

Public - Chief Executive Officer's Quarterly Report

Period reporting – October to December 2023 (public version)



Lifestyle Capital of Victoria

I am pleased to present the Chief Executive Officer's Quarterly Report for the period ending 31 December 2023 (public version).

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

Key topic areas include:

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

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

Regards

Phil Cantillon

Chief Executive Officer

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

PEOPLE AND CULTURE

Weekly communication

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

EMT Panel Q&A sessions

EMT hosted its first EMT Panel Q&A session on Tuesday 31 October 2023 held at the Frankston Arts Centre, Theatre with over 170 staff attending. Staff were able to ask questions using Slido technology with EMT responding live on-stage. Unanswered questions were answered following the event along with a recording of the session uploaded onto 'Grapevine'. Planning is underway for opportunities for these types of sessions in 2024.

LinkedIn Learning

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

Sharing Pronouns

Council encourages the use of pronouns, as it shows respect, validates individuals' gender identities and fosters an inclusive workplace where everyone belongs. Identity badges are available for staff to use and officers can update their email sign off to include gender identities.

Future Ready Kick Start Program

The Kick Start Program commences again in February 2024 for seven months. Expressions of interest have been called for in November 2023, which generated 32 Expressions of interest from employees from across the organisation. The Culture and Capability team are currently assessing the submissions. Program is capped at 16 participants.

Local Government Management Challenge

Frankston are fielding a team in 2024. There was great interest from staff in being part of "Team Frankston", with teams capped at 6 participants. The challenge involves the team undertaking preparation activities, a pre-challenge task and attendance at a regional challenge day in April/May 2024.

All Staff Engagement Survey 2024

Departments/Teams have now got their Culture Improvement Plans in place which will provide the focus for culture activities within teams to ensure teams are focussing on the things that are important to them in response to the feedback provided in the 2023 Engagement Pulse Survey. The Organisation will continue to focus on increased visibility of EMT, strengthening of induction/on-boarding processes, continued focus on informal/formal recognition of employees, better prioritisation of workloads and striving towards a more robust safety culture. In June 2024, a full engagement survey will be conducted and planning for this bi-annual survey is currently commencing.

People Matter Survey 2023

The results of the People Matter Survey, facilitated by the Victorian Public Sector Commission have been released. Council achieved a 34% response rate, with majority (73%) of respondents identified as women. More respondents reported they felt culturally safe at work and less reported experiences of bullying in the workplace. Majority of staff agreed their manager treated them with dignity/respect, agreed they could be themselves at work, agreed that work was allocated fairly, regardless of gender and felt as if they belonged. These findings indicate progress, and that staff are experiencing a supportive, safe and respectful workplace environment.

ORGANISATIONAL HIGHLIGHTS

External Awards and Recognition

Council's Team Leader of Meals on Wheels earned the 'Outstanding Contribution Award' from Meals on Wheels Australia. This prestigious national recognition highlights the officer's dedication and leadership in the role.

Internal Awards

The final series of Directorate Excellence Awards for 2023 was held late November 2023 with over 100 nominations. Staff during the period leading up to the awards are encouraged to nominate peers. With many deserving winners from our front-line staff working directly with the community, to those leading innovative projects in from of a screen. This demonstrates there is so many ways staff are making Frankston City a better place to learn, live work and play.

Corporate donations and fundraising

During this period, staff raised funds for Fight Cancer Foundation, raising a total of \$878 from a footy colours' day and lunch event.

The Frankston City Christmas Giving Trees were again run at the Frankston Arts Centre, Seaford Library, Carrum Downs Library and Langwarrin Service Centre. This year was the biggest year on record for donations (toys, non-perishable food items and monetary donations) supporting local charities Frankston Life Community and Community Support Frankston resulting in 200 food hampers and over 300 toys being provided to those in need.

