



Public - Chief Executive Officer's Quarterly Report

Period reporting – July to September 2024 (public version)

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

The information within this public document represents the period of time from 1 July 2024 to 30 September 2024 inclusive providing transparency and a more comprehensive overview of the organisation and its key activities.

Key topic areas include:

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

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

Regards
Phil Cantillon

Chief Executive Officer

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

PEOPLE AND CULTURE

Weekly communication

The CEO distributes an all-staff email every Monday providing advice on key achievements, sections thanking staff and well-done commentary, along with other news and items relating to Council briefings/meetings. The email is then uploaded onto Council's internal website portal called Grapevine.

Work Ready Program

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

In the previous quarter, the program supported 14 Work Experience students across the organisation in various locations including the Library, Fleet Services, Meals on Wheels, Community Development Projects, and Arts & Culture.

Leadership Development

The Future Ready Leaders Kick Start Program concluded this quarter, marking a successful leadership journey for those participants who engaged in a series of sessions focused on Leading Change, Thinking Strategically, and Executing Operational Plans. Throughout the program, officers benefited from insights shared by Council leaders on critical topics, including Good Governance, OHS Responsibilities, Fundamentals of Budgeting, and Contract & Procurement practices.

As a culmination of their learning, participants completed their Future Ready Project Pitches, where they presented innovative ideas aimed at improving efficiency and enacting positive change to the Executive Management Team (EMT). This experience not only showcased their growth but also positioned them to make meaningful contributions to the organisation.

‘Your Voice, Your Workplace’ Staff Engagement Survey 2024

The results of Council’s 2024 ‘Your Voice, Your Workplace’ Staff Engagement Survey have now been presented to all staff. Conducted in late May 2024 by the Culture and Capability Team, this year’s survey focused on gathering employee insights on key areas such as our workplace values, physical and psychosocial safety, inclusion, gender equality, and our strategic priorities for the future.

The results of the Council’s 2024 ‘Your Voice, Your Workplace’ Staff Engagement Survey were shared with the Executive Management Team, Managers, and Staff in July 2024. This provides a valuable foundation for understanding and enhancing our workplace culture. Moving forward, the Executive Management Team and Managers are now focusing on the development of their Culture Improvement Plan. This plan will highlight key areas of strength and opportunities for improvement, guiding our efforts to foster a more positive and inclusive work environment.

ORGANISATIONAL HIGHLIGHTS

External Awards and Recognition

Council’s Waste Circularity team were nominated as finalist in the Waste Innovation and Recycling Awards in the Metro category of outstanding Waste and Resource Recovery. The awards will be held late October 2024.

Internal Awards

Council held its Corporate Excellence Awards and Years of Service event on 30th July 2024. At the event, a total of 1,025 years of service was celebrated including 30 x 10 years, 17x 15 years, 8 x 20 years, 5 x 25 years, 1 x 30 years, 2 x 35 years and 1 x 40 years. The Corporate Excellence Awards includes all winners from our two previous Directorate Awards. Recognising the hard work of fellow staff is an important part of life at Council. The next Council Directorate Awards are scheduled to be held on 15th October 2024 (bi-annual) at the time of writing this report, over 90 peer nominations had been received.

Corporate donations and fundraising

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

Council’s Social Club organised a fundraiser for staff on 24 September 2024 for Fight Cancer (Footy Colours Day) and raised approximately \$500 towards this important cause.

BUSINESS TRANSFORMATION

Council’s Websites

The latest website performance data shows a strong overall trend of increased engagement, despite a small drop in the number of users. Pageviews are up, indicating that users are spending more time on the site and exploring multiple sections. This highlights the growing relevance and appeal of the content provided by Council. Several key sections have shown a significant positive movement:

- **Bin Collections** saw a notable increase in views and users, alongside a decrease in bounce rate, suggesting that users are finding the information they need.
- **Employment Opportunities** has had a substantial rise in engagement, with a sharp drop-in bounce rate, pointing to improved user satisfaction and content relevance.

Overall, the website is performing well, with multiple sections showing strong engagement and improved user satisfaction. The data indicates that the efforts to make the website more user-friendly are paying off. Continued attention to areas with higher bounce rates will help further boost overall engagement and ensure a consistently positive user experience. Please see a graphic overview and detailed table below.



Transparency Hub updates

During the Quarter July - September 2024, four new data sets were updated to the Transparency Hub. This includes:

- FTE count by band and gender;
- FTE Count by department;
- Register of Councillor interaction with developers (to be populated in due course);
- Councillor request data;
- Work is ongoing on Library data.

Work is in progress to migrate Transparency Hub to the Corporate Website. Target end date is March 2025. The work is being completed in a “Transform as we Perform” model which indicates there will be no downtime for the existing system. All current changes are being implemented in both existing and test systems. Nearly 80 Per Cent of the development is completed and the project is tracking well.

Fit for the Future Program Efficiencies

In the last quarter, the Customer Experience and Transformation team worked on the new corporate strategy “Fit for the Future” and pipeline of supporting projects. In quarter one, the team in collaboration with representatives across the organisation planned and prioritised the next phase of organisation continuous improvement projects.

The intention of this new strategy is to guide our transformation over the next three years and to ensure we continue to remain responsive to the changing needs and expectations of the community we serve. The key priorities include, optimising our services, improving our customer experience, leveraging our information and technology and enhancing our organisational culture and capability.

Key projects commenced in Q1 include:

- Residential Parking Permit approval.
- Improving the User Experience of our online transaction portal.

Transactions now available online and optimised include:

- Engineering Services: Request for Traffic Management Plan Review.
- Safer Communities: Dumped Rubbish Requests.

Public Art – updated

Public art installations were completed at the intersection of Skye and Dandenong Road, Sandfield Reserve, Ballam Park and Karingal Place, in addition to a contract awarded for a large-scale sculpture to be located at Mile Bridge due for completion in mid-2025. Stakeholder engagement in regard to the Frankston Regional Arts Trail continues with art node sites prioritised with Expressions of Interest commencing in the next quarter.

Frankston Major Events – updated

The team supported external events including Magic By Moonlight (held in the George Pentland Gardens) and Allure Frankston market at the Frankston Waterfront. Planning is well underway for Frankston’s Christmas Festival, with a focus on elevated initiatives, new concepts, and low-cost activities.

Destination Events and Tourism – updated

The Destination Event Attraction Program opened applications for the 2024-2025 season, with more than double the applicants from the previous year. Four events were endorsed including 2 major and 2 minor events, which aim to attract over 35,000 visitors in total. In addition to this, a partnership with Always Live (a State Government led music program) was secured to deliver an 'End of the Line' music event in November in line with Christmas Festival of Lights.

Frankston Arts Centre (FAC) – updated

The Centre hosted over 3,000 guests and held 490 hospitality events across all areas. A standout was the Hands-on Learning Conference, across the entire Centre. As one of the busiest periods of the year, there has been high demand for placing events on sale. Ticket sales have exceeded targets, thanks to several high-selling shows and strong community hirer ticket sales. An above-average number of performances also contributed significantly to this success.

A customer insight survey was completed in August providing data, customer trends and suggestions. A burgeoning partnership with Frankston Business Collective hosted several events and a Google review campaign resulted in our overall rating increasing from 4.5 to 4.6 rating out of 5.

Utilisation of the Theatre was 90% and hosted over 50 clients - from community through to commercial. Quarter 1 programming activity included highly attended exhibition programs such as the Annual Open Exhibition and Kids Art Prize and the Season presentation of 'The Visitors' by Sydney Theatre Company.

A standout for the Quarter was the Centre winning a national award for its Arts Access Program at the PAC Australia IMPACT Awards. This national recognition acknowledged the wide range of access and accessibility opportunities the Centre offers the community.

Frankston City Libraries – updated

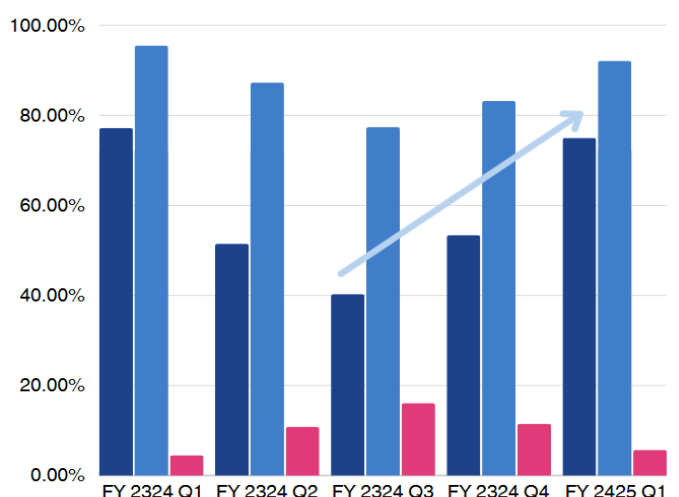
Frankston City Libraries continues to support the community with space, collections and WIFI access. This quarter saw increased WIFI usage, especially among students. Libraries participated in the Frankston Monopoly launch, boosting memberships, and expanded the Library of Things to 59 items, including heart monitors and sewing machines, with positive feedback. Additionally, a student social worker trial commenced in partnership with RMIT that provides support and referrals for vulnerable community members.

Council's Corporate Customer Service Update

This quarter has seen notable uplift in performance across Customer Service, with its focus on balancing resource allocation with service demand, which continues to reflect positively on the performance of the contact centre.

CALL CENTRE PERFORMANCE

- 75.0%** **GRADE OF SERVICE**
The GOS decreased from 80% in July to 75% in August and 70% in September, primarily due to higher call volumes.
- 92.1%** **CALLS ANSWERED**
The GOS decreased from 80% in July to 75% in August and 70% in September, primarily due to higher call volumes.
- 5.7%** **ABANDONED CALLS**
The GOS decreased from 80% in July to 75% in August and 70% in September, primarily due to higher call volumes.





Call Performance

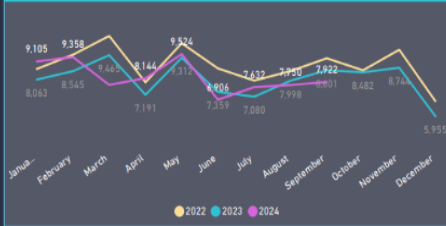
Data as of: 30-Sep-24

Date Selector: use Ctrl to multi-select
Multiple selections

Q1 - JUL - SEP

Key Performance Indicators

Number of Calls - Year on Year



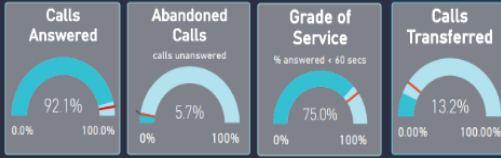
How long does a call take?

