

Chief Executive Officer's Quarterly Report

October to December 2022 (public version)



Lifestyle Capital of Victoria

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

The information within this public document represents the period in time from October to December 2022 inclusive and the comments below reflect this 'date stamp', 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.

I would like to congratulate both Mayor Conroy on his re-election to the role as Frankston City Council Mayor for 2022/23 term, a second consecutive term – the first back to back result for over 20 years and Deputy Mayor Cr Liam Hughes, Frankston City's youngest ever Deputy Mayor.

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

The CEO distributes each Monday, an informative all-staff email providing advice on key achievements, sections thanking staff and well done commentary, along with other news and items relating to Council briefings/meetings. The email is then uploaded onto Council's internal website portal called Grapevine. COVID-19 updates are distributed to staff as required. A special Christmas wishes and reflection email was sent mid-December 2022 to staff from the CEO noting key themes of action from the staff survey for implementation in 2023.

Future Ready Frankston – Excellence Awards

In early November 2022, the Directorate Future Ready Frankston Excellence Award ceremonies were held at the Frankston Arts Centre. Each Directorate held separate awards ceremonies with winners announced at the event. The nominations highlighted the breadth of what Council does to support its community.

Award categories included:

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

Cultural Awareness training

Council recently run a Cultural Awareness training to all employees. The first workshop held on 28 October 2022 was attended by Cr Sue Baker along with 28 staff. The facilitator AJ Williams-Tchen of Wiradjui/Wogjobulak descent presented the training which aimed to help staff build productive and responsive relationships with Aboriginal communities to aid greater understanding of local Aboriginal issues, culture and ways of doing business. Further workshops were held in late November 2022 and early December 2022.

Deployment of staff to flood-affected communities

Council recently deployed two of its staff to assist with the flood recovery efforts in rural Victoria, to City of Greater Shepparton and Campaspe Shire Council. Deployed staff undertook Secondary Impact Assessments of flood affected properties, which helps to understand and quantify the extent and cost of property damage.

Future Ready Kick Start Program

The Kick Start Program commences on the 7/2/23 following an expression of interest process to select the 16 participants for the program. The program is a key component of our Leadership Program Suite and is targeted at new People Leaders or staff aspiring to leadership positions. The customised program runs for 6 months and is co-facilitated by Time 2 Talk Leadership and Frankston City Council subject matter experts. The 2022 program concluded in July 2022 with participants providing positive feedback about the facilitators, course structure and content. Participants are able to apply the practical tools, approaches and knowledge back in the work place and are feeling more confident to perform their leadership roles or to prepare them to take on leadership roles in the future.

Retirement of Mandatory Vaccination Policy

Following the changes from the State Government ceasing the requirement for mandatory worker vaccinations in some industries, Council commenced a consultation process with employees and relevant unions proposing to retire the Mandatory Vaccination Policy in November 2022. Following the consultation, the decision to retire the policy was made and will be implemented in Quarter 3. The retirement of this policy means that workers are longer required to have two doses of the COVID-19 vaccination to be employed by Frankston Council, expect for any work areas where public health orders apply.

All Staff Survey 2022

The staff survey was administered by Best Practice Analytics from 16 May 2022 to 27 May 2022, with a response rate of 74%. This was our best response rate. As an organisation, 65 questions rated statistically better than the last pulse survey in 2021, 38 questions stayed the same and only 5 questions rated statistically worse than the last survey. Two of the key indicators within the survey are the employee engagement score which improved from 45% in June 2021 to 54% and the Truly Great Place to Work score which improved from 65% to 68%. Considering the challenges and impacts on the organisation as a result of COVID, these results were very pleasing.

A comprehensive rollout plan of the results was implemented during June – July 2022, and Culture Improvements Plans developed at the team, Directorate and Organisation levels to respond thoughtfully to the survey results to continue strengthening the culture.

ORGANISATIONAL HIGHLIGHTS

Council's therapy dog

Council is lucky to have its own wellness dog named Odie, who regular attends the Civic Centre on Wednesdays and other Council sites by request. As a therapy dog, Odie helps Council staff lessen our reactions to stressful situations and increase resilience. Recently, Odie and his handler were recertified as Level 2 (a certified visiting therapy dog and handler team).

External Awards

Frankston City received six nominations in the School Crossings Supervisor of the Year awards hosted by School Crossing Victoria. Nominated were Maureen Wainwright, Sandra Scott, Leonie Caulfield, Ross Reid, Bob Nimmo and Debbie Mills. Mrs Wainwright who works at one of the John Paul College crossings, won the prize.

Awards/Certificates (internal)

In early October 2022, volunteers were thanked at the Impact Volunteer Awards 2022 recognising the selfless acts which the many volunteers perform for our municipality. In attendance at the event was the State Member for Frankston, Mr Paul Edbrooke MP, Mayor Conroy, and Cr Sue Baker along with the CEO.

Corporate donations and fundraising

A member of Council's Youth Service team recently participated and promoted fundraising for the "Do it in a Dress" campaign for young women in Sierra Leone and Uganda to assist with equal access to education, health and enjoy gender equality.

BUSINESS TRANSFORMATION

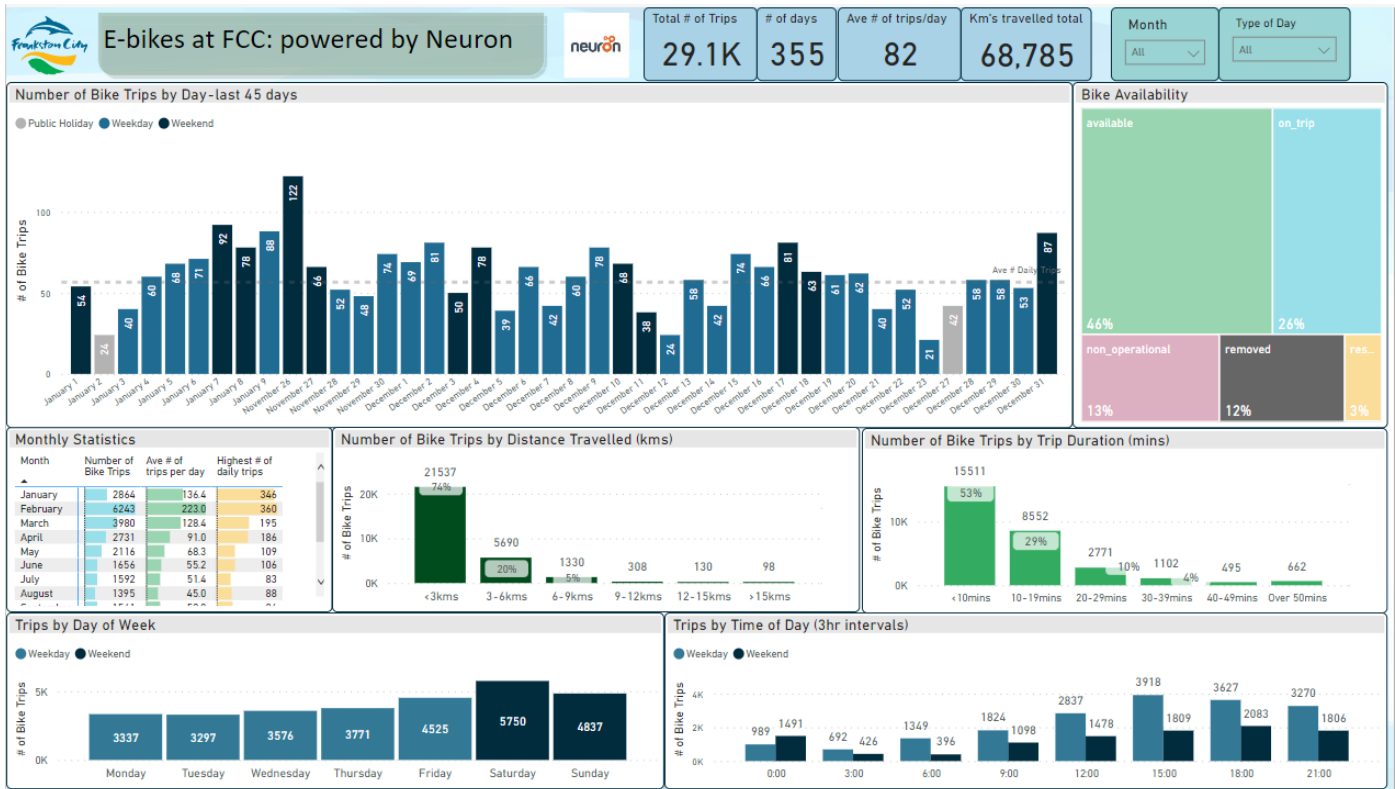
Council's Websites

Since the last reporting cycle, Council has completed its core content rewrite. The site will now move into ongoing maintenance and upkeep mode. The team has started preliminary work on the remaining websites due for an upgrade and will continue through the next reporting period.

Smart Cities initiative

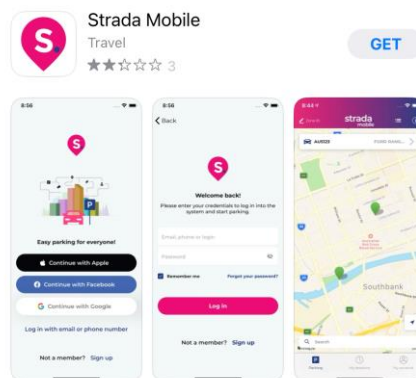
Frankston is still in the midst of its 12-month e-bike trial, an update of the dashboard is below. All parties involved in the trial are committed to improving the trial and are using customer feedback to help address

some of the lag times for when bikes have finished a trip to go back to their starting locations. Community consultation will be undertaken in the next reporting period to help inform the future use of e-bikes within municipality.



The Smart Parking trial continued through the reporting period with Council gathering valuable data into parking trends and habits. This data will be used to help inform future parking decisions within the trial area. Two parking apps have been launched and can be downloaded from the Apple and Google Play stores. The first app is called 'Strada Mobile' and enables the user to pay for parking from their mobile device.

The second is called 'Parking at Frankston' and enables the user to locate available parking bays in real time within the trial area. More information is available on Council's website at <https://www.frankston.vic.gov.au/Community-and-Health/Transportation-and-parking/Smart-Parking-Trial>



After the successful launch of Frankston City Council’s Transparency Hub, there have been an encouraging numbers of downloads and interactions within the portal.

Number of Users	1,400
Number of Manual Dataset downloads	204
Number of API calls	120,000
Most popular Datasets	e-bikes, animal registrations, capital works delivery

The new user-friendly tool helps ratepayers understand how their money is spent. Users can find everything from capital works schedules and awarded contracts to traffic movements and animal registrations.

The Transparency Hub is a key initiative of the Council Plan 2021-2025, and is the latest initiative of the Accountability and Transparency Reform actions which Council has been implementing since 2018. You can view and interact with the Transparency Hub at <https://data.frankston.vic.gov.au/pages/home/>

Finally, in the last reporting period Council launched three digital way finding screens located at Frankston Foreshore, Wells Street and Young Street (in front of the train station) to help locals and visitors to navigate and explore Frankston. This was initiative was a partnership with State Government as Council continue its Smart City journey.

Future Ready Frankston Efficiencies

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

- Real time data and high quality aerial imagery from Drones, allowing for faster data collection.
- Procurement process enhancements leading to faster tendering processes. Reduced time to agree a contract. Reduced staff time spent in procurement activities. Better value contracts and faster access to goods and services for Council.
- Statutory planning process improvement leading to significant reduction in processing times of key decision points in the planning application process including over 300 hours of staff time.
- Migration online forms from papers based formed resulting in the reduction of over 5000 paper based forms and saving of staff hours digitizing responses.
- Reduced manual processing of customer request reporting resulting in 60 hours of saved resource time.