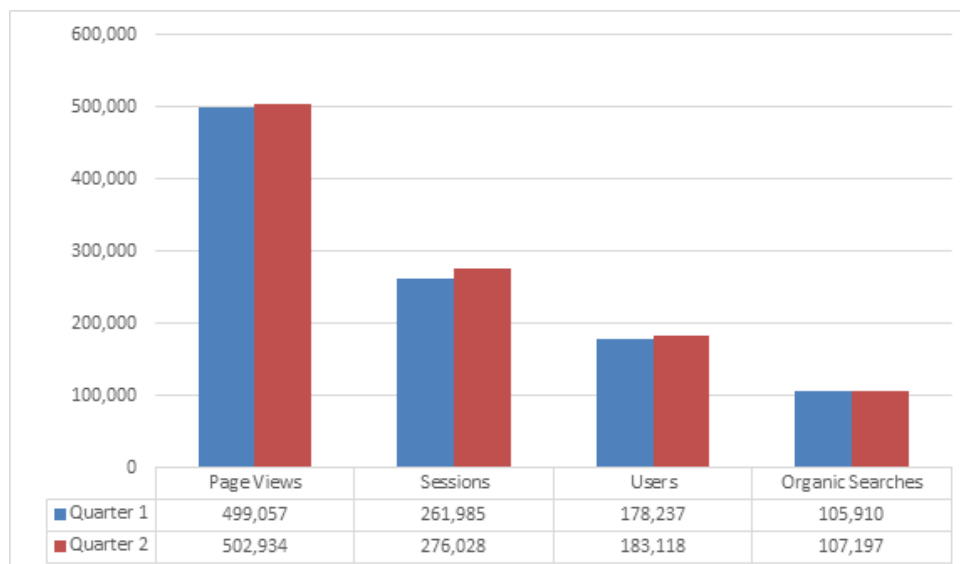
At Frankston City Council, staff can elect to donate an amount directly from their pay to the Frankston Community Support Fund with new staff provided information on this option during induction.

Frankston City Libraries hosted their second-hand book sale at Carrum Downs, Seaford and Frankston Libraries with over 3,000 books sold across the 3 locations over two weekends. The event ties in with Council's Waste Circulate Plan focusing on waste minimisation, recycling and promoting a sustainable circulate economy.

BUSINESS TRANSFORMATION

Council's Websites

Website continuous improvement has continued to increase engagement of Council's Corporate Website, there has been a percentage increase from Quarter 1, across all areas. The development of a **new contact us** form has ensured that customers are able to use their channel of choice when contacting Council and has seen an increase in the customer experience and satisfaction. This is resulting in a reduction in the delay in actioning the Communities' requests for service. The Community are also now able to submit any feedback or complaints relating to Council service directly online via the corporate website.



Website user metrics

Smart Cities initiative / Transparency Hub updates

During the Quarter October - December 2023, there were four data sets that were updated for the Councillors' Page on the Transparency Hub. These data sets provided updated information until the end of Quarter 1 for 2023/2024, and included Councillor attendance at Council Meetings and Briefings, Council decisions made in meetings closed to the public versus open to the public, the voting breakdown on all decisions made open to the public and Councillor Expenses for the 2022/2023 Financial Year.

The Transparency Hub is currently in its growth phase, actively sourcing new data sets for inclusion. In the last Quarter there have been over 19 additional sources of Council data uploaded to the hub, this has been a combination of Council Registers and data sources such as remuneration data for Senior Council Officers. There is a planned initiative to publish a 6-month calendar outlining the scheduled upload of datasets. Aligned with this calendar, there is a plan to implement a communication campaign. This campaign aims to inform the Community about the newly added datasets with direct links to the Transparency Hub.

There is work underway to enhance the user experience with emphasis on elevating the opportunity for real time feedback from the community to reflect the pipeline of datasets.

