Victorian Minister for Sport, Tourism and Major Events;
- Meeting – 21 September 2023 – Hon Sonya Kilkeny MP, State Member for Carrum – Local projects for 2024-2025 Victorian Budget;
- Letter – 21 September 2023 – Paul Mercurio MP, State Member for Hastings – Advocacy for contribution towards the Langwarrin Skate Park upgrade and meeting request;
- Letter – 22 September 2023 – Hon Jacinta Allan MP, State Minister for Public Transport and Matthew Gault, Level Crossing Removal Project – Seeking consultation with Council and community on the Seaford level crossing removal projects;
- Letter – 26 September 2023 – Paul Edbrooke MP, State Member for Frankston and Peta Murphy MP, Federal Member for Dunkley – Advocacy for contributions towards the redevelopment of the Nairn Marr Djambana Gathering Place facility;
- Letter – 26 September 2023 – Nairn Marr Djambana – Outcome of Council Meeting supporting redevelopment of the Nairn Marr Djambana Gathering Place facility;
- Letter – 26 September 2023 – Heatherhill Cricket Club, Frankston Rovers Junior Football Club and Bruce Park Tennis Club – Outcome of Council Meeting supporting redevelopment of the Bruce Park Pavilion;

- Letter – 26 September 2023 – Paul Edbrooke MP, State Member for Frankston and Peta Murphy MP, Federal Member for Dunkley – Advocacy for contributions towards the redevelopment of the Bruce Park Pavilion
- Letter – 27 September 2023 - Hon Sonya Kilkeny MP, State Minister for Planning – Victorian Housing Statement and FMAC Structure Plan;
- Meeting – 28 September 2023 – Level Crossing Removal Project – Frankston Commuter Car Park.

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.



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

Frankston Suburban Revitalisation Board

Council is working with the State Government to look at various options to continue the Frankston Suburban Revitalisation Board into the future. More specific information should be available in the next quarter.

Frankston Early Parenting Centre (EPC) Board

During this quarterly, no Frankston Early Parenting Centre Board meeting was held, normally co-chaired by Mr Paul Edbrooke MP, Member for Frankston and Ms Sonya Kilkeny MP, Member for Carrum. Mr Cantillon holds a position on the board as a representative of Frankston City Council.

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

Frankston Metropolitan Activities Centre Car Parking Committee

Following installation of signs and parking sensors in Frankston CBD (Young Street and Young Street car park, Playne Street and Playne Street car park, Wells Street, Thompson Street and Park Lane), additional sensors have been installed in Norman Avenue and Beach Street. This will enable residents or visitors to track remaining parking time on their bay and receive clear notice of when to vacate the space, if they are paying from the Payment app. Customers do have the ability to find real time parking bay availability on the "Parking at Frankston" app. Officers will also be monitoring the use of this App and the parking data during the trial period for review and draw any conclusions for any further trials within the municipality. Display of Arts Centre Carpark availability with the other installed on-street smart parking on the public App is being considered.

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

Security upgrade works at CSF commenced following the Council allocation of funding, including a new CCTV camera installation, internal duress alarm upgrades and building intercoms. Consultants have also been engaged to complete a full architectural scope for an airlock entry at the reception space. The Service review and benchmarking report, conducted by an expert consultant, has recently been completed and is currently undergoing internal review and assessment.

AUDIT AND RISK

Homelessness update

Frankston City Strategic Housing and Homelessness Alliance (aka Strategic Alliance) (Chaired by Angela Hughes, Director Communities) met twice this quarter on 11 July and 29 August 2023. Key items for discussion at these meetings were to reflect on the Workshop held last quarter which looked at ways in which the Alliance could work better to achieve outcomes; and discussion/consultation on the draft Housing Strategy which FCC officers are working on.

On 7 August 2023, the Federal government released the Housing and Homelessness Plan issues paper for comment. This paper canvasses a broad range of housing and homelessness issues to better understand the actions needed by all levels of government, private industry and investors, to address these issues. Council officers intend on making a submission, which is due at the end of October 2023. The Strategic Alliance was invited to a Roundtable discussion with Peta Murphy on this Issues Paper on 19 September 2023, which some agencies including Council officers, were able to attend.

Councils' Housing Advisory Committee, chaired by Cr Sue Baker JP, met on 17 July and 28 August 2023. At these meetings, the Committee received a presentation from Chris Munro, Manager Community Strengthening at Mornington Peninsula Shire on the work that they have done around Affordable Housing and received more information about the Winter Shelter.