03:04
Speaking with Customer

01:46
Customer on Hold

02:26
After Call Work

06:15
Total Time



23,304
Total Calls

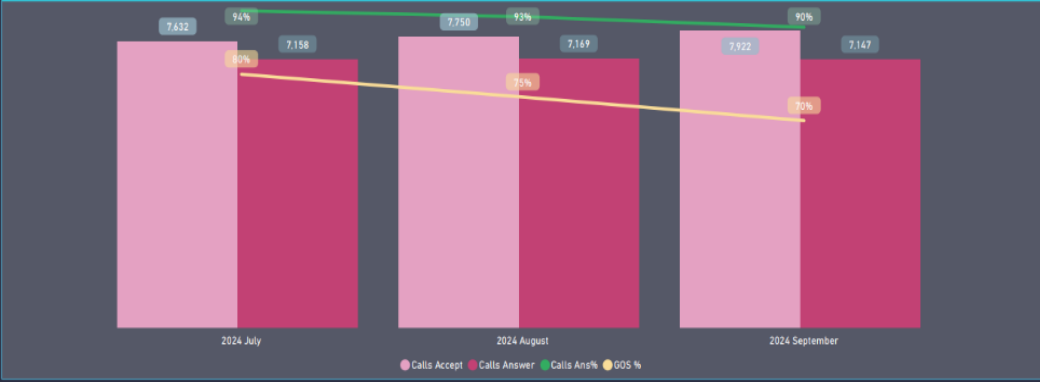
21,474
Calls Answered

1,332
Calls Abandoned

535
Callbacks

Phone Performance - Month by Month

Right Click and Drill down to see daily results



Why do our customers call? TOP 10 Reasons

Click on any topic to see specific statistics for that call reason

Topic	# Calls	%
Waste	1,964	17%
Planning & Env	1,933	16%
Rates	1,202	10%
Animals	1,196	10%
FRRRC	1,009	9%
Aged Services	968	8%
Facilities	929	8%
Compliance Grnl	876	7%
Rates Notice	865	7%
Engineering	860	7%

What calls take the most time? TOP 10 Longest calls

Topic	# of Calls	AVE TotalTime
Operations	739	08:36
Health	333	08:38
Rates Pay Plan	178	09:00
Rates Payment	170	08:10
Rates Person Upd	128	09:09
Rates Late Pay	119	08:57
Rates Valuation	76	10:05
Graffiti	63	08:01
Fire	20	08:58
Rates Election Q	7	09:49

Call trends and Opportunities

Rates related topics continues to make up a significant portion of total calls various rates related calls (such as payment plans, Valuation Questions, and payments processed) took on average 8-10 minutes. Given the frequency and the duration of the calls, enhancing self-service functionality and enhancing online services could empower our customers to resolve issues more independently and significantly increase efficiency within the call centre.

Operations consistently registers as the longest call topic, averaging significant call durations over the past year. Despite not appearing in the top 10 call reasons, it consistently has a high volume, indicating a recurring and complex issue that requires extended interaction time.

Customer Requests logged

The significant increase in Pathway request numbers (customer request system) is due to the customer service teams focus to log all interactions within this platform. This explains the sharp growth in system usage data from July to September. This initiative demonstrates a commitment to consolidating data, which will improve tracking and analysis of customer interactions and better outcomes for the community

3,843

Snap Send Solve Requests

*from 3,233

11,552

Pathway Requests

*from 9,347

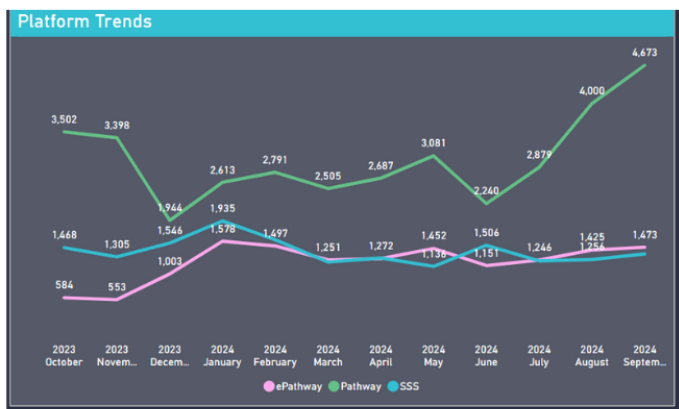
4,144

ePathway Requests

*from 1,581

Top Customer Request Types

Topic	Total #	Percent
Rates	3,210	21%
Waste	2,543	16%
Parking	2,191	14%
Graffiti	1,702	11%
Rubbish	1,163	8%
Planning	1,150	7%
Trees	1,126	7%
Compliance	797	5%
Animals	784	5%
Building Services	760	5%



Customer Experience

During the past quarter (July to September), valuable insights collected through Frankston’s first ‘service targeted’ survey. Following the distribution of the annual rates notices in September, a post-service survey was sent out to over 800 customers with the intention of better understanding and supporting their needs in relation to the annual rates notices. This survey received a commendable response rate, with 82% of respondents rating the service they experienced from Council as "Awesome" or "Good," and verbatim comments yielding numerous insights that will now inform process improvement projects and initiatives, all with the aim of enhancing the customer experience around understanding annual rates notices.

Recent customer satisfaction scores gathered from across Council’s customer service centres showed a decline in accessibility ratings, particularly on Mondays. Upon further investigation, including a review of the verbatim customer comments submitted, a recurring theme around limited customer service offerings at the Carrum Downs library was found. Previously, services were available from Tuesday to Thursday, and now, based on these insights gathered regarding the Monday gap, an immediate adjustment to service hours has occurred with services now offered from Monday to Thursday, ensuring greater continuity and availability. This serves as a prime example of Frankston City Council’s Voice of Customer program in action. Through actively seeking feedback from customers, insights are leveraged to implement prompt, yet meaningful improvements across all council services.

In other exciting news, recent benchmarking data from the Australian Customer Experience Professionals Association recognised Frankston City Council for outstanding performance compared to other municipalities. Council is extremely proud to share the achievement of second place in average wait time and first place in both Customer Experience and Access, reflecting Council’s dedication to delivering exceptional service.



*Survey insights gathered from recent annual rates notice distribution

DATA AND SMART CITIES

Customer Requests

When the community request information from the council, the demand is measured in two ways.

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

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

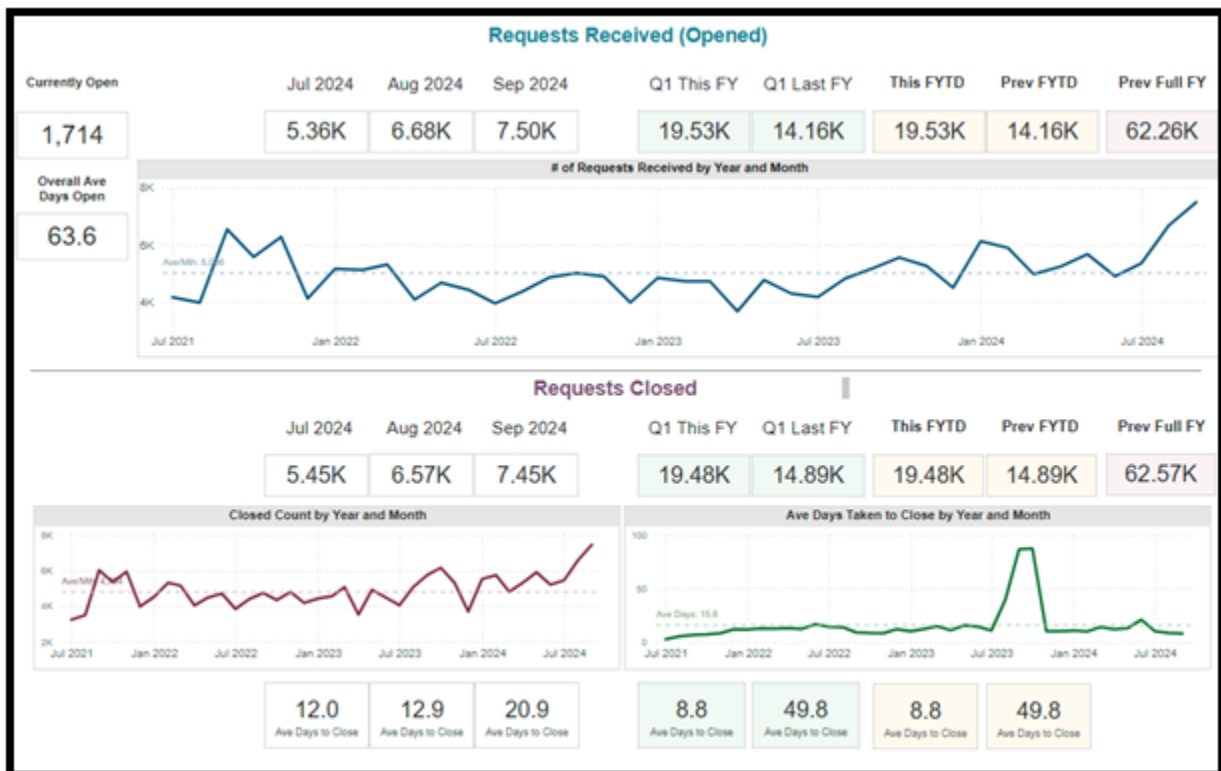
1. *Customer Requests:*

Council received 19,534 requests in Q1 which is an increase of 38% from same time last year (14,161) and is above Q4 that had 15,809. Council closed 19,475 requests, up 31% same time last year (14,894) and above Q4 (16,439).

At the end of Q1, Council had 1,714 requests still open, which is an increase over Q4 (1,671) however, there has been a big jump in volume received. Average number of days a request stays open 64* down from 67*. Requests that are open are more widely available now as part of the Customer Experience PowerBI Reporting. This aims to manage closing requests more quickly as a monthly email from CS accompanies the CX Report.

Council aims to close requests within 10 days and the average number to close this financial year is 9*, down from 15* at the end of Q4. Work continues to close long standing FAMIS related requests. At the end of last financial year, average days to close was 29*.

* Figures are rounded to the nearest whole number.



Graph highlights Customer Requests Jul-Sep (Q1).

2. ReM Requests: (around 40% of ReM requests get actioned in Pathway and are counted in the above Customer Request figures)

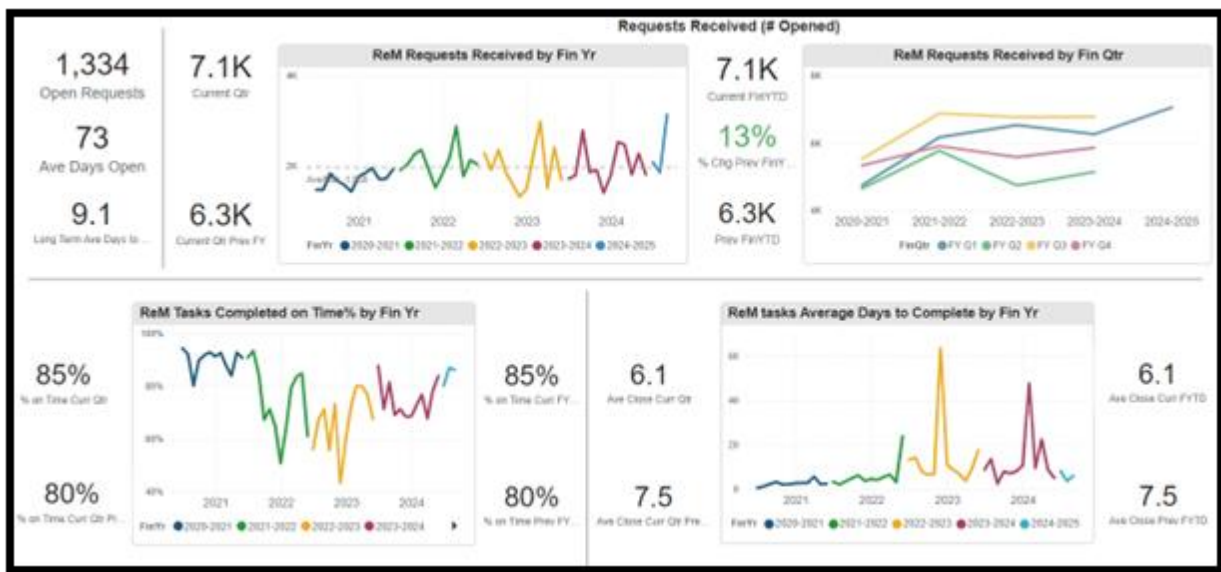
Council received 7,058 pieces of correspondence in Q1 which is a 13% increase from the same time last year (6,266).

There are 1,334 open ReM requests, up 43% from 930 in Q4 and up 11% from 1,198 in Q3. Internal communication about timely closure has occurred recently as part of a more widely available Customer Experience Report. This communication is expected to continue monthly which should drive down the number of open ReM.