Smart Cities Initiatives

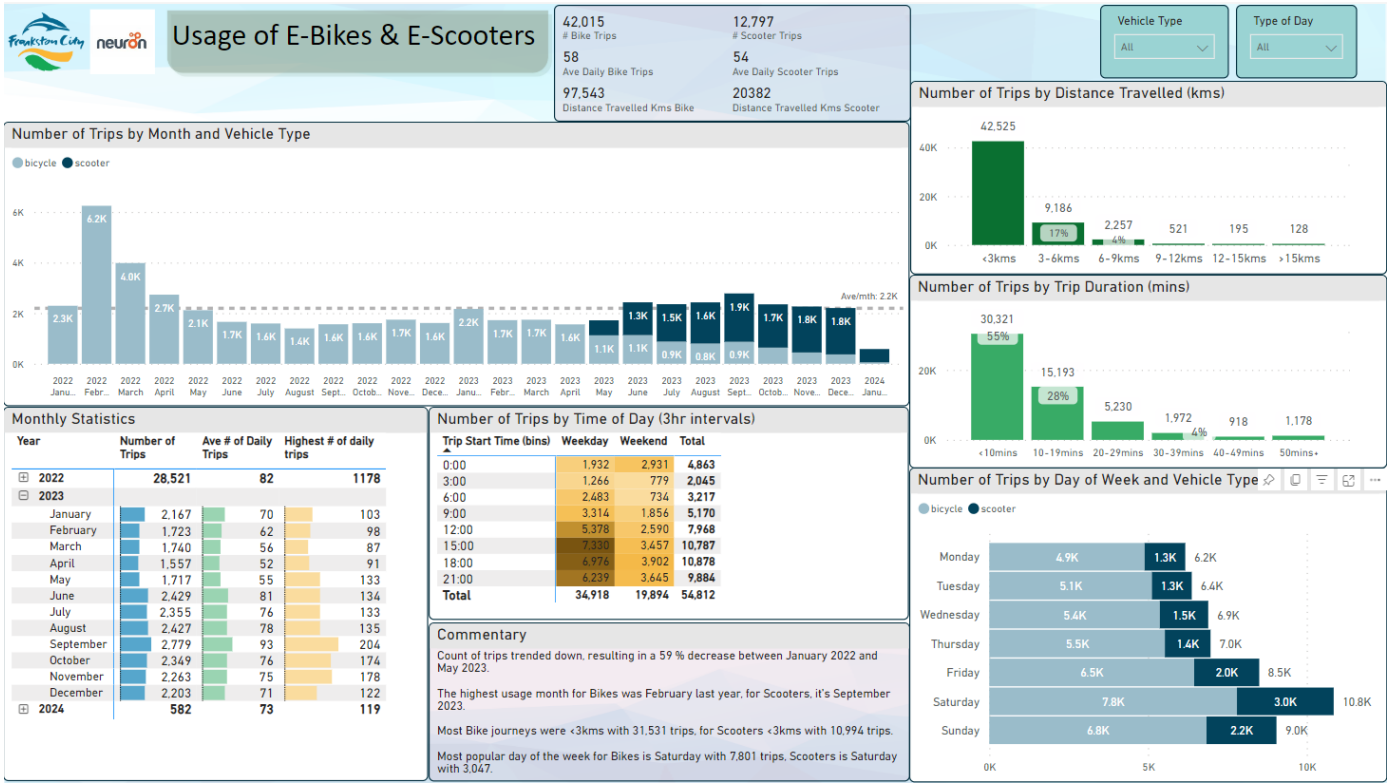
In the last few months, the Smart Cities team have finalised a tender process, this is to develop the next phase of the Council's Smart City Framework/Roadmap. There will be an exciting opportunity for the community to be involved in the development of the new roadmap, through the facilitation of a workshop. The outcome of this process will be to provide a clearer understanding of where to invest in Smart Technology throughout the Municipality.

Smart Parking – There have been around 600 sensors installed to date, alongside five digital signs connected to a real time parking app. We are also exploring the opportunity for users to pay from a new parking app.

E-bikes and E-scooters – By the end of December 2023, there has been a total of 41,000 trips taken via E-bikes equating to 98km in distance. Twelve thousand trips were taken on E-scooters, equating to 20km in distance. Combined there has been a total of 120km travelled, this is a reduction of approximately 6 Tonnes of CO2 emissions.

The data shows that since the introduction of E-scooters, they are the preferred method of transport when compared to E-bikes. The current trial will close in early 2024 and a decision will be made in relation to the future of these transport methods.

The data is showing E-scooter trips levelling off each month as E-bike trips continue to decline. The count of trips has trended downwards with a 59% decrease from the initial launch in January 2023. Weekends are the most popular times for usage.