Public Art & Big Picture Festival 2023

The Big Picture Fest is returning for its sixth year in March 2023. All artists have been booked and are working on their concepts. The festival will culminate in a laneway party, the Block Party on Friday 24 March 2023 with bands and street performers. The sculpture program has grown by the addition of five leased sculptures from Sculpture by the Sea being displayed within the municipality for three years.

Discover Frankston

The 22/23 Destination Event Attraction roll out has begun with the Sunset Twilight markets at the Waterfront, attracting 1,200 people over two events, and Lucky Day Out live music event at Kinetic Stadium, attracting 1500 people and, Pixar Putt, a mini golf exhibition, commenced at McCombs Reserve in December 2022 until the end of January 2023. Round 2 of the Destination Event Attraction Program, has secured 'Winter in Frankston' to take place in the 2023 June/July school holidays. The Destination Event Strategy consultation process and background was finalised during this period in preparation for a Council briefing currently scheduled in February 2023. The Discover Frankston Instagram Account officially clocked over 10,000 followers, enabling the Blue Verification Badge, becoming Council's first verified Instagram account.

Frankston Major Events

Frankston's Christmas Festival of Lights was held on Saturday 26 November 2022, despite the inclement weather approximately 45,000 patrons were in attendance, with reports from surrounding restaurants they were at capacity.

Frankston Arts Centre

Utilisation for the Arts Centre over the quarter was as follows: Cube 37 60.3%; Theatre 78%; Function Centre 51.08% and Lounge/Hospitality 47.82%. The Box Office sold over 33,065 tickets in the quarter. It is the first time in three years that the Arts Centre has been able to host our Community Clients for their end of year celebrations, concerts and presentation nights.

FAC presented the last two season performances of 2022 with the biggest audiences of the year with over 700 attending the circus act 'Backbone' and a sold out show of 800 to Melbourne Symphony Orchestra's performance of Handel's 'Messiah'.

Frankston Libraries

Library programs have been extremely popular with 11,995 attendances for the quarter. There have also been 165,668 total book loans. Currently, the total library membership is sitting at 51,164, with 95,240 visits from the community via onsite, online and outreach.

Hospitality Update

With just over 37,000 people attending performances last quarter it's been a busy period for the Main Foyer Bar, with the Express Bar in the Peninsula Room seeing increased utilisation.

During this time, the Hospitality Team were delighted to bring the Faulty Towers Dining Experience to the Frankston Arts Centre, providing laughter, frivolity and amazing food across two sold out performances.

With approximately 38 functions ranging in attendance from 22 to 440, there has been a great variety of experiences. From cocktail parties, valedictory services, graduations, a Teddy Bear Expo, and a Psychic and Wellbeing Expo, to workshops, networking events, awards ceremonies, presentations, anniversaries and openings. This has showcases the Centre's flexibility across a wide range of function styles and expectations.

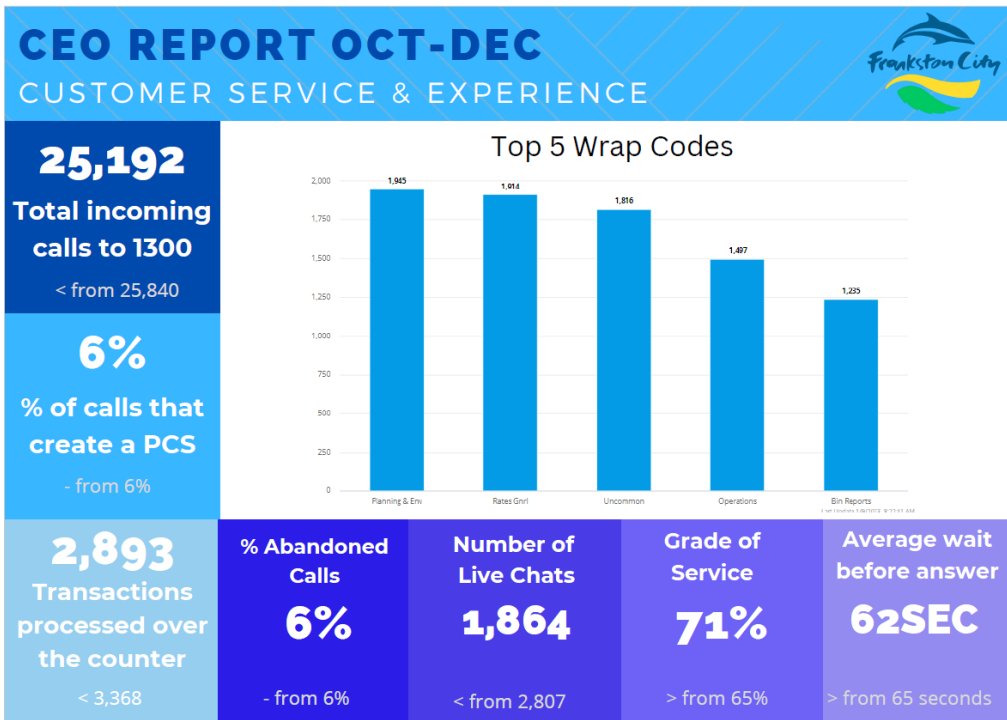
Council's Corporate Customer Service Update

The Customer Service and Experience team have once again been busy this quarter. Operationally our call centres had high volumes of calls with the rates instalments due early in this quarter.

As we came towards the end of the quarter and year, we would generally see a decrease in volume, this year however remained consistent with a high Grade of Service result- a 6 point increase from the previous quarter. Our customer also like to be served face to face, this remained consistent. Our customers choose our Langwarrin Service Centre as their centre of choice.

Our customers also find the ease of using the Snap Send Solve platform appealing. A portion of these digital requests were customers reporting graffiti, where they can take a picture and send it through for actioning. Allowing for a great customer experience.

Our Customer Experience Strategy begins the first year initiatives with the focus being on communication and education to the organisation.



CEO REPORT OCT-DEC CUSTOMER SERVICE & EXPERIENCE



3,255

**Snap Send
Solve Req's**

> from 3,156

1,708

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

< from 2,310

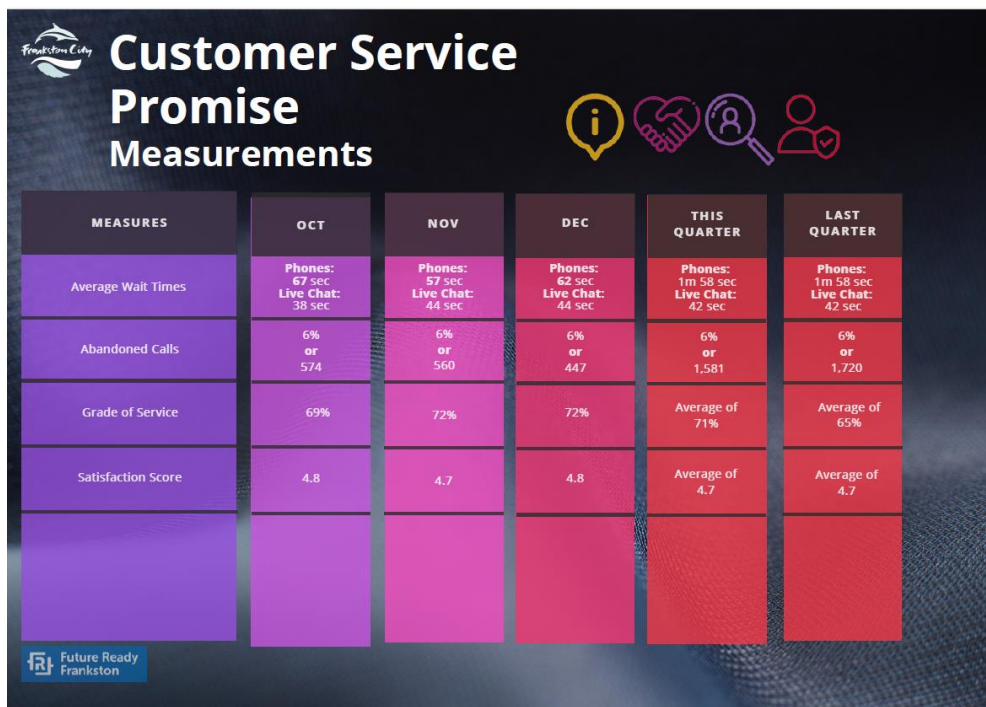
1,754

**ePathway
req's**

> from 1,510

Top Customer Request Types

Request Type	Total	%
Graffiti	819	12.19%
Waste	783	11.66%
Parking	612	9.11%
Facilities	536	7.98%
Rubbish	529	7.88%
Parks	474	7.06%
Drainage	441	6.57%
Compliance	365	5.43%
Trees	320	4.76%
Operations	270	4.02%



Social and media engagement - Frankston City Community

The final months of the calendar year is always busy in the social media and media space. Mayoral elections are of interest to the community and the local media, and this year was no exception with the Mayoral election on the front page of the Frankston Times.

There have been a number of major community engagement projects that the Communications team supported, including the FMAC structure plan and the Advanced Waste Processing work, before then moving to the Waste Circularity Plan.

In social media the highlights were the Christmas Festival of Lights event and the announcement of the rapid response team.

There was extensive communications support necessary for the food truck issue at Olivers Hill. While this was a difficult time, the team worked tirelessly on crisis and issue communications to ensure the community was kept informed.

Communication about key local events, including the New Year's Eve Lucky Day Out event and the upcoming 2023 Waterfront Festival.

Infrastructure wise, December 2022 was an exciting month with four redeveloped play spaces opened to the public in time for the Christmas/Summer holidays. This received extensive social media communications and will lead January's Frankston City News.

Community Engagement Update

The Community Engagement team has been very busy planning and running engagement events. There were a number of major initiatives taken to the community this quarter, including the Waste Circularity engagement and FMAC Structure Plan which was extensive and included things like walking tours and pop ups.

A full report on the engagement results for FMAC will be available in February 2023.

The team also continues to work with DEECA on the engagement for Seaford Wetlands.

Kindergarten Capacity and Infrastructure Planning was also a key component of the month of December 2022, continuing to end March 2023 with online and in-person engagement on the proposed new Langwarrin Kinder/Maternal Child Health site.

Other key project undertaking engagement in this quarter include:

- Coastal and Marine Management;
- Safer communities;
- Climate Change;
- Child Safety;
- Bardia Ave and Dandenong Road East road works;
- Youth Action Plan.

Work is currently underway on engagement for planning for engagement in the first quarter of 2023, inclusive of:

- Langwarrin kinder/MCH drop in sessions and managing high-interest online engagement.
- Review of E-Bike trial;
- Commercial Operator (Food truck) Guidelines;
- Draft Place Activation Plan;

- Seaford Wetlands – Draft Master Plan;
- Kananook Reserve Masterplan;
- RF Miles Reserve name changes;

Building Frankston’s Future (BFF) Capital Works Awareness

A number of BFF branded signs continue to be installed across the city, including:

- Carrum Downs Tennis Courts reconstruction and lighting upgrade
- Seaford Community Centre orb sculpture and forecourt works

For other Communication channels:

- Social media postings for all capital works and some revitalisation projects continue to reference “Building Frankston’s Future”/#BuildingFrankstonsFuture such as Kindergarten planning and all new play spaces opened in December;
- Building Frankston’s Future branding and messaging continues to be showcased in Frankston City News and eNews;
- Opening at Orwil Reserve featured the Building Frankston Future tear drop banners as a backdrop to the speaker lecterns.