A report went to the 11 September 2023 Council Meeting providing a response to 2022/NOM8 – Outreach Support Service. The original NoM sought to increase the provision of outreach support to people experiencing homelessness in Frankston City, however the resolution noted that to do so would have significant budget implications and that State Government is currently funding a comparable service which operates within the municipality. Instead, Council resolved to deliver a 12-month pilot project to see a student social worker placed in Frankston City Libraries to promote awareness around existing support services available and listen to the stories of people experiencing

homelessness for better quality data around the issue. In addition, it was resolved to refer the provision of free training to volunteers supporting community groups, charities and not-for-profits providing homelessness support and emergency relief to meet identified unmet training needs. This free training would come at a cost to Council of \$16k and has been referred to the mid-year 2023/24 budget process for consideration.

Audit and Risk Committee update

The Audit and Risk Committee met on Friday 15 September 2023 during this period to specifically review the Consolidated Financial Report and Performance Statement for the year ended 30 June 2023. The financial statements were endorsed by the committee and recommended for approval in principle by Council at the next Council Meeting. The Audit and Risk Committee next meeting is currently scheduled for Friday 13 October 2023.

Update on Aged Care Reform

Frankston continue to prepare for the Aged Care Reform changes. Over 20 webinars and meetings have been attended to ensure Frankston is well-informed on the anticipated Reform changes, some of the topics covered include digital literacy, compliance in practice and home care careers for First Nations clients. Council's Community Care Team meet every three weeks as part of a project group to provide updates on various service projects and improvements. One of the main priorities this quarter was the new Client Management System. Documentation has been prepared and now released to the public to procure a new system. The new system will be another significant change ahead of the Reform and Council will use this opportunity to streamline and improve processes with the transfer to a new system.

Reform consultation and engagement continues and this quarter Council provided two submissions to the Department. The first submission was The Aged Care Task Force, the Department sought feedback on funding arrangements for aged care to develop options for a system that is fair and equitable for everyone in Australia. The consultation included a review of Draft Aged Care Funding Principles to support the future funding arrangements. It is anticipated the submissions will be collated in October 2023 and released in a final report in December 2023.

The Department also sought feedback on the foundations of the new Aged Care Act Consultation paper. The Aged Care Act 2023 Exposure Draft of the Bill is anticipated to be released later this year and will be out for consultation until February 2024. The new legislation will need to be passed by parliament to be enacted for use by July 2024. The new Act will replace existing legislation, including the current Aged Care Act and the Aged Care Quality and Safety Commission Act 2018.

Update on Kindergarten Reform

Planning for the Kindergarten Reform continues to be progressed. At the July 2023 Council meeting the Langwarrin Community Centre was endorsed as the new location for the Langwarrin Child and Family Centre. In June 2023, the Langwarrin Community Centre approached Council in response to a strategic review of their Centre operations undertaken as a partnership arrangement with Melbourne Business School and Council. Council worked efficiently to investigate the feasibility of the site and to ensure all needs could be met. The outcome of this long-standing challenge to identify a location for a three-room kindergarten in Langwarrin has now been resolved with positive outcomes for all parties involved.

Additionally, Council has recently been advised the Langwarrin Pre-School operating at the existing Long Street site have formally accepted the offer to move to the Langwarrin Community Centre. This means the well-established Langwarrin Pre-School Committee will continue to provide kindergarten programs and connect with children and families in the Langwarrin community. Further partnership meetings are scheduled and next steps are to confirm the site changes ahead of going out to tender towards the end of 2023.

The Riviera Kindergarten project is near completion. Overall the project has been successful and community are very excited to see the new kindergarten. The building is scheduled to be handed over to Council in October ready for kindergarten programs to commence in 2024.

Community engagement for the Baden Powell Kindergarten project was carried out and whilst there were only 19 respondents, Council received good feedback for the projects and all responses were in support of the project. Construction is scheduled for 2024 via the Victorian School Building Authority (VSBA) ready for commencement of the 2025 school year.

The Kindergarten Strategy commenced community engagement in August, Council has received over 400 responses and engagement has now closed however there will be ongoing consultation with stakeholders and specific groups. The Building Blocks Partnership meetings have progressed and Council are expecting an outcome from the Minister within the following two months.

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

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