Future Ready Frankston Efficiencies

The Business and Digital team are working at a rapid pace to complete the remaining actions and initiatives for the Future Ready Frankston Programme. Some key projects delivered in the last quarter:

- Digitisation of all Statutory Planning forms - customers can now apply for all planning applications;
- Planning Enforcement Process review - an end-to-end review and improvement of our Planning Enforcement Process including customer lodgement and requests available online, workflow efficiencies and reporting to track and manage process;
- Building Services - PBS process review and implementation - processing efficiencies, online lodgement for our customers. There has been an 80% uptake of online lodgement saving staff and customer time;
- Prosecution Infringement review - creating online request forms for customers to submit their infringement reviews, creating efficient and effective workflows to save time in making decisions, creating reporting to track and manage process. This is ensuring a more customer friendly approach to compliance and prosecution related matters;
- Online forms - development of 11 online forms across the business to support customers to lodge applications at their convenience and receiving a receipt of lodgement upon completion;
- Requests relating to kerbside bins have undergone automation which has eliminated the need for administration staff manually checking and triage requests upon lodgement. With an estimated saving of 11 days for the year. 400 requests have been lodged online since launch;
- A review of the Swimming Pool Registration Process and associated workflow improvements is currently in progress.

Public Art & Big Picture Festival

- An Indigenous artist has been engaged to create two First Nation's sculptures nearby Sweetwater Creek representing a First Nation's story of a couple that frequented the area foraging and fishing. In addition, we have new sculptures in the municipality including Early Light installed at Brunel Road, Seaford in December and two more exciting works coming to the Kananook commuter car park and Ballam Park that will be installed mid 2024.
- Planning for the Big Picture Fest is well underway with 24 artists programmed to take part in the upcoming festival, look out for additional elements added to the Big Picture Festival including a tiny sculptures trail, murals outside of the City Centre, a People's Choice competition and exhibition at Cube 37 in March 2024.

Frankston Major Events

- Frankston's Christmas Festival of Lights was held on Saturday 25 November, with approximately 30,000 event attendees despite the unpredictable weather conditions experienced on the day.
- Waterfront Festival planning is well underway, to be held on the weekend of 10 & 11 February. New additions to the Festival program include the Frankston Swim Classic and Betty's Burgers Dive In Cinema.

Destination Events and Tourism including Discover Frankston

- 3 of 4 Sunset Twilight Markets have been held, with a great response, reflected in attendance, to the new schedule and format – Monthly Friday evenings between October and January.
- Lucky Day Out NYE was held on New Year's Eve at Frankston Oval. This is their second year in Frankston with thousands of people in attendance.
- Planning for the launch of the 2024/2025 round of the Destination Events Attraction Program (DEAP) is underway for this month, with improvements to the guidelines and application process to support attraction of higher quality organisers.
- Media partnerships commenced with Time Out, Concrete Playground, Beat and Forte focusing on Frankston City experiences and events.
- Discover Frankston achieved a reach of 1,881,103 across our social channels.
- Delivered a successful marketing campaign celebrating 25 years of Frankston's Christmas Festival of Lights.

Frankston Arts Centre (FAC)

- The Christmas Gifts and Voucher Marketing Campaign resulted in \$27.5k worth of gift vouchers being sold in November & December. A \$7.5k increase from the previous year. There were 250 vouchers sold with an average value of \$110.
- The Programming Team were successful in securing Creative Australia funding to run Artful – the Art for Dementia program in 2024 – the funding totalling \$25,888. This national funding pool was highly competitive and proves the importance and relevance of the program for the Community.
- The 2024 Frankston Arts Centre Season was launched in November with performances from 'The Sunshine Club', 'The Tap Pack' and 'A Very Big Band Christmas' to name a few. The Season was launched with over 400 guests in attendance and a launch after party held in the Function Centre after the theatre event.
- Hospitality Team have had a strong half year. We have seen a significant improvement from the past performance. In the 2022/23 period, we experienced a YTD loss of \$46,589, the current YTD reflects a profit of \$158,424. A positive turnaround.