Council aims to respond to correspondence within 10 days - we met that benchmark in Q1 80% of the time (76% for Q4).

The average number of days to respond to correspondence decreased to 6* days for this reporting period which is a decrease of 25% compared to last year (8* days) and a decrease of 40% over Q4 (10* days).

* Figures are rounded to the nearest whole number.



Graph highlights ReM Requests Jul-Sep (Q1).

Social and media engagement - Frankston City Community

This quarter the media and social presence has prepared the community for the 2024 Local Government elections, with information about registering to vote, process for voting and sharing all necessary information. It also highlighted a number of projects completed prior to the Caretaker period, including the now open Ballam Park Lake.

The quarter also saw continued mainstream media interest in the Victorian Government activity centres, which Frankston is one of. This followed extensive communication about the Young Street action plan, the importance of community safety and Council initiatives, along with a concentration of revitalisation of the city in general.

City Positioning and branding

The Imagine Frankston website continues to be developed at www.imaginefrankston.com.au with a focus on several important communication pillars (essentially the key selling points for visitors, businesses, developers, investors and prospective residents) which include Frankston City’s location, connectivity, natural assets, play spaces, events, arts and culture, sports and recreational assets, family-friendly community, infrastructure, public transport, healthcare, education, and all round amenities as evidence of our undervalued liveability.

Several new promotional videos have been developed which showcase the best assets of Frankston City. Highlights include a video of current development/construction throughout the Municipality <https://shorturl.at/pzHps>

Plus another which highlights the volume of fantastic new businesses and major brands which have chosen to operate in Frankston City in the last four years <https://www.youtube.com/watch?v=jL7o0pVxqpY>

These have been showcased at key stakeholder events and on the Imagine Frankston website and social media.

The Prospectus continues to be a valuable document and has been recently circulated at key stakeholder events such as the Developer Forum, Franchise Expo and Small Business Expo in Melbourne.

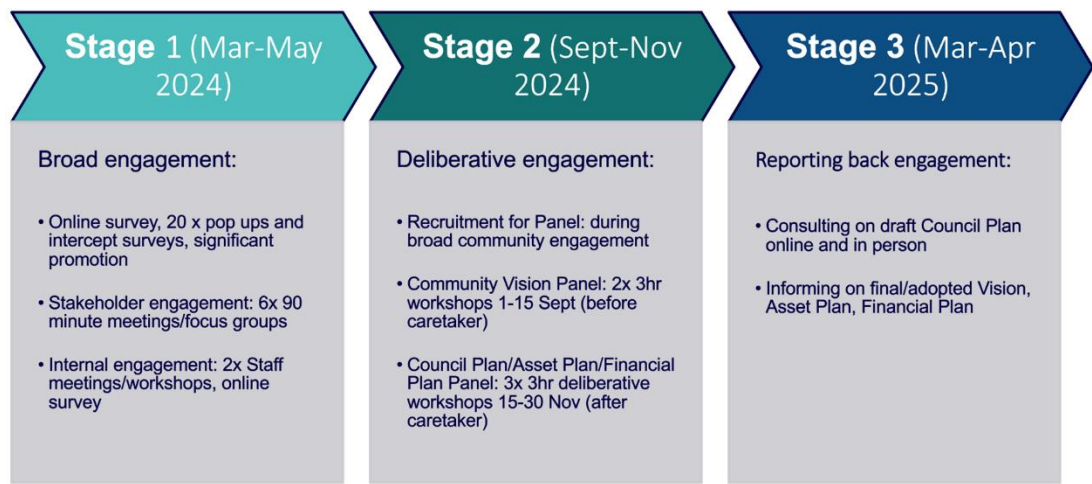
Imagine Frankston’s social media channels continue to reach extended audiences beyond our immediate community, with an uplift in creative visual content through the increased allocation of resourcing from the Content & Brand team.

A key highlight for this quarter was the Frankston City Council Developer Forum, hosted in partnership with Property Council Australia at the Frankston Arts Centre. Approx 100 developers, engineers, builders, planners and architects attended to engage in presentations from a panel of leading stakeholders and experts on development opportunities in Frankston City. The event also served as the launch platform for the Developer Activation Program which will encourage collaboration and consolidation amongst commercial property owners amongst other key benefits.

Community Engagement

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

Prior to the Caretaker period there were a number of deliberate engagement sessions for the Council Vision and we have now moved to planning for similar sessions for the Asset Plan and Financial Plan, with a clear view on the Council Plan which will be launched in 2025. Key dates detailed below. Planning is also underway for community engagement on the 2025/26 Budget and Melbourne Water Flood Mapping.



Building Frankston's Future (BFF) Capital Works Awareness

Several projects were completed and celebrated in this quarter:

- Opening of Kevin Collopy and Eric Bell pavilions – opened by State MP Paul Edbrooke and Mayor Nathan Conroy.
- Community celebration ahead of the completion of Ballam Park Lake and Bio-retention System – attended by the Mayor Nathan Conroy, Cr Kris Bolam and State MP Paul Edbrooke.
- Opening of the Seaford Wetlands viewing platform at Austin Road – opened by State MP Sonya Kilkenny, Mayor Nathan Conroy and Crs Sue Baker and Claire Harvey.
- Community event to celebrate the completion of Whistlestop Reserve play space upgrade – attended by Mayor Nathan Conroy and members of the family who operated Whistlestop Amusements from the site in the 1960s.
- Opening of the Carrum Downs Recreation Reserve Youth Space – attended by Mayor Nathan Conroy, Federal MP Jodie Belyea and State MP Sonya Kilkenny
- Photo opportunity to celebrate the Peninsula Strikers' upgraded grandstand at Peninsula Reserve – attended by Mayor Nathan Conroy.

Several other projects were completed during this period and events have been held over until after caretaker/the new Council is sworn in. They include: upgraded lighting at Belvedere Park Tennis Club, a new athletics pavilion at Ballam Park, and the completion of public toilets and car park at Carrum Downs Recreation Reserve and road safety improvements on Wedge Road. A media release was also distributed to acknowledge the Nepean Boulevard early works.

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

Other channels:

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

PLANNING PROGRESS

Statutory Planning data update – Quarter 1 (Q1) (2024-25)

Statutory planning on-time delivery for Q1 at 84 percent was above the target of 70 percent. Outstanding application volumes are within the target band (200-300). As at the time of this report, there were 272 undecided planning permits, amendment to planning permits, and plan approval applications currently with Council.

The on-time delivery data is illustrated in the charts below (calendar year) as well as the volume of applications received per month over the last four years.

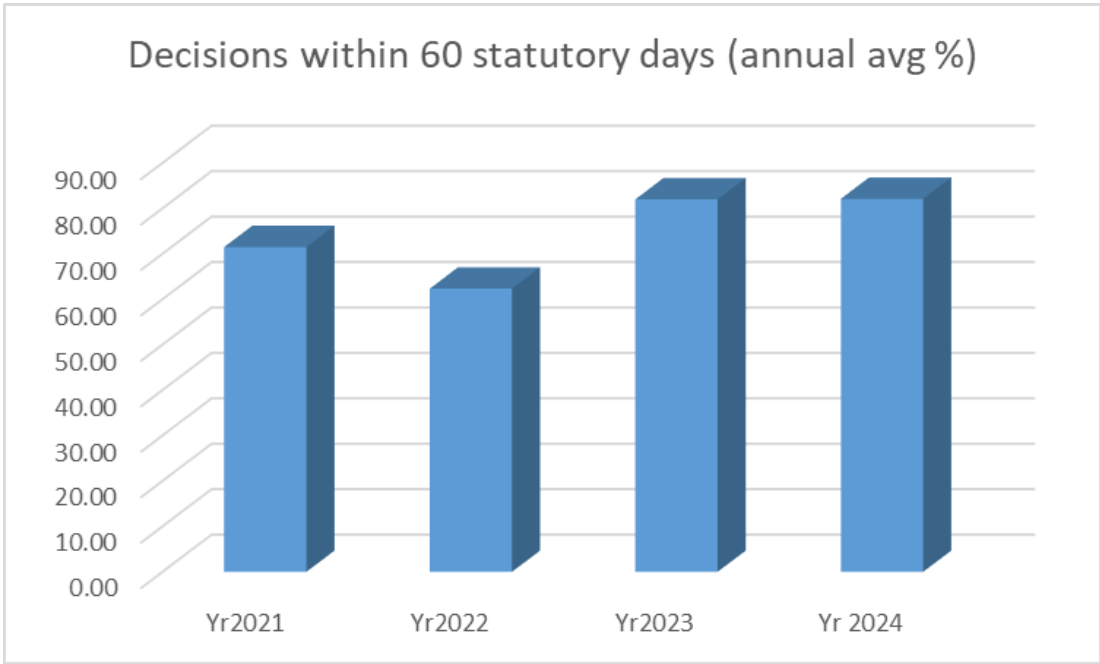
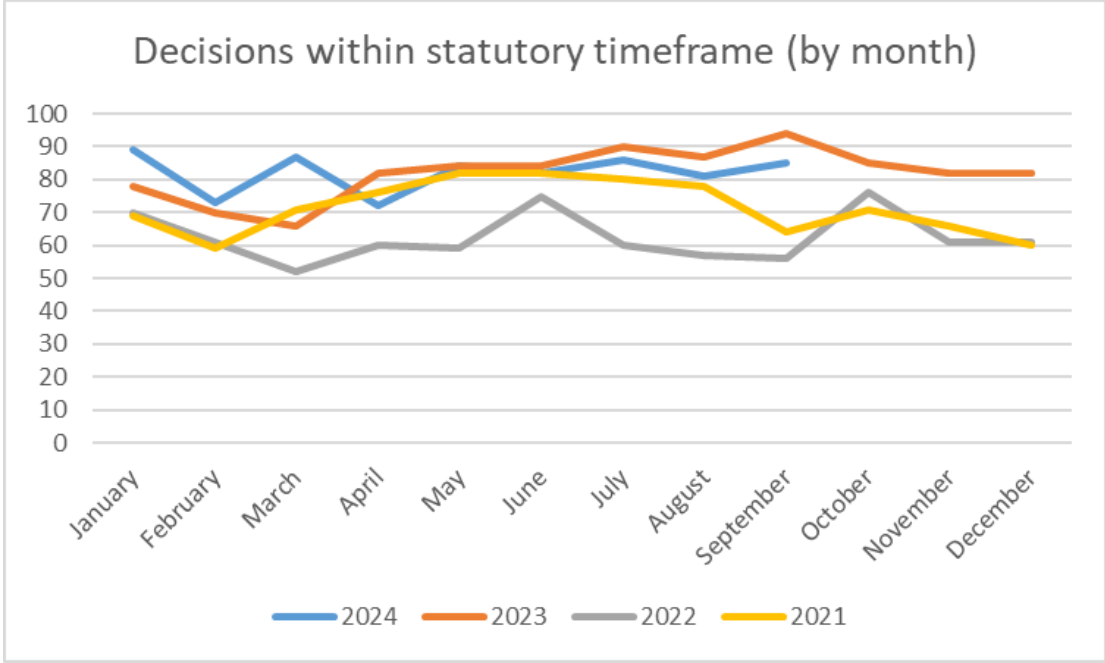
This demonstrates the consistent volume of applications received each month, noting that the lodgement volume includes new permit and amendment applications and other consent types, but is still not reflective of all work undertaken in the processing of planning permit applications.