Customer Requests Update

When the community request information/service from the council, the demand is measured in two ways; one being via our customer service channels (aka “1. Customer Requests”) or via written correspondence - emails and paper-based letters (aka “2. 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 Oct-Dec 2022 (Q2)



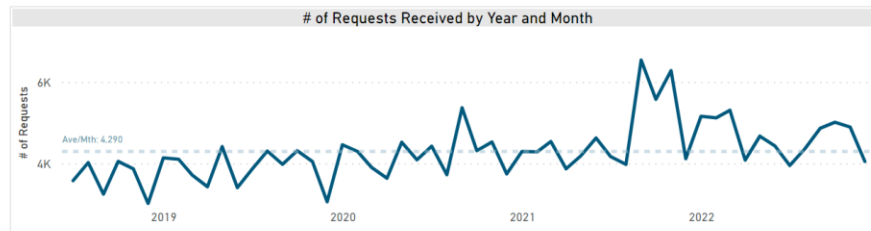
Customer Request Activity - Quarterly Report

Data as at: 31 December 2022

Requests Received (Opened)

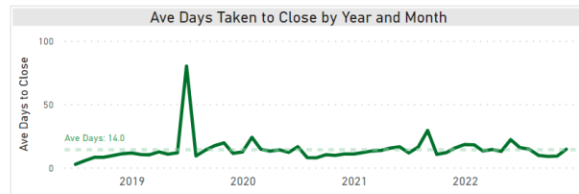
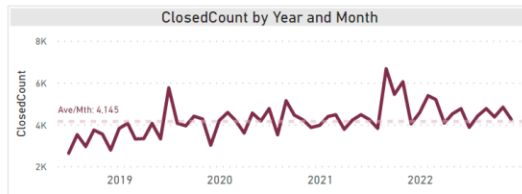
Currently Open	Oct 2022	Nov 2022	Dec 2022	Qtr 2 This FY	Qtr 2 Last FY	This FYTD	Prev FYTD	Prev Full FY
3698	5.01K	4.89K	4.05K	13.95K	15.97K	27.13K	30.64K	59.39K

Overall Ave Days Open
164.81



Requests Closed

Oct 2022	Nov 2022	Dec 2022	Qtr 2 This FY	Qtr 2 Last FY	This FYTD	Prev FYTD	Prev Full FY
4.36K	4.83K	4.24K	13.43K	15.51K	26.46K	30.23K	58.69K



8.7	9.0	14.4	10.6	12.2	11.8	16.4
Ave Days to Close	Ave Days to Close	Ave Days to Close	Ave Days to Close	Ave Days to Close	Ave Days to Close	Ave Days to Close

Council received 13,945 requests in Q2 which is a decrease of 13% from the same time last year (15,965) but an increase of 5% over Q1 (13,170). Council closed 13,428 requests, down 13% from last year (15,512).

At the end of Quarter 2, Council had 3,698 open requests with an average number of day's open of 165*. This is up from last quarter where the average was 135*. This higher number includes the more complex long-term requests that require much effort to resolve. Council continues to improve our internal processes, especially for the requests that are complex.

The average number of days* to respond was 11 in Q2 which has decreased 13% compared to last year (12 days).

Although the volume for Customer Requests in Q2 was down compared to this time last year, more work is needed to decrease our response time and the closure of complex requests.

* Figures are rounded to the nearest whole number.

2. ReM Requests:

2.1 Table below highlights ReM Requests Oct-Dec 2022 (Q2)



ReM Requests - Quarterly Report

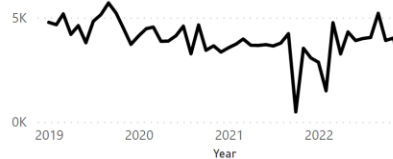
Directorate: All | Department: All

Requests Received (# Opened)

2158
Currently Open

10.93K
Qtr 2 This FY

ReM tasks received by Month



24.18K
This FY

160.3
Avg Time Open

7082
Qtr 2 Last FY

18.73K
Last FY

Requests Completed on Time (%)

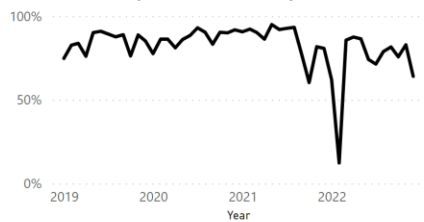
ReM tasks Completed on Time% by Month

74.2%
Qtr 2 This Yr

75.9%
This FY

80.1%
Qtr 2 Last Year

84.9%
Last FY



Average Time to Complete Requests (# Days)

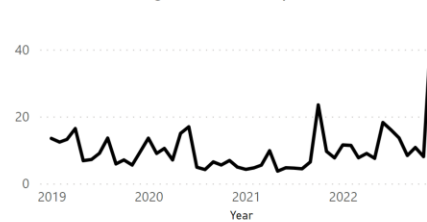
ReM tasks Average Time to Complete

21.4
Qtr 2 This FY

16.7
This FY

9.5
Qtr 2 Last FY

6.6
Last FY



Council received 10,925 pieces of correspondence in Q2 which is a 54% increase from the same time last year (7,082)! This is an 18% decrease from Q1 (13,280).

There are 2,158 open ReM requests, down 26% from 2,929 in Q1.

Council aims to respond to correspondence within 10 days- Q2 showed we met that benchmark 74% of the time (80% for Q2 last year, decrease of 7%).

The average number of days to respond to correspondence was 21* days for this reporting period which is an increase of 134% compared to last year (9 days).

Overall, the performance for the quarter was mixed, a big jump in ReM requests has increased our timely response and is something we are actively addressing to ensure we can meet the expectations of the community.

* Figures are rounded to the nearest whole number.

Statutory Planning data update – Quarter 2 (2022-23)

Statutory planning on-time delivery for Quarter 2 (Q2) at 66 percent was below the target of 70 percent. While this is an improvement on Quarter 1 (Q1), timeframe performance continues to be impacted by higher application lodgments and accumulated outstanding application load.

Additional resource support through consultants and contractors is continuing to assist in deciding outstanding applications and as a result progressively reducing the outstanding application load. Council was also recently successful in recruiting two full time entry level planner positions, both commenced at the beginning of 2023 which will further assist in improving timeframe performance and reducing the outstanding application load.

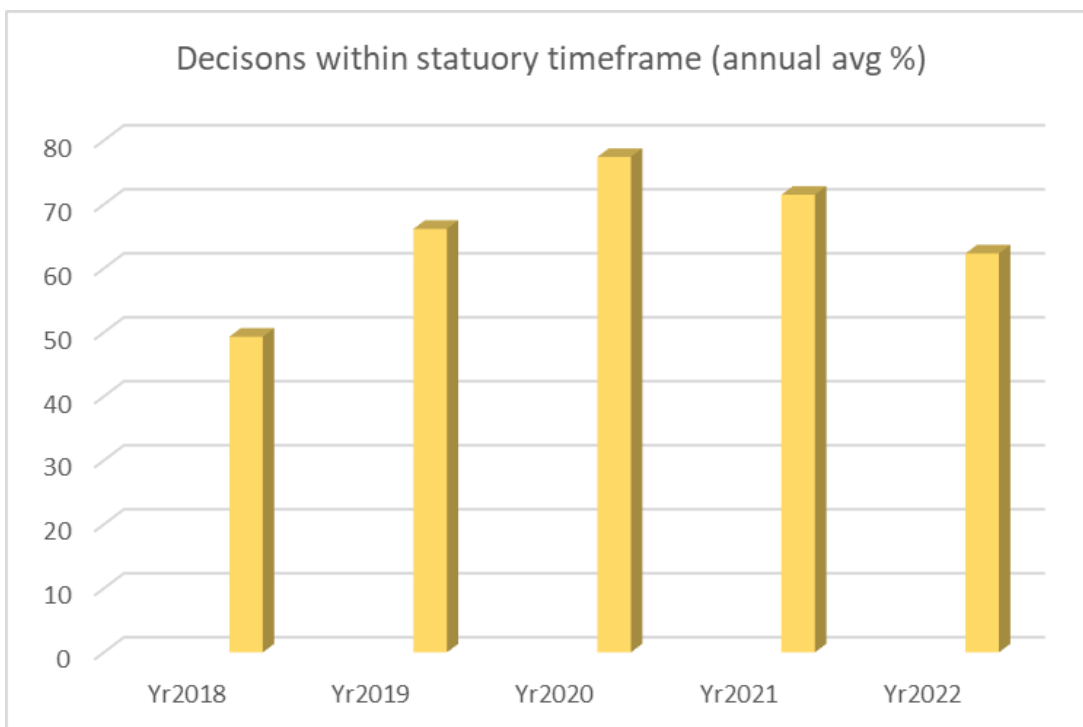
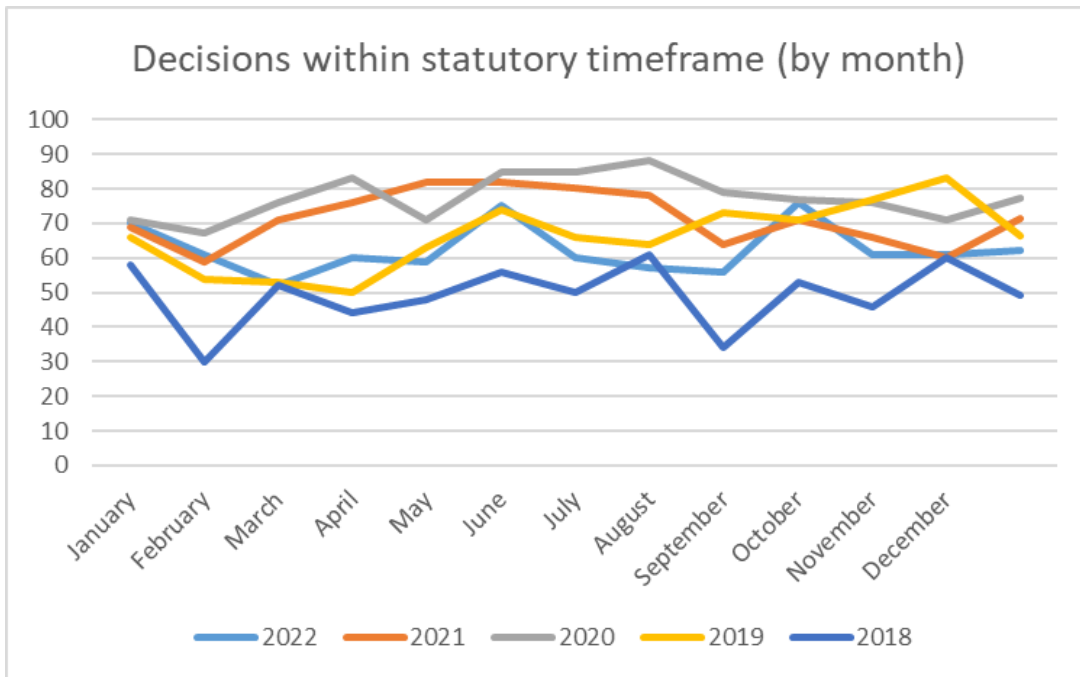
As at the time of preparation of this report, there are 335 undecided planning permits, amendment to planning permits, and plan approval applications currently with Council. It is expected that with recent recruitment undertaken in Q1 and Q2 2022-23 and continued contractor support, application workloads and decision volumes within statutory timeframes will consistently improve. The timing for consistent improvement is likely to be progressive in the second half of financial year 2022-23.