- A busy quarter for Ticketing Services with Season 2024 and DMT Season 1 2024 both launched using new online, counter and phone immediate sales process rather than booking forms. Ticket sales for the quarter have returned to within 5% of 2019 ticket sales with School and Community Dance Schools returning to almost pre pandemic levels.

Frankston City Libraries

- Stage two renovations of the Frankston library commenced in December 2023, with the library undergoing an exciting transformation including the addition of a glass enclosure for an innovative book sorter.
- A range of events were held across the libraries this quarter including a popular Halloween Eve Spooktacular and Melbourne author Tony Birch.
- The libraries once again facilitated the Giving Tree, this year extending the donations across Community Support Frankston and Frankston Life, and at multiple locations across the city.
- The State-wide initiative to encourage children to continue to read over summer was launched. The Big Summer Read launched in early December 2023 and has once again been popular with families within the City.

Council's Corporate Customer Service Update

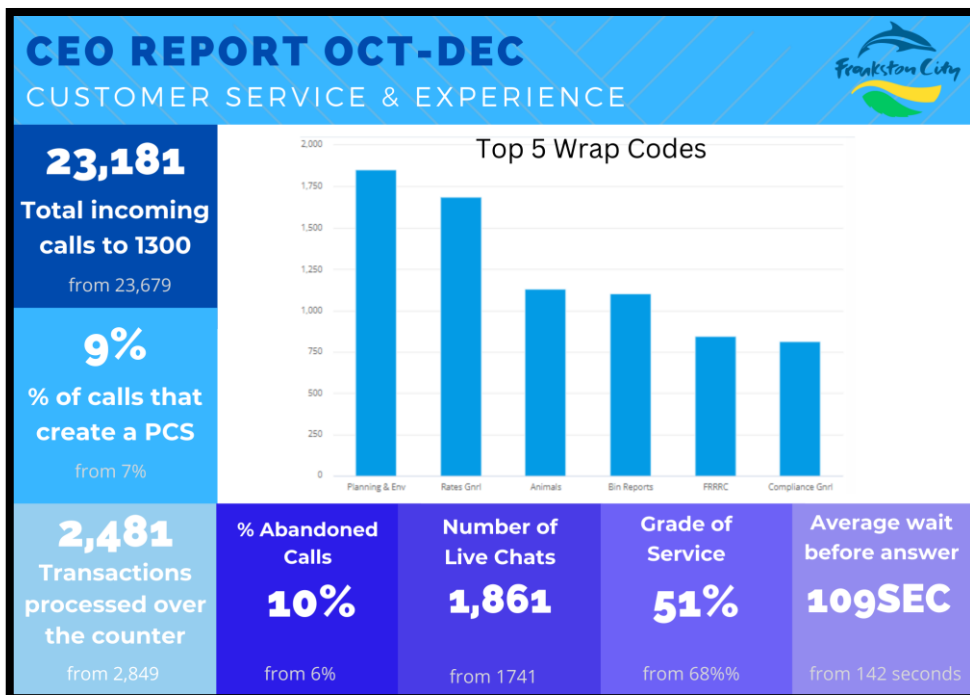
The Customer Service and Experience team have been working hard in the last quarter to ensure they are available to serve all customers when and how they choose to engage with Council. There is a continued focus on improving the customer experience and ensuring this is a consistent experience across all customers' channels. An independent health check of the contact centre has recently been completed and it was pleasing to see it ranked first for quality, second overall and fifth for accessibility. For the second consecutive quarter rates, planning and environment continue to be the most common enquiries.