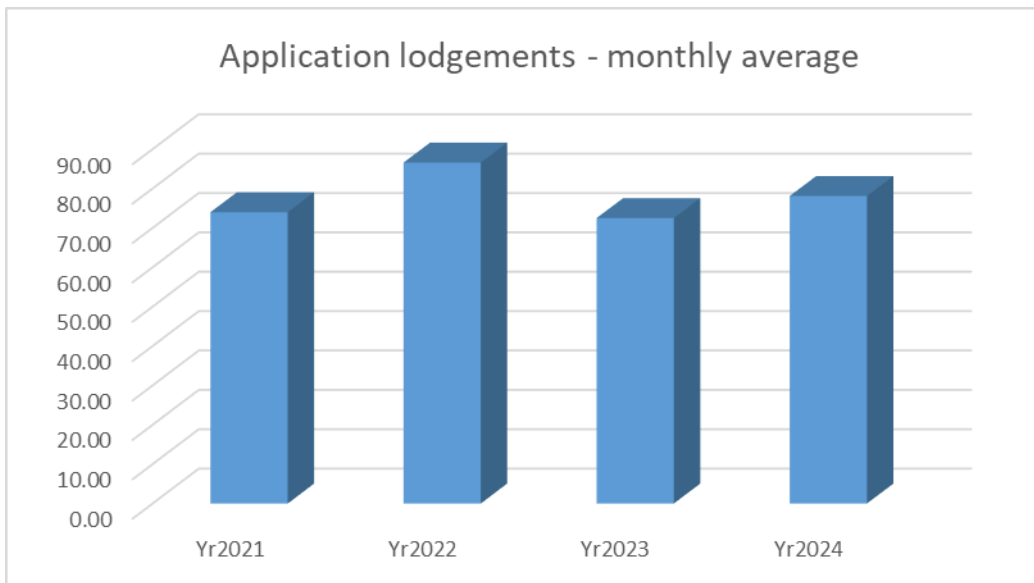
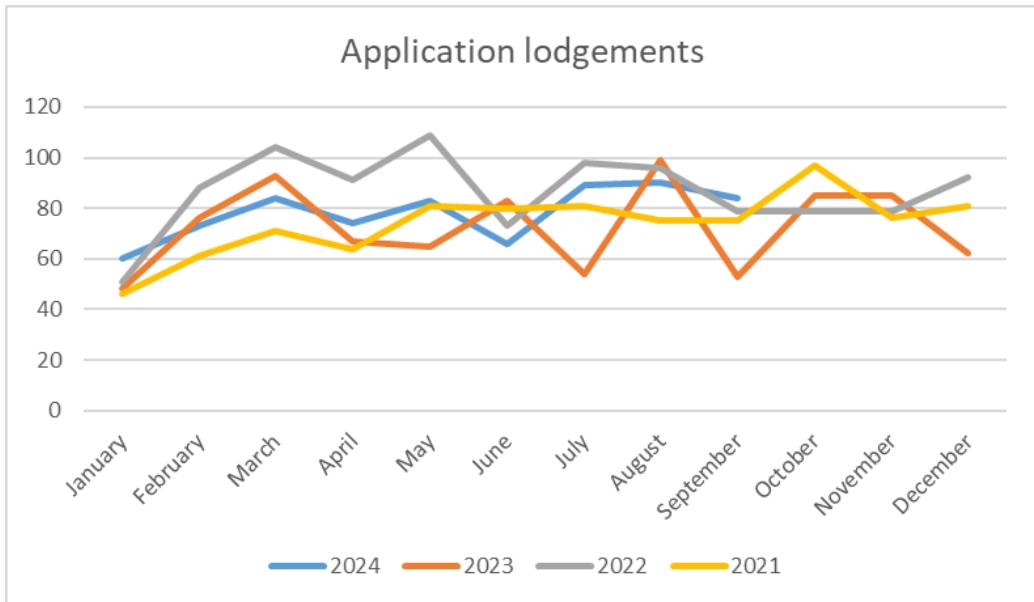
Lodgements during 2024 have been slightly higher than 2023 volumes.

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 or later. There may be a minor discrepancy with the manually calculated on-time delivery data and the published PPARS data.

Contributing to improved outcome measures, the Statutory Planning unit made several improvements to business systems, including those identified in previous updates. Work continued to progress on implementation of new 'workflow' processes which will improve the functionality of Council's application processing software and allow for more accurate tracking of applications and reporting of live data and application statuses.

Developer Financial Contributions- Quarter 1 (2024-25)	
Contribution Type	Total Amount Received
Open Space Contributions	\$568,500
Car Parking Financial Contributions (cash-in-lieu)	\$0.00





Environmental Health update- Food Business Inspection and Enforcement Outcomes Quarter 1 (2024-25)

Food business inspection and enforcement outcomes for Q1 are summarised in the tables below, with 263 inspections undertaken in the quarter at a compliance rate of 90 percent, up from 83 percent in Q4. The number of inspections (263) was consistent with last quarter (260), which is 29 percent of statutory food inspections and assessments. Also, 100 percent of critical and major follow-ups were completed, with one penalty notice issued.

Environmental Health

CEO REPORT -QUARTER ONE 24/25

Food Business Inspection and Enforcement Outcomes

Measures	Monthly			Quarterly	
	July	Aug	Sept	THIS QTR	LAST QTR
Critical and major non-compliance notifications – follow up rate	-	-	-	100%	100%
Compliant statutory food premises inspections	85	76	77	238	226
Non-compliant statutory food premises inspections	8	8	9	25	34
Food Enforcement - Food Act Orders & Directions Issued	0	0	0	0	1
Food Enforcement - Penalty Infringement Notices Issued	1	0	0	1	4

Environmental Health

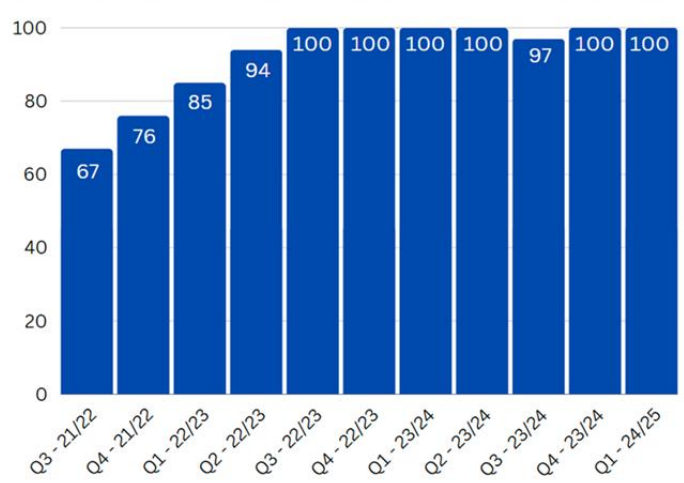
QUARTERLY FOOD SAFETY OUTCOMES

29%
statutory food inspections & assessments completed in Q1

263
statutory food inspections & assessments completed
(up from 260 in Q4)

90%
compliance rate at statutory inspections & assessments
(up from 83% in Q4)

Percentage of Critical and Major non-compliance follow ups completed



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

City Futures Department update

The following Policy and Strategy Development work occurred from July to September 2024:

- The Directions Hearing for Planning Scheme Amendment C160fran (FMAC) took place over nine days, concluding on 17 July. Council received the Panel Report on Amendment C160fran, which recommended adoption with four adjustments and one information recommendation. The report was made public on 5 September via Council's website and emailed to relevant parties. Later, Council resolved to adopt the Amendment with changes and submit it to the Minister for Planning for approval, which was done on 24 September.
- Planning Scheme Amendment C156fran (Environmental Amendment) was exhibited and received seven submissions. The next steps are under Council's consideration. Additionally, Council requested authorisation to prepare and exhibit Planning Scheme Amendment C165fran (Corrections Amendment) and endorsed its submission regarding the development of the proposed Plan for Victoria.
- The Planning Panel Report for Planning Scheme Amendment C158fran (250 Wedge Road) was reviewed, recommending approval for the deletion of the existing Public Acquisition Overlay (PAO). This amendment was submitted for approval to the Minister for Planning.
- Planning Scheme Amendment C148fran (the Frankston City Industrial Strategy and Design Guidelines) was exhibited, receiving seven submissions, which will be considered by Council and a future Planning Panel.
- Council officers submitted a written response to the Victorian Planning Authority's Frankston Draft Activity Centre Plan (VPA 2024), signed by the CEO. Work on the draft Frankston City Housing Strategy is paused, pending policy changes by the Victorian Government, including the proposed new Metropolitan Planning Strategy. Council endorsed the Draft Affordable Housing Policy for community engagement in 2025, aiming to ensure safe, affordable housing for all.
- Frankston City's Community Panel reviewed the Community Vision 2040. After deliberative discussions, the panel submitted a report outlining agreed changes to the Vision Statement, Themes, and Aspirations. The revised Vision will be presented to Council in early 2025.
- Council adopted the Health and Wellbeing Plan 2021–2025 Year Four Action Plan, detailing 103 actions aimed at promoting good health and wellbeing. These actions were developed with input from both Council and external stakeholders, aligning with other key strategies.
- The Nepean Boulevard Master Plan progressed, with early works including median planting and gateway signage. Council began preparing for FMAC Urban Design Guidelines, which will establish design principles for high-quality development in Frankston's city centre.
- Council continued its involvement with the Council Alliance for a Sustainable Built Environment (CASBE), focusing on the pursuit of zero-carbon buildings and the development of revised daylight requirements for Victorian buildings.
- The Public Toilet Action Plan advanced, with design work underway for upgrades to Seaford Foreshore and the Witternberg Reserve. The new Carrum Downs playspace public toilet was officially opened.
- The Local Park Action Plan and Frankston Play Strategy saw multiple park and playspace upgrades in Skye, Langwarrin, Seaford, and Carrum Downs. Lighting improvements were completed at various locations, including the Pier forecourt and Olivers Hill. The Local Shopping Strip Action Plan also continued, with upgrades completed at Fairway Street Shops in Frankston.
- Council adopted the Coastal and Marine Management Plan, setting out 78 actions to protect and conserve coastal and marine areas. The Frankston City Coastal Resilience 2100 project progressed with a focus on hazard assessment and community engagement.

- The Environmental Policy and Planning team coordinated the response to storm events that reshaped the foreshore in late August. Hazardous debris was cleared, and a Geotech report was commissioned for the landslip area. Council also reviewed and updated the 2020 Landscape Guidelines, which were endorsed in September.
- Council partnered with Mornington Peninsula Shire and Mornington Peninsula Koala Conservation for the annual koala road signage campaign. Consultants were engaged to review fauna connectivity across the City, and a review of the Biodiversity and Urban Forest Policies was completed.
- The Environmental Sustainability community grant was launched, supporting private tree planting to increase canopy cover. Planning also began for a new program promoting tree planting on private land.
- Economic Development officers supported the activation of empty shops in the FMAC area, with shopfront improvements along Young Street identified for Council funding. A new Investment Attraction Action Plan was developed to guide investment activities through mid-2025.

The following Programs and Events were delivered:

- Council's Annual Business Survey collected insights from 102 respondents, with 92% expressing satisfaction with Council's Economic Development team. The team also exhibited at the Melbourne Franchising & Business Opportunities Expo, engaging with 165 attendees.
- Council's 2024-25 Business Grants were launched, offering funding between \$5,000 and \$20,000 to businesses in commercial spaces. The Economic Development team continued to promote the Trim Your Bin program and delivered 12 business workshops, attracting 191 participants.
- Business mentoring sessions were provided to 13 participants, and eight new business mentors were added to the mentoring panel. Council's Business Concierge program responded to 79 inquiries, primarily from the hospitality and health sectors.
- The Frankston Zero project expanded to include the Mornington Peninsula catchment area, supporting people experiencing homelessness. The Frankston City Strategic Housing & Homelessness Alliance also met to address local housing challenges.
- Frankston City Council facilitated National Tree Day at Seaford Wetlands, where volunteers planted 3,300 shrubs, grasses, and ground cover. Additionally, 2,700 indigenous plants were donated to schools for Schools Tree Day.
- The Winter School Holiday Rangers program explored the science of flowers at George Pentland Botanical Gardens, and volunteers conducted 32 Gardens for Wildlife visits to help residents support local wildlife in their gardens.