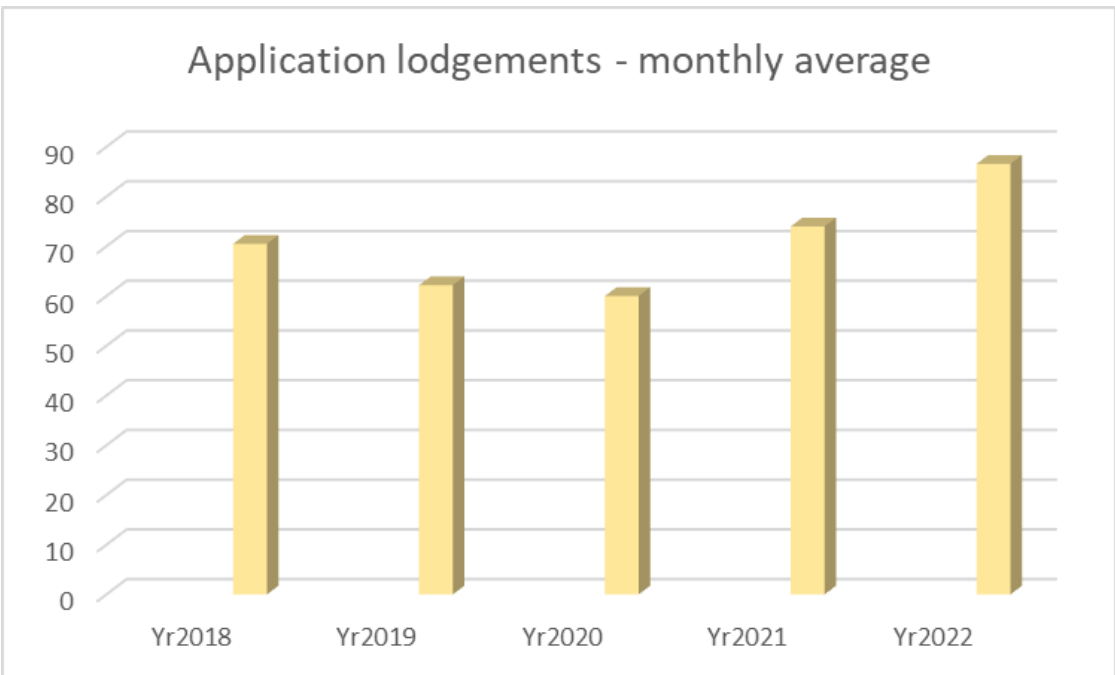
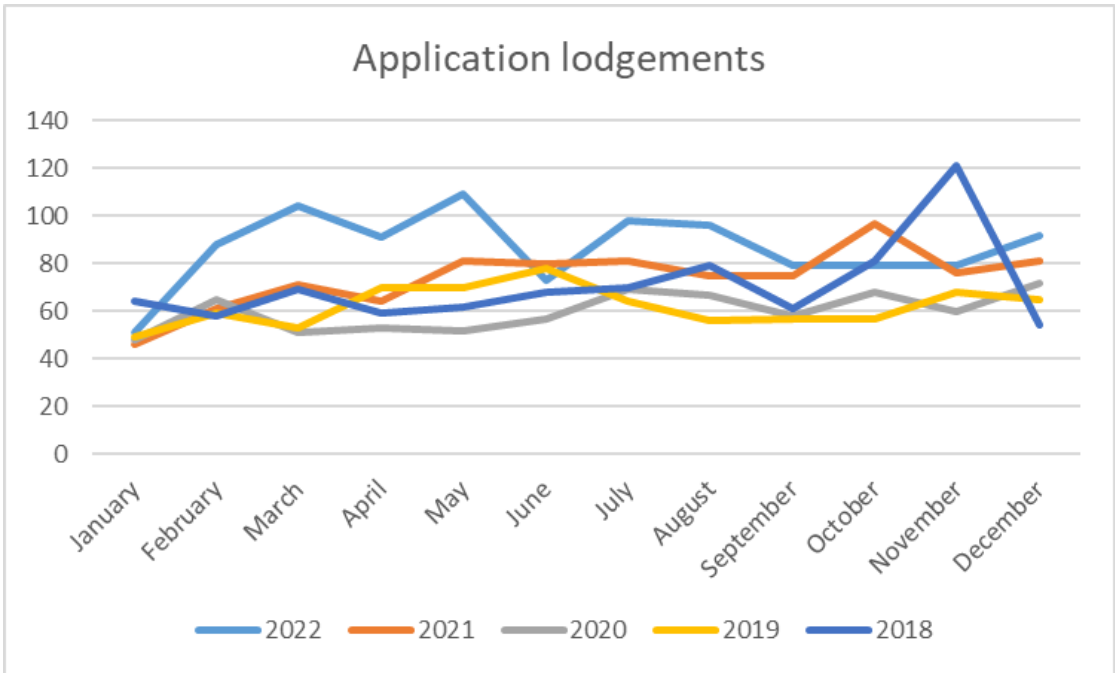
The on-time delivery data is illustrated in the charts below (calendar year) as well as the volume of applications received per month over the last five years. This demonstrates the consistent volume of applications received each month, noting that the lodgement volume includes new permit and amendment 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 two months over 100.

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

It should be noted the data for Q2 was calculated manually as the State Government Planning Permit Activity Reporting System (PPARS) does not publish the monthly or quarterly data until approximately the middle of the following month. There may be a minor discrepancy with the manually calculated on-time delivery data and the published PPARS data.

Developer Financial Contributions- Quarter 2 (2022-23)	
Contribution Type	Total Amount Received
Open Space Contributions	\$655,500.00
Car Parking Financial Contributions (cash-in-lieu)	\$0.00





Environmental Health update- Food Business Inspection and Enforcement Outcomes Quarter 2 (2022-23)

Council reports on food safety activities which are considered key performance indicators, as part of the Local Government Performance Reporting Framework, which is also published on the 'Know Your Council' website.

Every year, Council Environmental Health Officers (EHOs) undertake *statutory food premises inspections* at over 900 registered food businesses across the Frankston municipality. Where EHOs assess the food safety practices, food safety procedures and food safety risks of a food business and its employees. On occasion, some food businesses fail to adhere to the expected food safety hygiene standards when handling and selling food to the community.

In these instances, EHOs will raise a critical or major non-compliance outcome based upon the serious food safety risks identified at the food premises inspection. The *Critical and major non-compliance notifications* measurement indicates that once critical or major food safety risks has been identified, the EHOs conduct a follow up inspection to ensure the risks have been adequately addressed and food safety is no longer compromised.

Where critical and major inspection outcomes occur, Council EHOs can undertake various enforcement actions against the food business proprietors. This can include issuing a *Food Act 1984* (Vic) Orders or a *Food Act 1984* (Vic) Direction on the food business proprietor. These provide clear, legal directions to a food business proprietor to improve a food handling and storage practice, repair defective equipment, clean the food business, and require employees to undertake additional food safety training, such as allergen awareness.

As part of this enforcement action, EHOs can also issue *Food Act 1984* (Vic) *Penalty Infringement Notices* for severe or ongoing major or critical food safety risks identified at a food business. This can serve as a major deterrent for the business to improve food safety standards and better public health outcomes for the community.

Summary of Food Business Inspection and Enforcement Outcomes (Quarter 2, 2022-23)

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

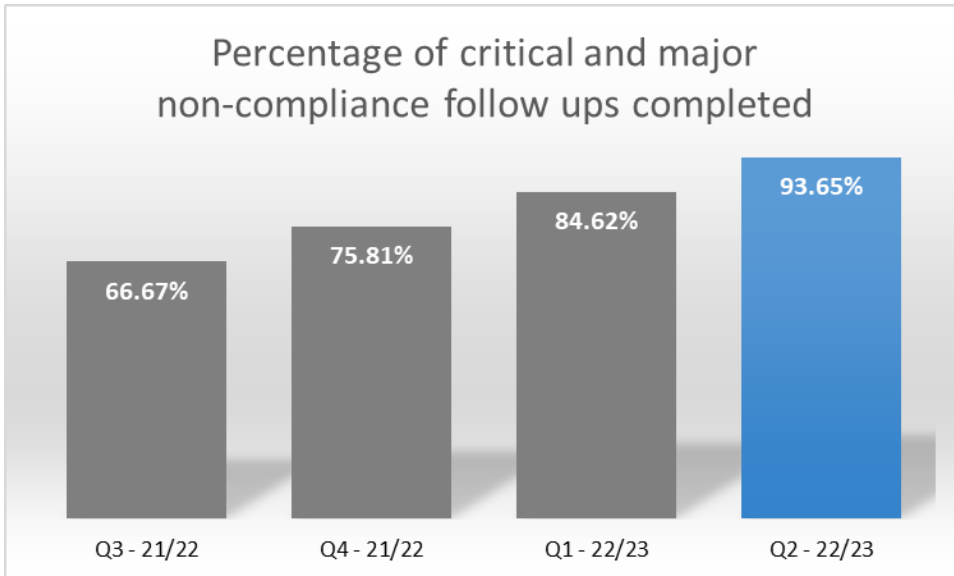
The percentage of *critical and major non-compliance outcome notifications* that are followed up by EHOs at registered food businesses was **93.65% for Quarter 2 of 22/23**.

This demonstrates a high level of follow-up action taken by the Environmental Health team to address any critical and major non-compliances raised at statutory food business inspections.

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

Quarter 2 of 2022/2023 showed an improvement in the percentage of follow up action completed by Environmental Health Officers.

This follow-up result of 93.65% exceeds the required target of 60% which has been set by the organisation.



Number of compliant statutory food premises inspections

The total number of statutory inspections where the food business achieved an outcome of complaint for Quarter 2 was **283**.

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 2 was **42**.

This amounts to 328 statutory food premises inspections conducted with a compliance rate of 85.2%.

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 2 was **five (5)**.

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 2 was **five (5)**.

Summary of Food Business Inspection Outcomes data (Quarter 2, 2022-23)

Food Business Inspection and Enforcement Outcomes for Quarter 2, 2022/2023	OCT	NOV	DEC	TOTAL
Critical and major non-compliance notifications – follow ups	n/a	n/a	n/a	93.65%
Number of compliant statutory food premises inspections	104	118	61	283
Number of non-compliant statutory food premises inspections	22	13	7	42
Food Enforcement - Number of Food Act Orders/Directions Issued	2	2	1	5
Food Enforcement - Number of Penalty Infringement Notices Issued	4	1	0	5

City Futures Department update

The following Policy & Strategy Development work was undertaken during October-December 2022:

- The draft Frankston Metropolitan Activity Centre Structure Plan was taken to the community from 31 October to 13 December 2022, seeking feedback and submissions through a range of consultation opportunities. At the time of writing this report:
 - 14 submissions received.
 - 3,043 fliers were delivered adjacent and within the FMAC boundary.
 - 372 participants at the workshops, pop ups and walking tours.
 - 94 contributors to the online survey.
 - 98 online comments.
- Progress continued on the Draft Frankston Industrial Strategy, building on the feedback received during consultation in the previous quarter. An internal workshop with a range of key stakeholders was held on 7 December to help refine the development of the draft.
- The Frankston Housing Strategy is underway with consultants undertaking extensive background research during this quarter, developing the Discussion Paper and the community engagement plan.
- Stakeholder consultation was undertaken to inform the development of the Safer Communities Policy and Strategy throughout November to December, to present the findings from the community consultation and data analysis and seek input to guide the development of strategic priorities. Consultations were held with:
 - Internal project working group;
 - Local Safety Committee, comprising Victoria Police;

- Municipal Emergency Management Planning Committee;
 - Child and Family Partnership and Family Violence Network;
 - Taskforce.
- The Year One Annual Report and Year Two Action Plan for the Health and Wellbeing Plan 2021-25 were presented to Council at its 12 December OM, and subsequently were adopted. The Year One Annual Report has been formally submitted to the Department of Health, as per statutory requirements.
 - The Housing Advisory Committee Work Plan was developed to set out the Committee's plan of action meet the objectives set out in its Council adopted Terms of Reference. The Work Plan was presented to Council at its meeting on 12 December and adopted.
 - Three Frankston Revitalisation projects were completed in December 2022:
 - White Street Mall upgrade, including festoon lighting, programmable glowing spheres and a projector to share various graphic content. To compliment this space, a calendar of activations was developed and will be delivered across January 2023 to help draw the community's attention to the newly upgraded Mall.
 - Frankston Pier Lighting Installation of 16 LED lanterns that have been integrated to light both the Sight Line wind vanes and meet public lighting requirements.
 - Fletcher Road Revitalisation including the integrated public art and lighting installation.
 - The review of the Commercial Operator (food/beverage trucks) Guidelines commenced and included an externally facilitated Commercial Operator forum held on 22 November 2022. The forum sought feedback from current, previous and aspirational mobile commercial operators on a range of topics including current and potential activation sites; timelines and length of license tenure; fee structure; application and assessment process and criteria; and communication with officers. Feedback from the forum will be used to inform new Draft Guidelines, which in turn, will be used to inform a Community Engagement process. The Draft Guidelines will be finalised in the first quarter of 2023 and will be released for Community Consultation.
 - A report on the strategic audit and review of the Invest Frankston Business Grants program was presented at a Councillor Briefing on 7 November 2022 and noted at the Council Meeting of 12 December. The report included eleven audit recommendations as well as feedback gained from a business operator survey asking both previous successful and unsuccessful applicants (as well as business operators who had never applied for a business grant) about their previous experience with the program. Key improvement areas, outlined below, will be implemented prior to the next round of business grants being offered in early 2023.
 - Grant Categories;
 - Grant Funding amounts;
 - Marketing, Promotion and Awareness;
 - Application Process;
 - Assessment Panel Composition;
 - Assessment Criteria;