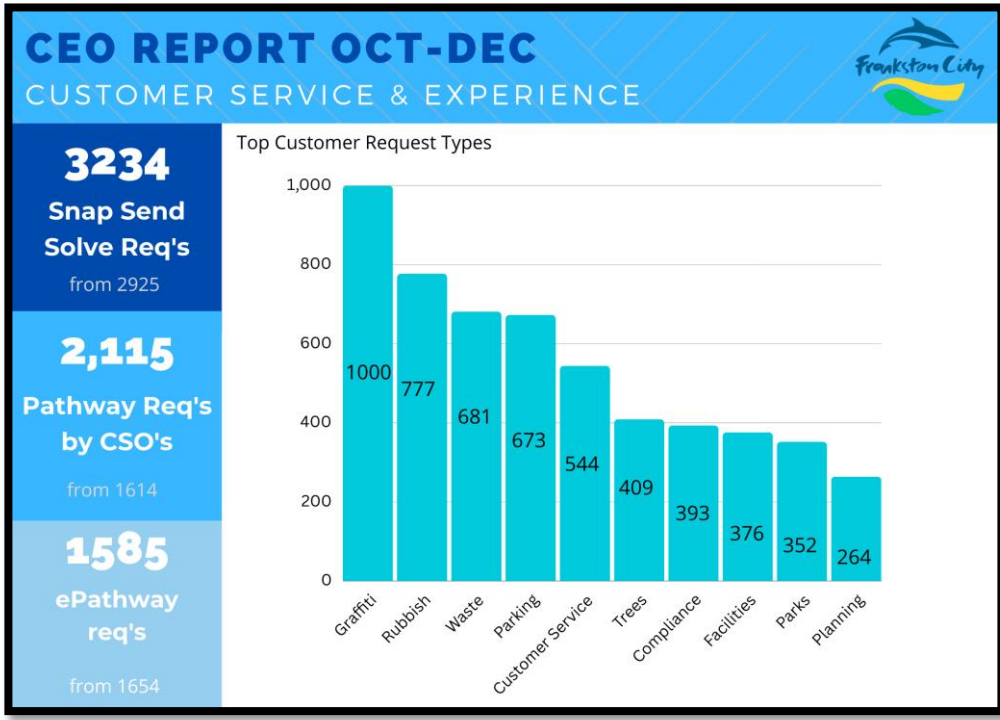
COUNCIL	OVERALL	COUNCIL	ACCESSIBILITY	COUNCIL	QUALITY
ONKAPARINGA	83.5%	ONKAPARINGA	100.0%	FRANKSTON	81.3%
FRANKSTON	82.6%	MONASH	97.5%	WILLOUGHBY	80.4%
CASEY	77.1%	BRISBANE	91.0%	CASEY	77.9%
WILLOUGHBY	77.0%	MOSMAN	87.1%	ONKAPARINGA	76.4%
MONASH	76.6%	FRANKSTON	85.7%	MONASH	67.6%
NORTHERN BEACHES	72.9%	NORTHERN BEACHES	85.1%	NORTHERN BEACHES	67.6%
BRISBANE	70.4%	PARRAMATTA	83.3%	STIRLING	65.7%
PARRAMATTA	69.6%	CASEY	75.1%	LAUNCESTON	65.4%
STIRLING	68.0%	LAUNCESTON	75.1%	PARRAMATTA	63.8%
LAUNCESTON	66.6%	STIRLING	73.5%	BRISBANE	61.5%
SYDNEY	57.7%	SYDNEY	71.1%	SYDNEY	51.9%
MOSMAN	53.5%	WILLOUGHBY	68.9%	MOSMAN	39.2%

The contact centre answered 90% of calls and Grade of Service was 51%. Improvements are being implemented and stronger results are anticipated next quarter. The live chat channel continues to grow with 1,861 customer interactions, an increase of 6.89% on last quarter. The Customer Service team continue to increase their first point resolution percentage, with 83% for the last Quarter. The impact of this is, customers can speak with one person and not be passed from department to department.

The Customer Experience Strategy continues to be implemented across the organisation with a significant level of change directly within the Customer Service team as they review their service offerings and adjust where necessary to ensure they are providing quality customer service in an efficient and sustainable manner. They are currently entering the final 6 months of this strategy with all work expected to be completed by June.



Council’s complaints handling procedures continue to be reviewed with improvements being implemented. Customers are now able to lodge complaints and feedback online via the corporate website. The organisation continues to build greater capability to report on the feedback and complaints they receive, to identify key themes to support a more proactive approach to addressing the concerns of the Community.