Frankston Business Collective

This quarter has been marked by steady growth, strategic partnerships, and a renewed focus on increasing awareness of the Collective's presence among Frankston businesses through stronger digital marketing. Our collective efforts have been aimed at fostering an environment where businesses can thrive and contribute to the overall economic vitality of Frankston.

Key Achievements

- *Membership Growth* - a steady increase in membership this quarter, with several new businesses joining the Collective.
- *Business Workshops and Networking Events* - multiple educational and networking events, including flagship Women in Business and CEO Breakfast events, which focused on business connections and provided updates on developments in Frankston. These sessions were well-attended, with positive feedback from participants who appreciated the practical, and interactive approach.

- *Advocacy and Local Business Support* – addressing key concerns from the business community, including the recent closure of the Post Office on Wells Street, which has generated significant interest in the community. Additionally, participated in the Cyber Security Forum hosted by the Minister for Security and attended the Circular Economy Forum to explore sustainable business practices.

Marketing and Communications

The marketing strategy this quarter focused on increasing the visibility of the Frankston Business Collective across various channels. The website has been updated with pop-ups for key events, added board member photos, and integrated the newsletter. Additionally, the social media presence has expanded, resulting in increased engagement across platforms.

Challenges

While there is growth in the acquisition of new members, this has been offset by a drop in some renewals, as the broader economic environment remains a concern, with rising interest rates and inflation impacting business confidence, particularly for smaller businesses.

Future Outlook

Looking ahead to the final quarter of 2024, the focus is on finishing the year strong with key events, including networking opportunities to showcase our members' offerings, the AGM, and the Health and Wellbeing Summit. One of the key highlights is the upcoming Business Excellence Gala Awards Dinner 2024, where we will celebrate outstanding achievements in the local business community.

FINANCIAL AND INTEGRATED PLANNING

Integrated Planning and Reporting update

The Annual Report for the year to 30 June 2024 was endorsed by Council on 30 September 2024.

Service Planning update

Service plans have been updated during the quarter and draft Council Plan actions are being prepared by the Integrated Planning team. The Community Vision has been refreshed following deliberative engagement with the Community Panel.

Update on Federal Parliamentary Inquiry into Local Government Financial Sustainability

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

A parliamentary hearing on the above Inquiry was held at Frankston City Council on 25 September 2024. The CEO and the director of Corporate and Commercial Services presented to the panel and answered questions based on their submission. The Inquiry was also attended by all Council Directors and the Manager of Community Relations.

ACCOUNTABILITY AND TRANSPARENCY

Interstate Travel Public Register (Councillor and Staff)

During the July - September 2024 quarter, there was no interstate travel undertaken by a Councillor and six instances of interstate travel by Officers. The Travel Register for Councillors is available on the Council's website under *Documents available for public inspection* and on Council's Transparency Hub.

Training costs associated for staff

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

For the previous quarter (01/07/2024 - 30/09/2024) there were no training costs greater than \$1000 provided. The focus on implementing the corporate training program continues this quarter.

Department	Directorate	Development Category	Date of start of Training	Total Cost	Rationale for Approval
NIL					

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

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

Notice of Motion process

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

There were five Notice of Motions tabled by Councillors for the July - September 2024 quarter.

Public petition process

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

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

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

There were two petitions tabled by Councillors for the July – September 2024 quarter.

Councillor Appreciation awards process

The Councillor Appreciation Awards Protocol was developed to provide guidance on the nomination process for Councillors and the community. Councillors can present a Councillor Appreciation Award at each Council meeting to an individual/group for their extraordinary work in the community. These awards are recorded in the minutes of the council meeting and are considered as nominations for the annual Citizen of the Year awards.

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

There were two Councillor Appreciation Awards presented for the July – September 2024 quarter.

Accountability and Transparency Reform document update

Cr Bolam’s Accountability and Transparency Reform (ATR) commenced in May 2018 with 160 items. These were considered by Officers and where relevant were implemented with outstanding items presented to Council in June 2020. New supplementary items to the ATR II were introduced by Cr Bolam in March 2022 and presented to Council’s meeting on 24 October 2022. The remaining items were monitored and reported via the CEO’s public quarterly report until complete and where appropriate considered for Council’s Transparency Hub. The table below outlines the status of the remaining ATR item since July 2023.

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

Supplementary ATR items

Cr Bolam new items from October 2022

Officer comments

Item 3

That the next Councillor and Staff Code of Conduct updates are to include the strengthening of compliance with Council's Lobbyists' Register and Developers' Register.

In July 2023, IBAC released a report on Operation Sandon with 34 recommendations, including changes to improve councillor conduct and requirements for lobbyists. Following this work has been undertaken by Local Government Victoria in collaboration and consultation with other bodies to commence implementation of the recommendations.

A Notice of Motion was resolved by Council at its meeting on 2 October 2023 for an Accountability and Transparency Reform III for the Lobbyist and Developer Register to be published on Council's Transparency Hub subject to first addressing any privacy or legislative requirements. Officers investigated the options and determined the internal register, if released publicly, would not comply with legislation. A new Developer Register, that records interactions with developers, was developed for Council's Transparency Hub and resolved by Council at its meeting on 12 August 2024 to be released after the meeting. There is no longer a requirement for staff to update an internal register as internal processes exist to capture and record interactions. A draft policy and an update on the status of Local Government Victoria's implementation of the Operation Sandon recommendations will be presented to Council at its meeting in February 2025.

The Local Government Amendment (Governance and Integrity) Act 2024 was given Royal Assent on Wednesday 25 June 2024 and the Local Government (Governance and Integrity) Regulations were released on 22 October 2024. These included a Model Councillor Code of Conduct for all councils, improvements to the councillor conduct framework and mandatory training for mayors and councillors which came into effect on 26 October 2024.

Councillor Attendance

One of the items identified in the original ATR was to provide a quarterly status of Councillor Attendance at Councillor Briefings. The overall status is included in the Annual Report every year and updated quarterly on Council's website. As resolved by Council on 11 September 2023, the record of Councillor briefings including the list of topics discussed, Councillors attendance and the 'Conflict of Interest' declarations, if any, are also being reported through the Governance Matters Report at each Council meeting.

The status of Councillor Attendance at Council Meetings is also required for the Local Government Performance Reporting Framework indicators as part of reporting to Local Government Victoria (LGV). These are provided to the community via LGV's Know Your Council website and in the Annual Report every year. The information will be included on the Transparency Hub before the end of the financial year.

During quarter 1 (July – September 2024) there were six (6) Council Meetings and eight (8) Councillor Briefings.

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

Councillor Attendance at Meetings July 2024 - September 2024				
Councillor	Council Meetings Attended	Councillor Briefings Attended	Total Attended	Attendance
<i>Cr David Asker</i>	6	8	14	100%
<i>Cr Sue Baker</i>	5	7	12	86%
<i>Cr Kris Bolam</i>	6	8	14	100%
<i>Cr Nathan Conroy</i>	6	8	14	100%
<i>Cr Claire Harvey</i>	5	7	12	86%
<i>Cr Brad Hill</i>	6	8	14	100%
<i>Cr Liam Hughes</i>	3	0	3	21%
<i>Cr Glenn Aitken</i>	6	8	14	100%
<i>Cr Suzette Tayler</i>	6	7	13	93%
Total	49	61	110	87%

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

Councillor Attendance at Briefings only July 2024 - September 2024		
Councillor	Councillor Briefings	Attendance
<i>Cr David Asker</i>	8	100%
<i>Cr Sue Baker</i>	7	88%
<i>Cr Kris Bolam</i>	8	100%
<i>Cr Nathan Conroy</i>	8	100%
<i>Cr Claire Harvey</i>	7	88%
<i>Cr Brad Hill</i>	8	100%
<i>Cr Liam Hughes</i>	0	0%
<i>Cr Glenn Aitken</i>	8	100%
<i>Cr Suzette Tayler</i>	7	88%
Total	61	85%

Reports presented to Council at meetings closed to the public

Council continues to serve its community with integrity through transparency, good governance and accountability. There has been an astounding reduction in the percentage of the reports presented to Council in a meeting closed to the Public, represented by 28% (2018-2019), 18.84% (2019-2020), 8.92% (2020-2021), 5.86% (2021-2022) and 2.34% in (2022/2023). There has been a further reduction in the percentage of the reports presented in meetings closed to the Public in 2023/24, represented by 2.12%.

In 2021-2022, Council's result for the Local Government Performance Reporting measure 'Decisions made in Closed Council' was 5.86%, as against the average of 7.44% for all Victorian Councils, demonstrating the better transparent decision making for the community. The average for all Victorian Councils has been less than 10% since 2016. Since July 2020, contracts are tabled in open Council Meetings. Agendas and reports were also streamlined to ensure they are tabled in open agendas at every Council Meeting.

During Quarter 1 (July-September 2024), there were two decisions made in Council Meetings closed to the public. During this time, 55 reports were presented to Council Meetings open to the public. There were five Notice of Motions and no Urgent Business item raised during the last quarter. This information is available on Council's Transparency Hub.

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

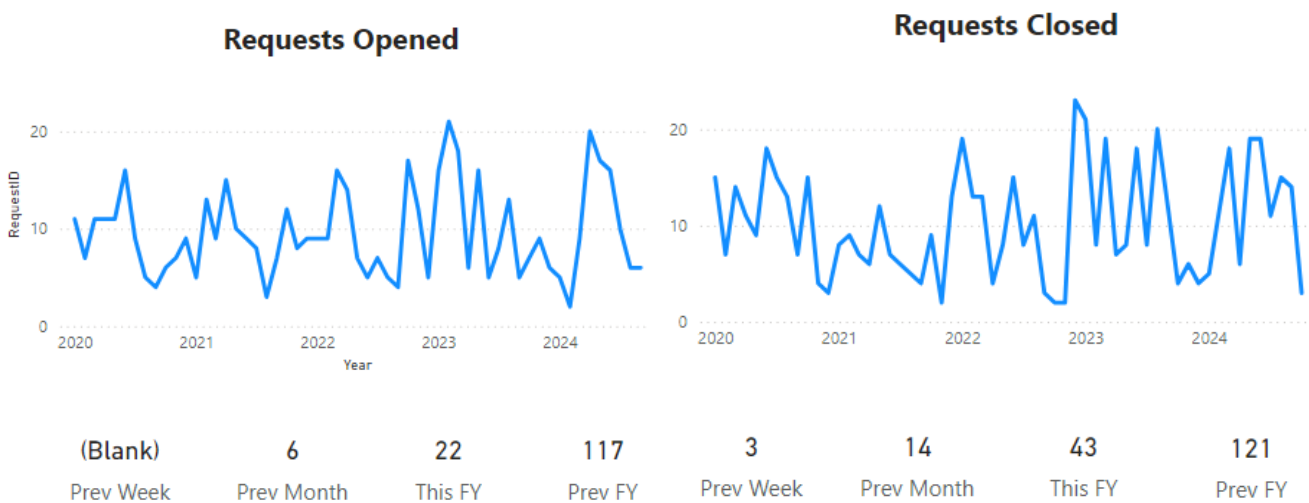
During 2022-2023 there were four policies on the Policies Register selected for review to assess their effectiveness. A survey was conducted with 29 responses received and feedback provided indicated the selected policies were effectively implemented.

A report was presented to the Audit and Risk Committee with an update on the status of the Policy Register, an improved approach to reviewing the effectiveness of policies and a review of the Policy Framework. Ongoing updates will be provided every six (6) months.