- Record Keeping and Governance;
 - Grant Recipient Reporting Requirements.
-
- A review of the Draft Sustainable Economy and Skilled Community Strategy was completed demonstrating that not all industry sectors within Frankston City, nor the impacts of COVID-19 on the local economy are represented in the draft document. Further data collection and analysis has commenced to address this.
 - Disbandment of the former Frankston Job Seeker Alliance and support for the newly formed 'Skills and Jobs Network Frankston' was received at the Council Meeting of 21 November 2022. Council officers will continue to have active involvement in the new network.
 - An audit of all commercial properties within the Frankston City Centre was completed and will be used to inform work to address both vacancy rates and vacant shopfront appeal. Stage 2 of the audit, including commercial properties across the entire municipality, is complete. This information will allow the Economic Investment and Attraction team to identify, maintain the currency of and report on vacant commercial properties, property use, zones and existing permits.
 - Work towards the development of Frankston City Council's first strategic, municipality wide, Place Activation Plan has progressed. The aim of this plan is to work with the community to identify and implement a range of place activations and activities to improve the health and wellbeing of the community along with supporting businesses to enhance economic prosperity. Community Consultation is scheduled for Quarter 3.
 - All business operators with current extended outdoor dining 'parklets' were issued license extensions until 30 June 2023 to allow for the review of the current Frankston City Council Kerbside Trading Guidelines which do not currently allow for these. Minor traffic safety improvement works including line markings, reflective raised pavement markers, signage and concrete blocks were carried out on several the parklets to support the license extensions. Community Consultation is scheduled for Quarter 3.
 - The consultant's report relating to the feasibility of the northern and southern sections of Witternberg Reserve as a Native Vegetation Offset site was completed. Officers are seeking quotes for the cost of the fencing required by DEWLP to qualify the site as an offset. A report will be presented to Council in Quarter 3.
 - The draft Climate Change Strategy and Action Plan was presented at the Council Meeting on the 21 November seeking the endorsement for community consultation. The draft Strategy was

made available for the public to comment on the Engage Frankston platform from 22 November. A series of pop up sessions were held across Frankston City:

- Workshop- Joy Street Community garden. Climate ready gardening;
- 29th November – Seaford Library;
- 29th November - Langwarrin Service Centre;
- 30th November – Frankston library;
- 30th November Carrum Downs Library.

Community consultation will conclude in Quarter 3 with the final Strategy to be prepared and be presented to Council in March 2023 for adoption.

- Following the completion of the Canopy tree mapping across three years (2017 to 2022) for Frankston, Frankston Heights, Karingal and the Frankston Metropolitan Activity Centre (FMAC), Consultants have been engaged to review data to determine opportunities for increasing canopy cover and develop a 10 year planting plan.
- The Coastal Marine Management Plan Values, Issues and Opportunities report was presented to Councillors in November 2022. This report summarised the feedback from stakeholders and community consultation undertaken in Quarter 1. Community Consultation is currently underway and with Precinct plans, vision statements and precinct based actions being prepared and will be reported to Council in Quarter 3.
- A review and stocktake of existing outdoor Christmas Decorations was completed, including a benchmarking with other councils to determine allocated budget. This review will be used to support a proposal for improvements to Christmas decorations across the municipality in 2023, including refurbishment and / or upgrade of current decorations and a wider distribution to include more local shopping strips.
- An online survey for landlords/property owners of vacant commercial properties across the municipality was developed. The survey will identify individual property features and potential lease arrangements on offer to support new business operators seeking a suitable property in Frankston City, and the activation of vacant commercial properties.

The following Programs and Events were delivered during October - December 2022:

- The *“Community Grants Program - Environmental Sustainability”* concluded with seven applications being received. Applications were reviewed for eligibility against the criteria with budget of \$10,000 for 2022/23 financial year being allocated to six applicants.

- The *'Linking to Business'* program was delivered, in partnership with Monash University. This program provided work placement opportunities for six Monash Business students for a two week duration.
- Three *'Business Plan Accelerator'* workshops were delivered by Transcend and funded by the Australian government. These workshops provided information about, the business support services and resources offered by Frankston City Council to prospective Frankston City business operators and/or small business operators that expressed interested to further develop or expand their offerings.
- Council's first *'After Dark Activation Grants'* program was delivered - resulting in three successful applications. The applications were assessed by an Independent Assessment Panel with grants totalling \$48,262 awarded to Nature Bar Café; Guitar Village; and Twisted Sister (café). Officers are now reviewing the application and assessment criteria and processes, with the aim of utilising the remaining \$71,738 of 2022-23 grant funding to activate the Frankston City Centre via a Winter Wonderland / Christmas in July program.
- Two murals were completed as a part of the Seaford Activation Grants which was an externally funded program through the Office of Suburban Development (OSD). Painted by artist Melanie Caple using local flora and fauna as inspiration for her designs, the murals are located at the public toilet block at the corner of Station and Brought Streets; the Seaford Community Centre on Broughton Street. The third mural, to be painted on the external wall of the Spanish Bar on the corner of Station Street and Chapman Avenue, will be delivered in early 2023.



- To support local business operators during the busy festive season, *'Tis the Season to Shop Local'* window decals were distributed to business operators in the Frankston City Centre to display in their shopfront windows.

- The Frankston Job Advocate team engaged with community members from a range of cohorts including young people, parents and carers returning to employment, newly redundant aged care workers, people experiencing homelessness and the general public. 133 outreach programs or activities were delivered between October - December including at:
 - Playgroups;
 - Shopping Centres;
 - Bunnings;
 - Libraries;
 - Secondary Schools.
- Volunteers completed 15 Gardens for Wildlife Visits to local residents.
- The *“Healthy Soil Healthy Planet- The Role of Garden Soil In Climate Action”* Community Workshop was held on the 23rd November at Joy Street Community Garden in Frankston to launch the community consultation of the draft Climate Change Strategy and Action plan.

Frankston Business Collective

The Frankston Business Collective (FBC) has been operating successful since its launch in July 2022. As at 21 December 2022 membership sits at 110 members.

The general mailing list is now well over 2000 plus and face to face meetings have increased.

Business events conducted over the quarter have included:

- October 6 - FBC Frankston Women in Business at the Frankston Arts Centre – wellbeing, education and networking with two excellent presenters;
- October 27 - FBC Business Summit at the McClelland Gallery featuring strong panel of presenters including business author Gavin Waring, Craig James CBA and Sam Keck from Commonfolk. The FBC Business Excellence Awards 2023 will also be launched at the Summit;
- End of year close at Dainton Brewery.

The Board of the Business Collective also met with Council Officers to hear about the FMAC Structure Plan and what is involved.

Plans are now well advanced for 2023 with a calendar of events being released in January 2023. It will focus on an education series for local businesses.

FINANCIAL AND CORPORATE PLANNING

Integrated Planning and Reporting update

The 2023-2024 Planning cycle was launched with Councillors in October 2022, along with the initial meetings of the newly established Service Governance Groups which were held to gain oversight of the services, Council Plan Outcomes and key frameworks and strategies being delivered within each group. An internal audit, *'Review of Integrated Planning & reporting and Service Planning frameworks'* was completed and outlines a number of improvement recommendations to be implemented over the next 2 years.

The Integrated Planning and Control Group continues to oversee the alignment of key strategic work across Council and has commenced a number of key projects that will be continued in 2022-2023.

Service Planning update

Service teams continued to review their service plans and identify any service initiatives that require additional resources next financial year which has fed into the 2023-2024 Planning Cycle process, under the oversight of the newly established Service Governance Groups. Five out of 20 Service Plans have now been reviewed and completed for the 2022-2026 period, with another 13 close to completion. Service Governance Groups met to prioritise initiatives based on their strategic alignment, Councillor focus areas, strategic risk and/or legislative changes.

COVID Package

At its 25 July 2022 meeting, Council resolved that *'any noteworthy, future updates relating to COVID-19 recovery including financial updates will be reported in the CEO Quarterly Report'*. A total of \$437,425 from the 2021-2022 Relief and Recovery Package was transferred to the 2022-2023 financial year to deliver activities that were not able to be completed in the previous year and an additional \$647,000 was committed to extend activities for a further year, plus \$175,000 in 2023-2024. Subsequently, the budget set aside for a program of COVID-19 recovery activities for 2022-2023 totals \$1,084,425. A total of \$506,837 has been spent to 31 December 2022 including:

- \$147k in continued support to the 'Frankston Business Collective';
- \$128k payment of invoices for Invest Frankston Business grants awarded in 2021-2022;
- \$50k in 2 hours of free car parking at selected FMAC car parks.

ACCOUNTABILITY AND TRANSPARENCY

Transparency Hub

After the successful launch of Frankston City Council's Transparency Hub, we have seen very encouraging numbers of downloads and interactions with the portal as previously mentioned in this report.

The public launch of Council's Transparency Hub took place in late September 2022. A key initiative in our 2021-2025 Council Plan, the project brings together a broad range of data sources, from capital works schedules and awarded contracts, to traffic movements and animal registrations, serving the information to the public in a user-friendly online portal. The aim of the hub is to build community trust and engagement, help the public better understand the decisions Council makes and how Council manages resources and delivers services.

The new user-friendly tool helps ratepayers understand how their money is spent. Users can find everything from capital works schedules and awarded contracts to traffic movements and animal registrations. You can view and interact with the Transparency Hub at <https://data.frankston.vic.gov.au/pages/home/>

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

A Councillor refresher on Governance was held on 10 October 2022. Further guidance and refresher material will be prepared for Councillors to highlight the key points that were covered. Councillors are encouraged to contact the Manager Governance in the first instance, for any governance, legal or administrative enquiries.

Notice of Motion process

The process for lodging a Notice of Motion (NOM), reasons for rejection of a NOM and how a NOM would be dealt with in a Council Meeting has been detailed in Rule 24 of the Council's Governance Rules. As advised by the Mayor after the briefing in March 2022 in the context of Governance Rules review, Councillors do not wish to pursue amendments to the NOM process.

Public petition process

The Governance Rules, adopted on 31 August 2020, were amended by Council on 5 September 2022, and 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."*

Councillor Appreciation awards process

A Councillor Appreciation awards protocol was developed to provide guidance on the nomination process for Councillors and the community. Councillors can present a Councillor Appreciation Award at each Council meeting to an individual/group for their extraordinary work in the community. These awards are recorded in the minutes of the council meeting and are considered as nominations for the annual Citizen of the Year awards. An Awards Selection Panel Terms of Reference was adopted by Council on 3 October 2022.

Accountability and Transparency Reform document

The Accountability and Transparency Reform (ATR) document commenced in May 2018 with 160 items. Items were considered and implemented by the relevant Managers. New supplementary items to the ATR were identified by Cr Bolam in March 2022. These new items were presented to Council meeting on 24 October 2022 and Council resolved the remaining items will be monitored and reported via the CEO's public quarterly report to Council until completed and where appropriate considered for Council's Transparency Hub. An ATR status report for October to December 2022 is attached (Attachment A).

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

During the last quarter (October – December 2022) there were 5 Council Meetings, and 11 Councillor Briefings Meetings. *Table 1 titled, 'Councillor Attendance at Meetings and briefings (October to December 2022)' below provides an overview of attendance for this period.*

Councillor Attendance at Meetings – October – December 2022

Councillor	Council Meetings Attended	Councillor Briefings Attended	Total Attended	Attendance
Cr David Asker	5	11	16	100%
Cr Sue Baker	5	11	16	100%
Cr Kris Bolam	5	10	15	94%
Cr Nathan Conroy	5	11	16	100%
Cr Claire Harvey	5	11	16	100%
Cr Brad Hill	5	10	15	94%
Cr Liam Hughes	5	9	14	88%
Cr Steven Hughes	5	6	11	69%
Cr Suzette Tayler	4	10	14	88%

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

Councillor Attendance at Briefings only October – December 2022

Councillor	Councillor Briefings	Attendance
Cr David Asker	11	100%
Cr Sue Baker	11	100%
Cr Kris Bolam	10	91%
Cr Nathan Conroy	11	100%
Cr Claire Harvey	11	100%
Cr Brad Hill	10	91%
Cr Liam Hughes	9	82%
Cr Steven Hughes	6	55%
Cr Suzette Tayler	10	91%

** 11 Briefings were held between October – December 2022*

Tally on tracking reports presented to Closed Council

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 2 (October – December 2022) only 3.57% of decisions were made in Closed Council. During this time, there have been 84 reports in both Open and Closed Council with 3 being considered in Closed Council (3.57%). There have been 2 Notices of Motion and 2 Urgent Business items raised during the last quarter.

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

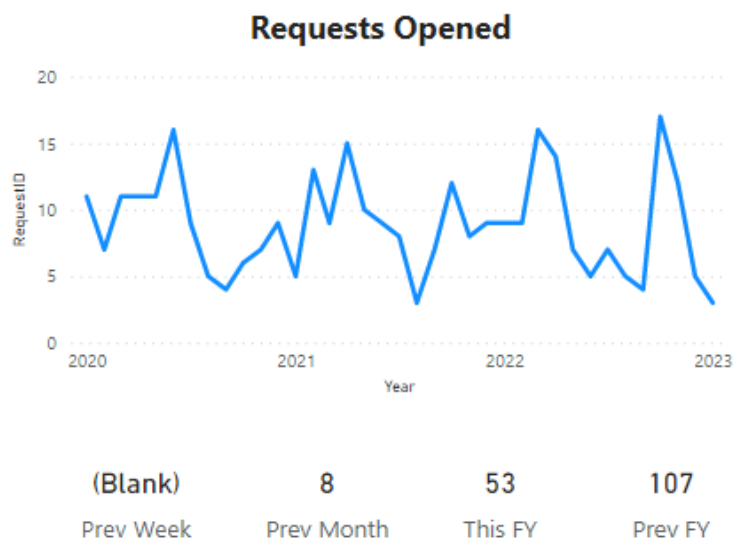
The Council Officers have commenced the work towards review of the effectiveness of the Council’s key policies from the previous financial year. It is expected the review would be completed by the end of the Financial Year 2022-2023.

Reports on progress against Councillor Requests

As of 9 January 2023, there are 24 open Councillor requests, with 57 requests closed off this financial year to date. A total of 53 new Councillor requests opened for this financial from 1 July 2022 to 9 January 2023.

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

Table 3 & 4 below notes Councillor Requests opened and closed for this financial year to date from 1 July 2022 to 9 January 2023 against previous financial year 2021-2022:



Requests Closed



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Prev Week

22

Prev Month

57

This FY

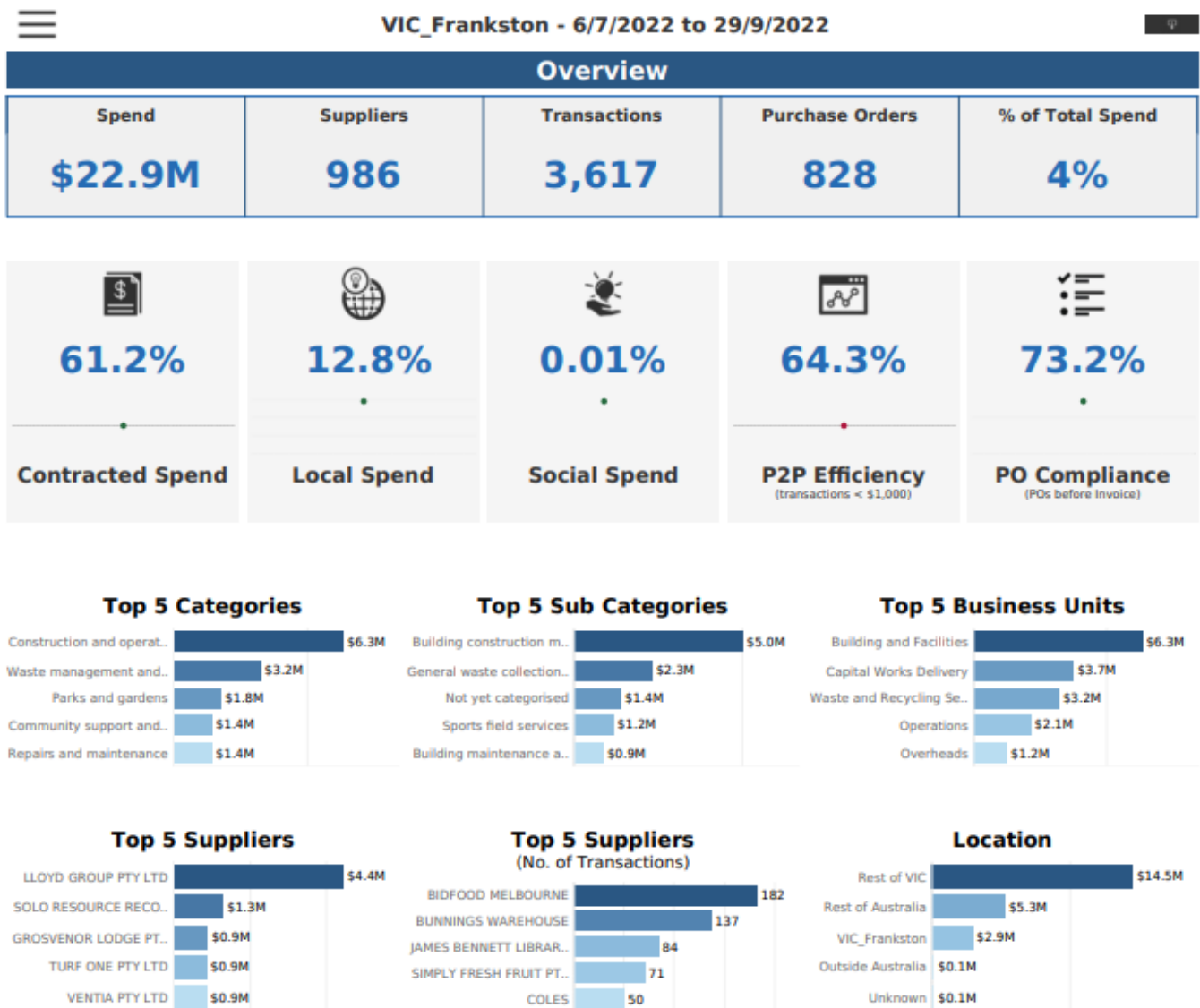
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Procurement update

Council continues to subscribe to the Local Government LEAP Program, which is a system that provides data analytics and reporting on Council expenditure, as well as benchmarking and statistics with other LGAs.

In comparison with the previous quarter, Council has increased its spend with local suppliers from 9.4% to 12.8%.



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

Contracts awarded under Financial Delegation between 1 October 2022 and 31 December 2022

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

Contract #	Contract Title	Award Date	Supplier	Contract Sum (\$ ex GST)	Awarded By
CN10773	Banners, and Flags and Signage Panel	9/10/2022	Panel of Suppliers	Schedule of Rates	CEO
CN10878	Provision of Outdoor Operations Uniform	17/10/2022	Amare Safety Pty Ltd	651,360.70	CEO
CN10892	Harold Road Widening Works	6/10/2022	Maw Civil Pty Ltd	496,343.45	CEO
CN10903	Nepean Hwy Revitalisation (Davey to Playne St) Grimwade Clock Tower	16/12/2022	K L J Electrical	287,985.00	CEO
CN10912A	Frankston Memorial Park - Horticultural Maintenance Services	21/12/2022	Summit Open Space Services	Schedule of Rates	CEO
CN10912B	Frankston Memorial Park - Horticultural Maintenance Services	21/12/2022	Warrigal Landscaping and Services Pty Ltd	Schedule of Rates	CEO
CN10922	Seaford North Soccer Sports Floodlighting Upgrade	22/11/2022	Commlec Services	392,610.00	CEO
CN10932	Aldridge Aero Street Replacement Lights	4/10/2022	Aldridge Traffic Systems Pty Ltd	71,442.60	Director
CN10960	Internet of Things Solutions and Services	14/11/2022	Minnovation	12,502.60	Director
CN10962	Park and Playground Equipment (MAV D060125)	16/11/2022	Panel of Suppliers	Schedule of Rates	CEO
CN10968	Courier Services (PA 2412 0646)	5/12/2022	Panel of Suppliers	Schedule of Rates	CEO
CQ10766	Lighting Efficiency Upgrade Program	8/11/2022	ENERGY MAKEOVERS PTY LTD	26,245.36	Manager
CQ10889	Ballam Park Multi-Purpose Oval Subsurface Drainage	16/11/2022	Hendriksen Contractors Pty Ltd	179,265.00	Director

CQ10924	Consultancy Services for Design for road construction of Stotts Lane Frankston South	23/12/2022	Procivil Consulting Pty Ltd	85,645.00	Manager
CQ10944	Installation Services for Street Lights Bulk Change	21/12/2022	Omexom Australia	100,788.18	Director
CQ10947	Office Furniture and Equipment Renewal	12/12/2022	Panel of Suppliers	Schedule of Rates	Director
CQ10948	Zone 10 RMP maintenance	4/11/2022	DOWNER	119,211.77	Director
CQ10951	Supply and Deliver 12 Seater Bus	14/11/2022	PATTERSON CHENEY PTY LTD T/AS MERCEDES BENZ BERWICK	108,562.20	Director
CQ10952	Excavation and Relocation of Palm Trees	3/11/2022	TREE TRANSPLANTING VICTORIA PTY LTD	48,880.00	Manager
CQ10962	Frankston City News new printers	4/11/2022	NEWSPRINTERS SHEPPARTON	135,480.00	Director
CQ10967	Ballam Park North Oval and the McClelland College Ovals - Drainage Improvements	28/11/2022	Hendriksen Contractors Pty Ltd	52,860.00	Manager
CQ10974	Ongoing supply of Personal Protection Equipment for the Family Health Support Services area	6/12/2022	Amare Safety Pty Ltd	Schedule of Rates	Director
CQ10992	Contaminated Land, Landfill, & Environmental Audit (MAV)	22/12/2022	Panel of Suppliers	Schedule of Rates	Manager

Contracts granted exemption from Procurement Process between 1 October and 31 December 2022