Reports on progress against Councillor Requests

The status indicates there are currently 5 open Councillor Requests. During the 2023-24 financial year there were 121 requests closed off and a total of 117 new Councillor Requests were opened. Councillor requests are assigned to the relevant Department Manager for investigation and monitored by the Governance team. Regular updates on progress are provided to Councillors via the Council Request Report Portal and officers liaise with residents to resolve the request.

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



Procurement update

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

Contracts awarded under Financial Delegation between 1 July and 30 September 2024.

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

Contract No.	Title	Award Date	Supplier	Contract Value (\$ ex GST)	Awarded By
CN11356	Maintenance Dredging at Kananook Creek Mouth - Frankston Foreshore	17/07/2024	Agrade Marine	291,200	CEO
CN11372	East Seaford Reserve Playspace & Park Upgrades	10/07/2024	Yellowstone Landscaping	350,921	CEO
CN11399:	Monique Reserve Playspace & Park Upgrade	10/07/2024	YELLOWSTONE LANDSCAPING PTY LTD	354,974	CEO
CN11416	Centenary Park Golf Course Masterplan Implementation - Greens Reconstruction	21/08/2024	Newscope Turf & Civil	425,481	CEO
CN11467	Street Lighting Renewal Program	17/07/2024	Ironbark Sustainability	179,513	Director
CN11527	DocuSign	13/09/2024	Insight Enterprises Australia Pty Ltd	150,000	Director
CQ11124	Beach Street McMahons Road Intersection Public Lighting	16/08/2024	Magnetic Power Services	96,000	Manager
CQ11400	Lisa Beth Mews CHMP	12/08/2024	Terra Culture	120,285	Director
CQ11459	Sportsfield Playing Surface Condition Audit	22/08/2024	Living Turf	22,000	Manager
CQ11472	Seaford Wetlands Rejuvenation Project - Signage	3/07/2024	Blueprint Concepts Pty Ltd	252,000	Director
CQ11474	Passive Reserve Upgrade - Lindrum Reserve	14/08/2024	Open Playscapes Pty Ltd	71,416	Manager
CQ11489	Primary and Secondary Gateway Signage Supply Traffic Management and Installation Works	17/07/2024	Blueprint Concepts Pty Ltd	133,925	CEO
CQ11491	Installation of HVAC System to Waterslide Stairwell Tower at Peninsula Aquatic Recreation Centre	16/09/2024	Precision Mechanical Services (Australia) Pty Ltd	120,789	Director
CQ11493	Bowling Green Resurfacing - Carrum Bowling Club	17/09/2024	Berry Bowling Systems Pty Ltd	186,383	Director
CQ11494	Probitry Advisory Services - Frankston Basketball & Gymnastics Stadium Project	29/07/2024	Landell Probitry Pty Ltd	11,520	
CQ11496	Supply and installation of Shade System - Carrum Bowling Club	19/08/2024	Maw Civil Pty Ltd	35,120	Manager
CQ11510	Street Light Bulk Changeover Project "Supply of LED Lights (Batch 2) for Stage 1"	30/08/2024	Schreder Australia Pty Ltd	219,035	Director
CQ11512A	Landscape Architecture Design Ferndale Reserve	19/09/2024	ACLA CONSULTANTS PTY LTD	33,280	Manager
CQ11512B	Landscape Architecture Design Heritage Reserve	19/09/2024	ACLA CONSULTANTS PTY LTD	31,480	Manager
CQ11519	Seaford Wetlands Landscaping Works	23/09/2024	Felix Botanica Pty Ltd (ABN 86 105 022 651)	38,957	Manager
CQ11530	Consultancy Services for Civil and Traffic Engineering Designs (Various Locations)	18/09/2024	TRAFFICWORKS PTY LTD	90,767	Manager

Contract No.	Title	Award Date	Supplier	Contract Value (\$ ex GST)	Awarded By
E0111347	Expression of Interest Public Art Piece Concept Development Mile Bridge Gateway Sculpture	27/08/2024	Knox Nominees Pty Ltd	330,000	Council

Contracts granted exemption by CEO from Procurement Process between 1 July and 30 September 2024.

Contract No	Contract Title	Award Date	Supplier	Contract Value (\$ ex GST)
E11485	MePACS Duress Alarms Device & Monitoring	15/07/2024	Peninsula Health MePACS	12,200
E11501	Work Ready Program 24/25	7/08/2024	Panel Contract	240,000
E11502A	Full Time Apprenticeship	7/08/2024	Westvic Staffing Solutions Inc	47,000
E11507	Operations Centre - Facilities Renewal Program	5/08/2024	AJB ARCHITECTS	50,000
E11508	VCAT Legal Expenses - 424-426 Nepean Highway, Frankston.	21/08/2024	Maddocks	84,194
E11523:	Special Materials Resource Recovery - Collection and Processing	18/09/2024	Green Collect	300,000
E11533:	Karingal Secondary Gateway Sign x 1	24/07/2024	Blueprint Concepts Pty Ltd	32,000
E11534	Survey Services - Olivers Hill Escarpment	26/09/2024	Speedie Development Consultants Pty Ltd	14,930
E11535	Daveys Bay Safety Works	26/09/2024	Ultimate Civil Infrastructure	150,000
E11536:	Freegal Music and Streaming Subscription	26/09/2024	Library Ideas LLC	50,000

KEY PROJECT UPDATES

The 2024/25 Capital Works Program is underway, delivering key infrastructure and vital services to the community. Council's current capital works budget has reduced in size from previous financial years as it pivots to the delivery of smaller scale projects in an increasingly financially constrained environment.

As of 18 October 2024, Council has delivered actual expenditure of \$10.32M, with a forecast expenditure of \$67.21M against the Adjusted Capital Works Budget of \$66.49M.

Kananook Commuter Car Park and Signalisation

Construction of the new \$22 million multi-level Kananook Commuter Car Park to provide 328 car spaces for commuters of Kananook Railway Station and future users of Frankston Basketball Stadium, has progressed well in the September Quarter and is now due for completion by November 24. The Project is fully funded by the Federal Government grant funding. Additionally, works to upgrade the intersection of Bardia Avenue and Wells Street are also now nearing completion. The works include full signalisation of the intersection, including new pedestrian-operated signals and traffic islands, associated civil works and street lighting upgrades.



Seaford Child and Family Centre and Langwarrin Community Hub

At the Council meeting on 9 September 2024, Council awarded the tenders for the construction of Seaford Child and Family Centre and Langwarrin Community Hub.

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

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

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

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

Construction works at both sites will commence shortly with completion expected late 2025.

Baden Powell Kindergarten

The construction of the new Baden Powell Kindergarten completed in September 2024.

- This project is part of the Building Blocks Partnership between the State Government and Frankston City Council. The new building includes the following:
- Increase from one to a three-room kindergarten.
- Increased kindergarten places to 99 places.
- Beautifully designed and refreshed outdoor play space.

- One Maternal & Child Health consultation room.
- One Allied Health consultation/meeting room.
- Dedicated Playgroup room.
- Dedicated Playgroup outdoor space.



Frankston Basketball & Gymnastics Stadium Project Update

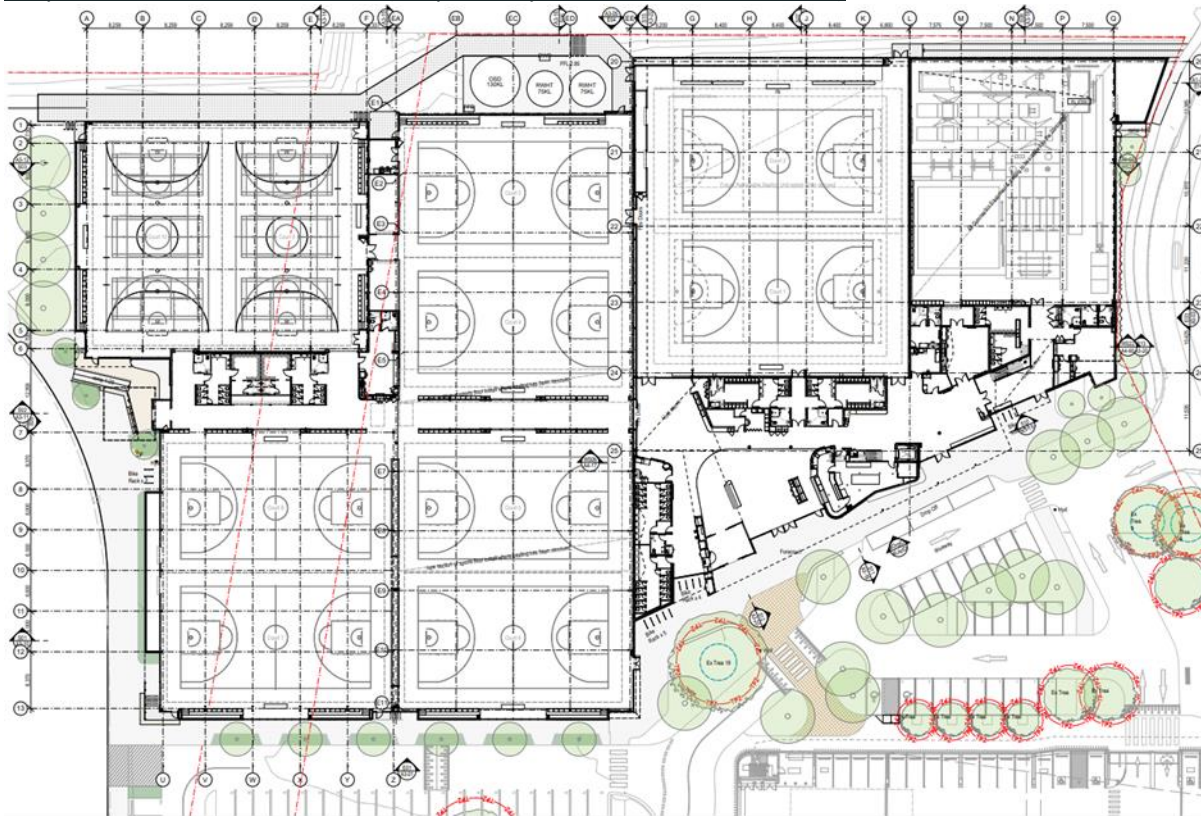
At the Council meeting on 11 September 2023, Council endorsed revised concept plans to renew and expand upon the existing stadium at Bardia Avenue, Seaford. The new stadium will include ten (10) sports courts and the first dedicated community level gymnastics space within Frankston City. Proposed works includes:

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

The design development phase was completed in September 2024 for tenders to be issued in November 2024.

The project has a budget of \$60 million made up of \$15 million contribution from State Government, \$15 million contribution from Federal Government and \$30 million Council contribution. Funding agreements are in place with both levels of government confirming contributions to the project.

Proposed Site Plan & Floor Plan (Prepared by Williams Ross Architects)



Ballam Park Improvement works

Play Space and Landscape Project

- The Ballam Park Play Space project has now been completed and is open and being well used by the community. Stage 1 was completed just prior to Christmas 2022 and Stage 2 completed in mid 2024.

Integrated Water Treatment/Lake Feature Project

- This project incorporates a bio-retention system and ornamental lake at Ballam Park in the north-east precinct adjacent to Karingal Drive and Naranga Crescent. Also included in the project are rain gardens, integrated ornamental lake, landscaping, new picnic shelter and barbecue, jetty, viewing platform, fountain, path connections, seating, LED lighting and sculptural elements.
- Council was successful in obtaining a grant from Melbourne Water for the project due to the environmental and integrated water benefits of the project.
- Construction of the project has now completed and was officially opened in August 2024. The area had been available and enthusiastically used by the community since October 2024.

Kananook Gardens Project update

- Delivery of the current stages of the project is complete, with new pathways were installed in late March 2023 and the boardwalk constructed in July 2023, being the main elements of this stage of works.
- Design of a rotunda commenced in 2023/24. Future budgets will decide whether further funding is available to complete the design or implement the rotunda include signage at the location.