Contract #	Contract Title	Award Date	Supplier	Contract Sum (\$ ex GST)
E10927	Intramaps TechOne	3/10/2022	Digital Mapping Solutions	70,000.00
E10928	PARC Renewal Reactive and Preventative Maintenance	6/10/2022	Panel of Suppliers	Schedule of Rates
E10934	Social Media Archiving Tool - Brolly	5/10/2022	Brolly Australasia Pty Ltd	35,964.00
E10936	Online Platform for FCC Social Media Management	8/10/2022	Falcon.io	13,855.00
E10937	Communications and Design Support - Frankston Metropolitan Activity Centre FMAC	10/10/2022	CAPIRE CONSULTING GROUP PTY LTD	13,449.52
E10938	Seaford Artwork - Murals	14/10/2022	Arts Eleven Projects	47,900.00
E10939A	Media Partnerships Tourism and Campaign Marketing - Events	17/10/2022	Time Out Australia Print and Digital Publishing	10,000.00
E10939B	Media Partnerships Tourism and Campaign Marketing - Events	17/10/2022	CONCRETE PLAYGROUND PTY LTD	15,000.00
E10939C	Media Partnerships Tourism and Campaign Marketing - Events	17/10/2022	Furst Media pty ltd	10,500.00
E10954	Library Application SanZap via the Solus App	11/11/2022	Sanzap Pty Ltd	75,000.00
E10957	Idealation Platform	10/11/2022	TECHNOCRAT HOLDINGS PTY LTD	23,000.00
E10958	Risk Management System	19/10/2022	EBMS Pty Ltd	57,948.31
E10959	Frankston Foreshore Playspace Burmese Bridge Repair	17/11/2022	Allplay Equipment Australia (Sales) P/L	20,000.00
E10961	Online Demographic Resources	17/11/2022	I D Consulting	258,500.00

E10963	Provision of Digital Mail Services	17/11/2022	Bing Technologies Pty Ltd	120,000.00
E10965	Courier Services with Golden Messenger	24/11/2022	GOLDEN MESSENGER PTY LTD	15,000.00
E10969	FRRRC Entrance Works including CCTV and Electrical Services	22/11/2022	Logical Services Pty Ltd	20,000.00
E10987	Traineeships and Apprentice “ Work Ready Program”	13/12/2022	Westvic Staffing Solutions Inc	200,061.02
E10990	Barretts Road Public Lighting Design and Management Services	20/12/2022	PowerPlant Project Services Pty Ltd	29,485.00
E10994	Kevin Collopy Pavillion Shipping Container Hire	22/12/2022	JOHN RYAN REMOVALS	21,096.00

KEY PROJECT UPDATES

The 2022/23 Capital Works Program is underway and whilst we are still delivering in an escalated cost environment and experiencing other market pressures, Council remains committed to delivering key infrastructure to provide vital services to the community.

Key principles and funding strategies have been developed to manage these unfavorable market conditions and ensure delivery of Council’s strategic priorities in 2022/23. Officers have applied these funding strategies and presented changes to the 2022/23 Capital Works Program and the 10 Year Long Term Infrastructure Plan (2022-2032) which were endorsed by Council at its meeting on 12 December 2022.

As at 11 January 2023, the actual expenditure is \$36.68M, and the forecast expenditure \$89.83M against the Adjusted Capital Works Budget of \$89.83M, following the adjustments endorsed on 12 December 2022.

Key project updates below:-

- **Lloyd Park Pavilion:**

First floor slab has been poured in December 2022, and all ground floor structural completed. All steelworks has been manufactured and delivered on site. First floor steel structure and roof are to be installed in early 2023 with project likely to be completed by May 2023.

- **Jubilee Park Stadium:**

Main structures of the stadium are completed. Court Slabs have been poured. Works are progressing well in the internal and external areas. The Timber Sports Flooring within the show court area has now all material laid out and 75% nailed down ready for retractable seating works to commence in early January 2023. All wall and ceiling works have now been completed for the general court area and is now ready for Timber Sports Flooring works to progress from January onwards.

In relation to the amenities area, works progressed well with Joinery installation commencing throughout as well as wall and floor linings to the commercial kitchen area allowing for Commercial Kitchen Fit Off to commence in January.

For external areas, in the month of December 200, external terrace seating and stairs component to the north were completed, which now allows for all surrounding areas of the paving to commence and progress from January 2023 onwards. During the December quarter, Council officers also reviewed and finalised deed of variation related to cost escalation claim by the Contractor, in line with the cost escalation strategy endorsed by Council at its meeting on 12 December 2022. Overall, project is progressing well and is on track for completion by May 2023.

- **Ballam Park Improvement works:**

- Playspace and Landscape Project

- The construction of the Ballam Park South PlaySpace and Landscape Project was completed just prior to Christmas and was opened to the public - The Play Space has been very well received as demonstrated via Social Media posts. NB: This is in conjunction with other recently delivered Play Spaces including Carrum Downs Recreation Reserve, Orwil and Witternberg.

- Integrated Water Treatment/Lake Feature Project

- Draft 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 will be used to seek grant funding from Melbourne Water.
 - The concepts will be presented to Council as part of the November Major Projects Advisory Committee (MPAC) and following endorsement will be presented to the Community for comment.
 - The project concepts will then be progressed to detailed design phase to enable tenders to be sought in March 2023 from Contractors and progressing to Council's ordinary meeting in June/July 2022 seeking the Award of a Contract.
 - Construction is then envisaged to commence September 2023 and be completed in early 2024.

- **Kananook Gardens Project update**

- Delivery of the new pathways and boardwalk are planned to commence early 2023 with completion due by March 2023.
 - Interpretative and wayfinding Signage component installation to commence in mid-2023.

Update on Facilities Management & Security Services Contract and Cleaning Services Contract

During the December 2022 quarter, the Council commenced working with two new contractors Campeyn Group Pty Ltd and Alpha Corporate Property Services, for the provision of Facilities Management & Security Services and Cleaning Services respectively across the Frankston municipality. Both contractors commenced their work as of 14 October 2022 with an initial contract term of 4 years and an option to extend for another 2 + 2 years. It was pleasing to see a smooth transition from Ventia (the previous contractor) to the new contractors with staff from both contractors now becoming familiar with the Council's sites and responding to reactive and programmed maintenance activities.

KEY MEETINGS AND ACTIVITIES

During this quarter (October - December 2022), the CEO attended meetings either face to face or via video-conferencing (teams).

The CEO performed the role of Master of Ceremonies at significant events during this time. This year the all-staff festive function was able to be held face to face at the Frankston Arts Centre on December 1, with over 270 staff attending the event.

During this period, Angela Hughes acted in the role of CEO from 17 December 2022 until 15 January 2023.

Listed below is a snapshot of the meetings attended by the CEO during October - December 2022:

- Weekly meetings with the Mayor covering topics such as Advocacy, Communications, Developers matters and Economic Development, Investment & Activation;
- Participation in 'meet the Mayor and CEO' sessions with various community groups/representatives;
- Participation in the Affordable and Social Housing sub-committee meetings;
- Participation in the Destination Events Working Group;
- Participation in various meetings managed through the Mayor and CEO session format;
- Participation in various meetings with Council's Management Team;
- Participation in all Directorates Future Ready Frankston Excellence Awards Ceremonies;
- Participated in Directorate question and answers sessions with Communities, Infrastructure and Operations and Customer, Innovation and Arts over this period;
- Participation in the Council's Audit and Risk Committee meeting;
- Participation and presentation at the Frankston Arts Advisory Committee meeting;
- Participated in the Frankston Memorial Park Trust meeting;
- Meeting with Paul Edbrooke MP, Member for Frankston;
- Meeting with Minister Kilkeny MP, Member for Carrum;
- Meeting with Peta Murphy MP, Member for Dunkley;
- Meeting with Gymnastics Victoria Representatives;
- Meeting with Frankston Raiders Rugby Club Representatives;
- Meeting with CEO of 'The CEO Institute';
- Hosted a meeting City of Kingston Mayor and CEO with Mayor Conroy;
- Hosted Minister Richardson during visit to Frankston North Community Centre with Mayor Conroy;
- Hosted the 2022 All Staff Festive Function;

- Hosted 2022 Festive event with Councillors, EMT and Management Team;
- MC role at the sod-turning event at the \$8.81 million redevelopment of Eric Bell Pavilion;
- MC role at the Citizenship Ceremonies in October and December 2022;
- MC role at the opening of Evelyn Street Pocket Park;
- Presentation of Appreciation Certificates for community representatives on the Community Grants Committee;
- Attendance with Mayor Conroy at the Remembrance Day Service at Frankston RSL;
- Attendance at the Impact Volunteering – Volunteer Awards event;
- Attendance at the Women’s Spirit Project 2023 Launch Appeal at Blairgowrie;
- Attendance at the Volunteer Christmas Lunch event;
- Visit to the Frankston South Community Centre;
- Visit to Frankston’s Youth Service Centre;
- Participation in inclusive Gender Equality Leadership training;
- Participated in the Corporate Induction – EMT Panel;
- Participation in various Local Government CEOs COVID-19-19 briefings;
- Participation in various Monash Health – South East Public Health Unit briefings;
- Participation in various Joint State/Local Government CEO’s forum including DJPR and MAV;
- Participated in MAV Metropolitan Southern Regional Online meeting with fellow CEOs;
- Participation at various Jubilee Park Indoor Stadium – Project Advisory Group meetings;
- Participation in a number of meetings with fellow CEO’s regarding South-East Melbourne Advanced Waste Processing (SEMAWP);
- Participation in the Community Support Frankston Annual General Meeting;
- Participation in the online Community Forum regarding National Centre for Healthy Aging Belvedere Proposal;
- Participation in the online Commercial Operator (food truck) consultation forum;
- Meeting with Lorna Mathieson, Executive Director Waste & Recycling Environment & Climate Change (DELWP);
- Attendance at various Greater South East Melbourne Group (GSEM) meetings involving CEOs;
- Chairing of the GSEM Employment Precincts Sub-Committee meeting;
- Attendance at GSEM State Election Platform event;
- Attendance at the South East Airport Regional working group (part of GSEM);
- Attendance with Mayor Conroy at the State Memorial Service for the late John Famechon AM;
- Attendance at the MAV Conference Dinner event;
- Attendance at LGPRO CEO only forum event and LGPRO AGM;
- Attendance at the official opening of the Taskforce Frankston Office by the Hon. Ros Spence MP;
- Attendance at the Federation University Australia 2022 Graduation Ceremony at Bunjil Place;
- Meeting with the Peninsula Leisure CEO and Chair;
- Meeting with Superintendent BOCK, Victoria Police;
- Meeting with Lisa Byrne Executive Director McClelland Gallery;
- Meeting with Antonia Buckland LXP;
- Meeting with Peninsula Kingswood Golf Club;

- Meeting with Seaford Kindergarten Representatives;
- Meeting with Business Collective Board members;
- Meeting with Vicinity Representatives.

ADVOCACY

Commuter Car Park – Kananook

Extensive officer advocacy continued throughout October-December 2022 to the Federal Department of Infrastructure, Transport, Regional Development, Communications and the Arts in relation to projected cost escalations in the construction sector market. We are pleased to advise that in late-December 2022, the Federal Department confirmed in an email that a further \$4 million funding commitment will be allocated by the Australian Government to meet construction market cost escalations, ensuring the Kananook Commuter Car Park project can be delivered to a total \$22 million federal investment.

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.

A stakeholder reference group (GSEM) with newly elected Mayors was held on 1 December 2022.

Frankston is overseeing the GSEM Project Portfolio for Employment Precincts. The second meeting, chaired by Phil Cantillon CEO was held on 10 November 2022 with presentations on learnings and opportunities relating to Revitalisation Boards.

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. Another meeting is planned for 23 March 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 Cardinia Council. A meeting was held in early October 2022 to further clarify the aims.