KEY MEETINGS AND ACTIVITIES

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

During this time, Shweta Babbar was Acting CEO from 19 September to 24 September 2024.

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

- Weekly meetings with the Mayor covering topics such as Advocacy, Communications, Developers matters and Economic Development, Investment & Activation;
- Participation in the Affordable and Social Housing sub-committee meetings;
- Participation in the Housing Working Group;
- Participation in meetings managed through the Mayor and CEO session format including a meeting at the Sandhurst Club;
- Participation in various meetings with Council's Management Team including discuss Council's Staff Survey results;
- Participation in Corporate Induction program;
- Participation in FMAC Coordination Group meetings;
- Participation in the Council's Audit and Risk Committee meeting;
- Participation in Joint State/Local Government Monthly CEO forums;
- Participation in the MAV Metropolitan South Regional meeting;
- Participation in the Frankston Basketball & Gymnastics Stadium Redevelopment Project Advisory Group meeting;
- Participation in the Frankston Suburban Revitalisation Board meeting;
- Participation in the Frankston Arts Advisory Committee meeting;
- Meeting with Member for Dunkley and Member for Hastings;
- Meeting with representatives from Monash University including a meeting with the Vice-Chancellor;
- Meeting with representatives from Federation University;
- Meeting with Frankston Football Club representatives;

- Meeting with Australia Post representatives;
- Meeting with Metro Trains/South East Community Links representatives;
- Meeting with the Seaford Housing Action Coalition representatives;
- Meeting with Peninsula Health (new CEO);
- Meeting with representatives from Department of Transport;
- Meeting with McClelland Gallery + Sculpture Park representatives;
- Meeting with the 'National Golf Club' representatives;
- Presented at the Parliamentary Inquiry into Local Government funding and services hearing;
- 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;
- Visits to Council's 43 Davey Street office;
- Visits to the Council's Operations Centre including attending an End of Financial Year event;
- Visited the Moorumbina Mongurnallin, Village 21;
- Attended the Frankston Edition Monopoly Board launch;
- Attended the LGPro Executive Leadership Program event;
- Attended the Aged Care Employee Day – Annual Celebration event;
- Attended the Future Ready Leaders Kickstart Program 2024 – project pitches;
- Attended the Frankston Business Collective CEO breakfast with guest speaker Mayor Conroy and David Robertson from Bendigo & Adelaide Bank;
- Attended Future Frankston Forum;
- Attended Educators Day 2024 event;
- Attended the Office Professionals Network meeting;
- Attended the launch of the Downs Estate Community Build;
- Attended the celebration of the completion of the Seaford Wetlands Viewing Platform;
- Attended the Community event to celebrate the opening of Whistlestop Reserve Playground;
- Attended the MAV Conference Gala Dinner including awards for Councillors' years of service;
- Attended PARC's 10th year Community Celebration event;
- Attended a meeting on Victoria's Treaty;
- MC role for the Years of Service and Corporate Excellence awards ceremony;
- MC role for the opening of Eric Bell Pavilion Redevelopment;
- MC role for the opening of Sandfield Reserve Youth Space;
- MC role for the opening of Kevin Collopy Pavilion redevelopment;
- MC role for the special preview of the ornamental lake at Ballam Park and opening of Ballam Park Play Space;
- MC role conducted at Australia Citizenship Ceremonies hosted by Council.

ADVOCACY

Council attended meetings or events with the following Members of Parliament and key stakeholders:

- Federation University – 2 July 2024 – Discussion on Federal Government funding program opportunity (Study Hub).
- Monash University – 8 July 2024 – Discussion on opportunities for student accommodation within Frankston City.
- Australia Post – 11 July 2024 – Discussion on the closure of the Wells Street (Frankston Central) Post Office.
- Committee for Frankston and Mornington Peninsula – 18 July 2024 – Attendance at Members Briefing Breakfast where Strategic Plan was presented.
- Monash University – 23 July 2024 – Discussion on Federal Government funding program opportunity (Study Hub).
- Paul Edbrooke MP and local sporting clubs – 23 July 2024 - Official opening of Eric Bell Pavilion.
- Paul Edbrooke MP and local sporting clubs – 9 August 2024 - Official opening of Kevin Collopy Pavilion.
- Frankston Suburban Revitalisation Board Members – 20 August 2024 – FSRB quarterly meeting with vision statement presented.

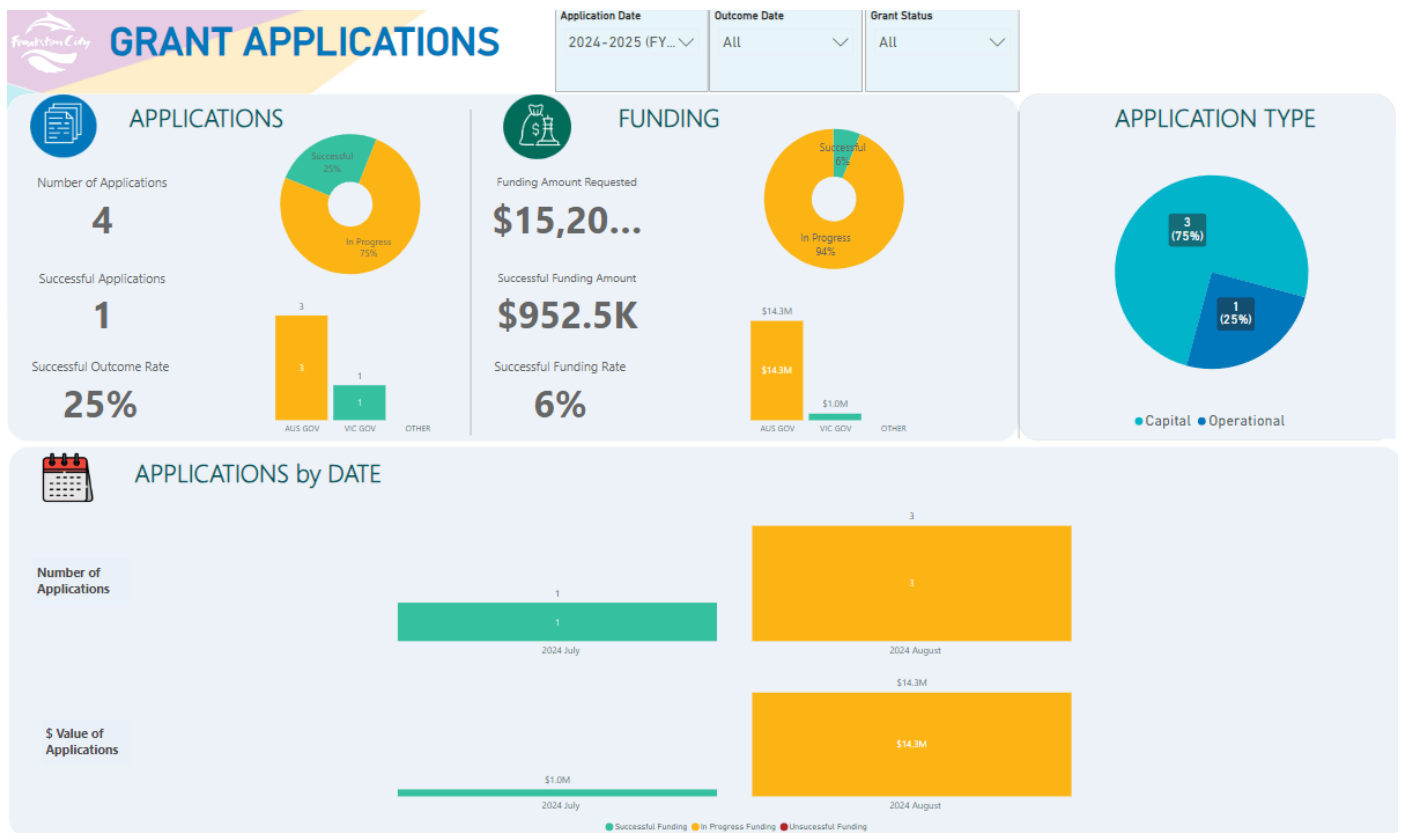
- Paul Edbrooke MP and community – 24 August 2024 – Official opening community event at Ballam Park ornamental lake.
- Jodie Belyea MP and Paul Mercurio MP – 4 September 2024 – Discussion on McClelland Gallery.
- Hon Sonya Kilkenny MP and Downs Estate Community Members – 7 September 2024 – Official opening of new building at Downs Estate.
- Hon Sonya Kilkenny MP – 7 September 2024 – Official opening of new viewing platform at Seaford Wetlands.
- Community members – 11 September 2024 – Official opening of Whistlestop Reserve Play Space.

Grant Tracking Report

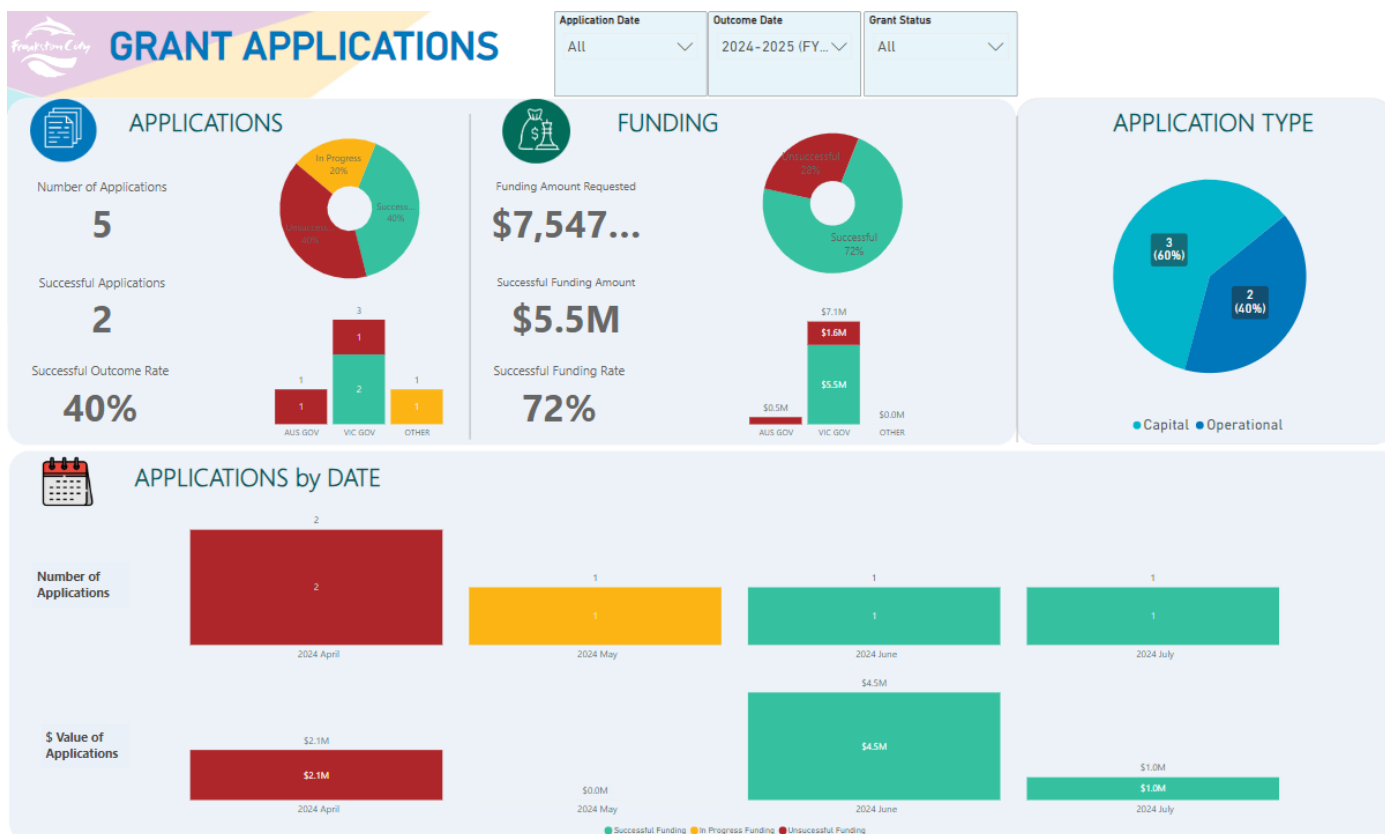
Council regularly applies for State and Federal Government funding through various grant programs available for projects, programs and services delivered by local government. This is also how Council secures the delivery of election campaign commitments.

Details on grant applications submitted by Council are publicly available online through Councils Transparency Hub.

Applications made



Outcomes known



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

Importantly, Council made two submissions to the Federal Government’s new Thriving Suburbs Program which provides funding of between \$500,000 to \$15 million are available to deliver investment in locally-driven priority capital works projects that will enhance liveability, bolster social cohesion and support local amenity.

The projects submitted by Council includes:

- Bruce Park Pavilion Redevelopment – Total project cost \$10 million, seeking \$5 million from Federal Government alongside Council
- Len Phelps Pavilion Upgrade – Total project cost \$5 million, seeking \$2.5 million from Federal Government alongside Council

Council also provided a letter of support to accompany local Aboriginal group Nairm Marr Djambana in their own application to the program to deliver stage 1b (Gathering Place) of their Masterplan.

Greater South East Melbourne Group (GSEM)

During this period, meetings were held monthly with the GSEM CEO group enabling opportunities for Frankston to advocate for better outcomes (includes shires of Cardinia and Mornington Peninsula, and the cities of Knox, Casey, Frankston, Greater Dandenong, Kingston and Monash). The vision is for job creation, job retention, future proofing the community and ensuring liveability and sustainability. The CEO is also a member of the newly formed Southeast Airport regional Working Group (part of GSEM), the group will focus on achieving an airport in the Cardinia Council municipality. There were no meetings held during this period.

Plans are underway for the next Federal election (early 2025) including preparing a platform document which supports the region going forward.

Frankston Suburban Revitalisation Board

The FSRB meets quarterly and is co-chaired by the Frankston City Mayor and State Member for Frankston on rotation. The next meeting of the FSRB will be held in early August 2024, to be chaired by Mr Paul Edbrooke MP, State Member for Frankston.

The latest meeting concentrated on:

- Young Street Action Plan aimed at improving the look, feel and function of Young Street;
- Planning future direction for the Board.

Board members considered the future goal and operations with a new vision drafted along with purpose and activities. The next meeting will look at a draft Action Plan that is in the process of being created.

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

Building and safety modifications remain ongoing. A new design for the main reception door has been provided by a vendor and is currently under assessment. Further quotes for swipe card access, electrification of certain doors and upgrades to analogue CCTV cameras have also been received.

AUDIT AND RISK

Homelessness update

The Housing Advisory Committee met on 26 August 2024. The Committee received an update on progress officers were making toward drafting the Affordable Housing Policy and progressing the annual work plan. The Committee also received an update on key topics including the Winter Shelter program, which Council provided a concierge style service to, for the first time, in the 2024 calendar year in addition to grant monies to organisations participating in the program.

An optional meeting was held for Housing Advisory Committee Members on 5 August 2024 for them to hear in greater detail, work that officers were undertaking on the draft Housing Advisory Committee.

At the 9 September 2024 Council Meeting, the draft Affordable Housing Policy was considered. Council resolved to:

That Council:

1. *Notes that the development of a draft Affordable Housing Policy is part of Council's Housing Advisory Committee's 2024 Work Plan;*
2. *Notes the information provided in the Background Analysis and Technical Report prepared by SGS Economics & Planning that has helped to guide and inform the Draft Affordable Housing Policy;*
3. *Endorses the Draft Affordable Housing Policy for community engagement, to take place in early 2025; and*
4. *Seeks a report back to Council no later than May 2025 to consider the Draft Affordable Housing Policy for adoption, taking into account any submissions received during the community engagement.*

The Strategic Housing and Homelessness Alliance met on 30 July 2024 to provide stakeholders from across the homelessness and social housing sector with a forum to discuss local solutions to homelessness and social housing. The agenda for this meeting was dedicated to Peninsula Health, who were seeking feedback from Alliance stakeholders, to inform creation of their new Mental Health and Wellbeing Plan for Peninsula Health.

The Frankston Zero Executive Group met in August to oversee the implementation of the Frankston Zero project. At this meeting, it was agreed that Frankston Zero would be expanded to cover the Frankston and Mornington Peninsula catchment area to support people experiencing homelessness into long-term housing. This is in recognition that many people who experience homelessness move frequently throughout the catchment area seeking accommodation with families and friends, staying in caravan parks, rooming houses, or sleeping rough on the streets. In addition, several

of the Frankston Zero member organisations work across both municipalities. The Frankston Zero Executive Committee held an Extraordinary Meeting in September 2024 to work through the governance arrangements for the new Frankston MP Zero. Frankston Zero hosted an ID Connect event on 8 August 2024 at Community Support Frankston for Homelessness Week. The purpose of the event was to connect people experiencing homelessness with birth certificates, Medicare cards, concession cards and the Victorian Housing Register and receive advice and support from health, housing and legal services. It was a successful event, with many people supported.

Audit and Risk Committee update

The Audit and Risk Committee met twice during the quarter, on 12 July and 12 September 2024. The agenda on 12 July 2024 included internal audit reviews of Occupational Health and Safety and CCTV surveillance, an update on the Quarter Three performance report and the strategic internal audit plan along with risk reports. The meeting on 12 September 2024 focused on the financial and performance statements for 2023-24 and included an update from the external auditors Crowe. The next meeting for the Audit and Risk Committee is scheduled for 6 December 2024.

Aged Care Reform & Current Community Need

Reform consultation and engagement continues with community and providers by the Commonwealth Government. Home Care Package providers will commence the new Support at Home program in July 2025, which is earlier than Commonwealth Home Support Programme (CHSP) providers.

The Aged Care Bill 2024 was introduced to Parliament on 12 September 2024. The Bill responds to 60 recommendations from the Royal Commission including other laws related to the Support at Home Program and Aged Care Quality Standards. The Bill is now awaiting review from the Senate Committee who will make recommendations to the House of Representatives to pass the Bill. The new Act is expected to commence from 1 July 2025. Officers are preparing for the expected changes to the Commonwealth Home Support Programme to ensure compliance with the new legislation.

Council's client base and community care workforce remains stable across all services. Domestic assistance continues to be at capacity and the My Aged Care Portal is currently closed for this service type. The gutter cleaning service resumed with a variety of feedback from clients regarding the service itself and the increased cost, this may be attributed to the slight reduction in home maintenance requests overall.

The new Bus Outings brochure for October - March 2025 was developed and distributed, again providing an excellent variety of outings to cater for different interests and abilities.

In August, Council and its employees celebrated Aged Care Employee Day in recognition of the hard work, dedication and care aged care workers provide in supporting older residents.

Update on Kindergarten Reform

The Kindergarten Partnership Strategy 2024-2036 was endorsed by Council in August, the Strategy lists eight sites proposed to be expanded that will result in an increase in kindergarten places across the municipality prior to the reform commencing. All future projects are subject to agreement from Department of Education, grant funding, feasibility and community engagement. Officers have commenced conversations with the Building Blocks Partnership Team on the next two priority projects and feasibility for these two sites has also commenced.

Given the significance of the Best Start Best Life Reform initiatives, Frankston City Council accepted a grant from the Victorian Government to prepare an early childhood education (ECE) workforce plan for the period 2024 – 2029 to support the planning and delivery of services as they expand. The Workforce Plan has now been finalised and submitted to Department of Education.

The Baden Powell kindergarten project in Frankston South is progressing well and hand over of the building is scheduled to occur early November. Officers provided a proposal to Department of Education for the building to be formally 'gifted' to Council, instead of being retained by State Government and Council entering into a long-term lease. The Minister for Children has now approved this proposal, which is a great outcome for Council.

The contracts for the Langwarrin and Seaford Child and Family Centre projects were awarded in September. Both projects remain on track and building works are expected to commence prior to the end of this calendar year.

Emergency – Severe Weather Warning impacts within the Municipality

On 28 August 2024, there was a declaration of a Severe weather event to impact the Frankston City municipality with winds averaging 50-60kmh and gusting to 100kmh for the afternoon and evening. These conditions along with elevated seas levels and high astronomical tides resulted in significant coastal wave heights and coastal erosion.

The Operations, Parks & Vegetation, Communications and Emergency management teams worked together to close our boat ramps, and relevant car parks. Parks Victoria willingly closed both Frankston and Seaford piers given the risk to community safety. Community requests for assistance logged with VicSES were managed well and only one resident was affected by an unplanned power outage. Significant clean-up activities occurred throughout 29 August 2024 as a large amount of debris had washed up on our beaches and into the carparks. Parks Victoria agreed to the reopening of the piers noting the likelihood of further closure as conditions escalate in the coming days.

Record numbers of accounts were reached on Facebook (48,100K) and Instagram (57,799k) posts highlighting the risk and warning users of the current and impending severe weather conditions. The Frankston City posts were reshared by both the BoM and VicSES which raised awareness broadly but also highlighted the power and reach of communications during emergencies.

Frankston City, through the Regional Controller and Emergency Management Coordinator, were advised the protracted event would produce even greater risk of impact commencing in the early hours 2 September 2024 Collaborative discussions were again held across the relevant business areas to prepare for the impacts mindful of the learnings noted from just days before. Strong winds and abnormally high tides continued to impact the municipality across the weekend.

The forecast of locally destructive wind gusts (90-110km/h), widespread showers with rainfall totals of 10mm, and isolated thunderstorms lived up to expectations. Frankston also saw increased coastal erosion due to wave activity and high tides led to minor inundation of low-lying coastal areas. VicEmergency posted a "Watch and act" "Prepare to take shelter" warning encompassing all of the Frankston municipality.

Power outages affected over 5000 properties, this was down to only 200 later that day and all residents were back with power by day three post event. Despite the municipality having 5 suburbs in the top 13 affected suburbs across the state (over 200 requests for assistance) the damage sustained was primarily trees down into structures, vehicles and blocking access, there were no injuries reported and only one resident displaced from their home.

Significant damage was sustained to one Council facility, the Victoria Park PLOS building which had its roof blown off whilst other minor damage such as shade sails being ripped from their tethers was also reported.

Customer service received their highest call volume in two years on the 2nd of September with a third of the 616 calls and 26 live chat calls directly related to storm response.

Operations received over 75 customer requests relating to the weather event, their teams completed significant clean-up activities with contractors engaged to assist with trees and debris where capacity was exceeded.

The Trees team did an excellent job in managing requests relating to fallen trees and branches, the Infrastructure Maintenance and Parks team saw a significantly higher increase in fencing requests relating to fences at properties adjoining Council land.

The Environment Team were notified that the retaining/sea-wall and one of the private staircases along Davey's Bay (Olivers Hill side) had collapsed, creating a public hazard on Crown land due to the severe weather.

Officers worked with residents, DEECA and MACA to address the removal of these assets, which was challenging due to the site's restricted access and the size of the debris. Council is also working with DEECA to ensure that any works or repairs are conducted with the required consent and permissions.

The emergency management team used VicSES request for assistance data to personally check in with residents, refer to additional support where required, collate impact assessment data and determine community sentiment about the event. All persons on the Vulnerable Persons Register had a check in with Victoria Police and those wanting to talk through their experiences were provided psychological support. Residents were grateful for the phone call, most had made plans to have insurance or trades complete works at their home.

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

OFFICE USE ONLY: A5380735