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

With the state election held in November 2022, Council had numerous meetings with locally elected Members of Parliament, Ministers, candidates and other key stakeholders, including:

- Photo opportunity – 4 October 2022 – Hon Lily D’Ambrosio MP and Paul Edbrooke MP – Glass recycling;
- Meeting – 5 October 2022 – Gymnastics Victoria – Frankston Basketball and Gymnastics Facility;
- Event – 7 October 2022 – Greater South East Melbourne Group – State election platform launch;
- Meeting – 11 October 2022 – Frankston Raiders Rugby Club – Sports lighting and facilities;
- Announcement – 15 October 2022 – Funding announcement from State Opposition towards Frankston Basketball and Gymnastics Stadium;
- Meeting – 17 October 2022 – Bec Buchanan – Local projects;

- Meeting – 19 October 2022 – Peta Murphy MP – Local projects;
- Event – 25 October 2022 – Photo opportunity at Wingham Park Adult Activity Zone with Paul Edbrooke MP;
- Announcement – 4 November – Funding announcement from Victorian Government towards Riviera Kindergarten redevelopment with Hon Sonya Kilkenny MP;
- Announcement – 5 November 2022 – Funding announcement from Victorian Government towards shade sails over netball at RF Miles Recreation Reserve;
- Announcement – 7 November 2022 – Funding announcement from State Opposition towards Sandfield Reserve Precinct Revitalisation;
- Announcement – 9 November 2022 – Funding announcement from Victorian Government towards Banyan Fields Reserve BMX Pump Track;
- Announcement – 11 November 2022 – Funding announcement from Victorian Government towards Hall Road and Rowellyn Avenue pedestrian crossing;
- Meeting – 15 December 2022 – Federal Department of Transport, Infrastructure, Regional Development, Communications and the Arts – Kananook Commuter Car Park;
- Meeting – 19 December 2022 – Peta Murphy MP – Local projects.

Advocacy Campaign 2022

The state election was held on Saturday 26 November 2022, with the Andrews Labor Government re-elected to government, local Members Hon Sonya Kilkenny MP (Carrum) and Paul Edbrooke MP (Frankston) re-elected and Paul Mercurio MP elected to represent Hastings (covering Langwarrin and Langwarrin South).

The following election commitments were made by the Andrews Victorian Government towards Frankston City:

- \$15 million towards the Frankston Basketball Stadium Redevelopment;
- \$1.3 million towards the Sandfield Reserve Precinct Revitalisation;
- \$5 million for Mount Erin College- General upgrades and design of a school master plan;
- \$3.9 million to create a dedicated Early Parenting Centre for Aboriginal families and children;
- \$3.8 million to deliver significant upgrades at Aldercourt Primary School. Upgrade Block A, installation of new netball and basketball posts and court resurfacing;
- \$2 million for Frankston’s David Scott School;
- \$650,000 for Mahogany Rise Primary School - Netball court, basketball court and synthetic oval upgrade;
- \$582,000 for Overport Primary School - Redeveloping the soccer pitch and running track at Overport Primary School;
- \$500,000 for Frankston Zero to provide services - Delivering more support to those experiencing homelessness and rough sleeping in Frankston;
- \$200,000 to support Frankston Brekky Club - providing meals to locals in need;
- \$20,000 for the 1st South Frankston Scout Group towards building an entrance ramp and repairing their hall façade;

- Commitment to install pedestrian operated signals at Fletcher Road Frankston, near the Frankston Magistrates' Court;
- Commitment for a new government owned childcare centre in Frankston North;
- \$1.5 million towards building a BMX pump track and recreation space at Banyan Reserve;
- \$50,000 for shade and weather covers at RF Miles Reserve to support Seaford Football Netball Club and Seaford Cricket Club;
- \$300,000 for new greens and improved facilities at Carrum Bowling Club;
- Commitment to install traffic lights at the existing school crossing on Hall Road near Rowellyn Avenue, Carrum Downs;
- Commitment to upgrade Seaford North Primary School.

Grant Tracking Report

Grant Report October – December 2022 (quarter two)



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

Frankston Revitalisation Board

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

During this period, the Board held a meeting on 16 September 2022 with both the Mayor, Cr Nathan Conroy and CEO, Mr Phil Cantillon attending along with Angela Hughes, Director Communities.

Meetings will continue to be chaired by the Member for Frankston, Mr Paul Edbrooke MP and various organisations across our municipality along with State Government officials will participate over the next 12 months. The board will focus on continuing to implement the revitalisation strategy (vision for Frankston) along with reviewing key action plans and strategies for the Frankston Town Centre including car parking reviews, updates on responding to alcohol and other drugs in Frankston and the Mornington Peninsula program.

Frankston Early Parenting Centre (EPC) Board

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

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

Update on Community Support Frankston Inc. Financial Crisis funding

Through advocacy efforts, Community Support Frankston (CSF) has been allocated an additional \$100,000 in Federal Government funding for their Emergency Relief efforts this financial year.

The Community Support Frankston amended deed of variation acknowledges the compounding impacts of cost-of-living pressures for financially disadvantaged people living in the Frankston Municipality.

This funding is additional to their current funding and whilst there was advocacy for it, it was not expected.

The money can only be used for emergency relief for vulnerable community members and not on salary or other costs.

RISK

Frankston Metropolitan Activities Centre Car Parking Committee

Drivers in Frankston CBD (Young Street and Young Street car park, Playne Street and Playne Street car park, Wells Street, Thompson Street and Park Lane) will be able to locate available parking through a new App on their mobiles and digital signage placed at all entry points within the CBD. Residents or visitors can also track down the remaining parking time on their bay and receive clear notice of when to vacate the space without incurring a fine. Necessary communication promotion of this smart parking trial has been completed. Officers will now monitor the use of this App and source the data during the trial period for review and draw any conclusions for any further trials within the municipality.

Homelessness update

On 6 October 2022, Frankston Zero (of which Council is a member) held the Frankston City Housing Forum. This was attended by a wide range of stakeholders including Council staff, Councillors and Mayor Conroy who opened the Forum.

Council supported the Forum through in-kind officer support, and provision of room hire and catering. The Forum touch on the local impact of homelessness, local housing needs and the policy landscape.

Council's Affordable Housing Committee, chaired by Cr Baker, met on 10 October and 7 November 2022. As well, the Frankston City Strategic Housing and Homelessness Alliance, chaired by Angela Hughes, Director Communities, met on 15 November 2022.

At the 12 December 2022 Council Meeting, Council adopted the Draft Work Plan and amended Terms of Reference for Council's Housing Advisory Committee.

Audit and Risk Committee update

The Audit and Risk Committee met on 14 October and 2 December 2022. Topics discussed included Peninsula Leisure and Council's Quarterly Financial Performance Reports. Internal audits on Investigations & Appeals, Business Grant Management, Occupational Health & Safety, IT Controls, Integrated & Service Planning and Purchasing Cards were presented by HLB Mann Judd.

Several matters were reported to the Committee including Future Ready Frankston, management of cost escalation, insurance, child safety and legislative compliance. The Committee were also briefed on strategic risks including climate change and impact of skills shortage on attraction and retention of Staff. The next meeting is scheduled for Friday 24 February 2023.

Update on Aged Care Reform

Council's Community Care team currently provides services under the Commonwealth Home Support Program (CHSP) for eligible residents over the age of 65, or over the age of 50 for Aboriginal and Torres Strait Islander people. Services for younger people are provided under the Home and Community Care Program for Younger People (or HACC PYP).

In 2018, Prime Minister Scott Morrison announced a Royal Commission into the Aged Care sector. The commission investigated the quality of care provided in Residential and Home Aged Care to senior Australians, and younger people with disabilities living in residential aged care facilities.

In 2019, in the context of responding to the Royal Commission's Interim Report, the Commonwealth Government announced its intention to establish a Single In-Home Care Program. This will be a single program to replace the Commonwealth Home Support Program (CHSP) and the Home Care Packages Program and deliver timely and flexible care services that are tailored to consumers' needs.

Recently, the Commonwealth Government announced the new model of service that was scheduled to commence in July 2023, has now been deferred to July 2024. The delay in implementation was due to overwhelming feedback from Victorian Councils, and to allow further consultation within the sector. Council officers are currently rebuilding the aged care workforce and participating in the consultation process to ensure Frankston is well positioned to support the reform implementation and meet community expectations.

Update on Kindergarten Reform

Last year, the Victorian Government announced free kindergarten for all 3 and 4 year old children would commence in 2023, included is the delivery of 30 hours of kindergarten for 4 year olds due to commence in 2025. Whilst this is fantastic for all Victorian pre-school children, the implementation is placing additional pressure on existing infrastructure and will significantly increase the demand for new and or expansion of existing buildings.

Council officers have undertaken an assessment of existing infrastructure and identified several kindergartens that can be expanded, these expansions will be crucial to ensuring children have access to community kindergartens to support educational outcomes. Officers will continue assessment and planning of Council kindergarten facilities and provide support to kindergarten providers and families across the municipality.

Thank you for taking the time to read this report.

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Accountability and Transparency Reform (ATR) - status update quarter two (October to December 2022)

Supplementary ATR items

New items from October 2022	Officer comments
<p>Item 1</p> <p>That Council's interstate travel policy be reformed to reflect the following:</p> <p>De-identified staff travel and accommodation above \$1000 must be reflected in the CEO's periodic public report, and the specific rationale.</p>	<p>Work to de-identify Council's Interstate Travel Register and include it in the public attachment of the CEO's quarterly report to Council is yet to commence.</p> <p>This item will continue to be monitored until April 2023.</p>
<p>Item 2</p> <p>De-identified staff professional development above \$1000 must be reflected in the CEO's periodic public report, and the specific rationale for approval.</p>	<p>The cost of staff professional development is disclosed as part of the budget and annual report. A Professional Development report will be developed for including in the CEO's quarter 3 report in April 2023 and then be considered for Council's transparency hub.</p> <p>This item will continue to be monitored until April 2023.</p>
<p>Item 3</p> <p>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.</p>	<p>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.</p> <p>On hold until further discussions occur in 2023.</p>

Original ATR items

Original items from June 2020	Officer comments
<p>Item 12</p> <p>External advocacy bodies (ie. MAV, Anti-Gambling Alliance), where Council provides an annual contribution, must provide a written report to Council on the external organisation's activities in the past twelve months. These reports are then clustered and presented to Council.</p>	<p>Reports by external advocacy bodies will be provided to Councillors via the Councillors' portal in quarter three by April 2023.</p> <p>This item will continue to be monitored until April 2023.</p>
<p>Item 20</p> <p>Better disclosure of remuneration arrangements for senior officers Example Melbourne City Council does this in their annual report</p>	<p>A comparison of Frankston City Council's Annual Report and that of the City of Melbourne's Annual Report shows both contain the same requirements as prescribed under the Local Government Act 2020 and per the Local Government Victoria sector guidance and Model Report of Operations for 2021-2022. It is recognised that the City of Melbourne disclose the senior executive remuneration under the Staff Profile section of their Annual Report. This is not a mandatory legislative requirement nor a recommended requirement in the Model Report of Operations. Under the Local Government Act 2020 officer remuneration is designated confidential information on the grounds that it relates to personal information, being information which if released would result in the unreasonable disclosure of information about any person or their personal affairs. The Annual Report 2021-2022 was received by Council at its meeting in October 2022 and is now available to the public. The financial statements are included with wording which explains the senior executive remuneration.</p> <p>This item is recommended for closure.</p>
<p>Item 37</p> <p>As is practiced by the City of Gardner in Massachusetts (United States), quarterly figures are made available online to the public regarding departmental spending on goods and services (Open Check database).</p>	<p>Financial reports are available quarterly on Council's website. Council's Transparency Hub enables access to and drill down of multiple financial year data. More detailed financial information was released for quarter two on the Transparency Hub. Further updates will continue every quarter throughout the year.</p> <p>This item is recommended for closure.</p>
<p>Item 39</p> <p>That every term a 'transparency review' is to occur of the Frankston City Council website, the review is to cover, and assess, the types of information openly available via the Council's website to help gauge how open the organisation is, learn about how it can be more transparent and compare its performance in this area with its peer Councils.</p>	<p>Migration of website completed. Redesign and publishing of updated content is now live. Council's Transparency Hub is intended as the primary location for open data. Extra data sets will be uploaded and maintained each quarter with the Councillor specific data to be made available in quarter three.</p> <p>This item will continue to be monitored until April 2023.</p>