CEO REPORT OCT-DEC

CUSTOMER SERVICE PROMISE - MEASUREMENTS

Measures	Monthly			Quarterly	
	OCT	NOV	DEC	THIS QTR	LAST QTR
Average Wait Times	Phones: 1min 57sec Live Chat: 57 sec	Phones: 2min 07sec Live Chat: 49sec	Phones: 1min 11sec Live Chat: 48 sec	Phones: 1min 49 sec Live Chat: 51 sec	Phones: 2min 24sec Live Chat: 51 sec
Abandoned Calls	10.28% or 872	12.36% or 1308	9.08% or 759	10.76% or 2,939	6.43% or 502
Grade of Service	51.34%	49.85%	70.02%	55.59%	67.71%
Satisfaction Score	4.82	4.85	4.83	4.84	4.84

Social and media engagement - Frankston City Community

The final quarter of the calendar year is always a busy period, with many projects moving into a Summer hiatus.

Social media has been busy profiling the many businesses in our City and highlighting their economic impact – this includes the announcement of Red Gum Barbecue opening in Frankston City and a special guest appearance at Betty's Burgers.

This quarter also saw us complete the campaign to support the rollout of purple bins as part of the Victorian Government's Kerbside Reforms. The campaign included both awareness and behaviour change elements, with all households required to recycle glass separately from other waste.

The event season has now kicked off and there were extensive communications for the Festival of Lights – this is always a popular event for the community. It is also the second year of the Lucky Day Out event for New Years Eve – this has been widely communicated and is again showing high engagement.

Council also once again organised Christmas Tree Giving appeal via the libraries and the Arts Centre. The community donated toys and perishable goods – these supported Community Support Frankston and Frankston Life Inc.

A number of infrastructure projects have also been completed and celebrated, including new barbecues and shade sails in Wittenberg Reserve. There have also been project updates for Kevin Collopy Pavilion. The official opening of the Jubilee Park Pavilion was also held on 14 October 2023.

The quarter also saw continued mainstream media interest in building heights on the Nepean Highway with Seven News and A Current Affair both sending crews to Frankston to interview the Mayor and different community groups. The Mayor was also interviewed on ABC Mornings, ABC Drive and Fox FM during the quarter.

More than 30 speeches were prepared for Mayor and Councillors during this reporting period.

City Positioning and branding

The Content and Brand team continue to identify opportunities for City Positioning in our business-as-usual communications activity, from messaging in speeches, media releases, Frankston City News articles and proactive media news-jacking.

High quality visual content (photography and video) has been profiled on digital platforms such as Google Maps, YouTube and the Corporate website for some time. A focus on written content will also increase in early 2024 under the banner of Imagine Frankston. Search Engine Optimisation (SEO) will be supported by links between articles, portals, media outlets, social media channels, to optimise positive and controlled content regarding Frankston when inputted as a search term.

There has also been work to update the corporate branding for the first time in over ten years. The re-brand incorporates elements of the current corporate logo, which is an update of existing collateral, versus a complete overhaul.

Community Engagement

Community engagement over this quarter has had a health, safety and community strengthening focus, with projects including the Bike Riding Strategy, Family Violence Prevention Action Plan, Safer Communities Policy and Strategy, Food Security Action Plan, Fair Access Policy and Action Plan, and Social Inclusion Action Group.

The number of live projects has been high at 12, and there has been strong community interest and impact in the live projects. There were 14,295 visits to Engage Frankston, 1,110 online contributions, and 12 in-person engagement activities. The projects with the highest amount of engagement in this quarter were as follows:

Project	Engagement approach/outcomes
Bike Riding Strategy	676 contributions 5 engagement pop ups
Family Violence Prevention Action Plan	131 contributions
Kindergarten Strategy	45 contributions
Fair Access Policy and Action Plan	36 contributions
Safer Communities Policy and Strategy	35 contributions 5 engagement pop ups/drop in sessions

Active planning/drafting is currently underway for 51 projects for 2024, including the following medium-high community impact/interest projects that are in active planning:

- Community Vision review.
- Council Plan.
- Coastal Marine Management Plan.
- Governance Rules.
- Nepean Boulevard Revitalisation.
- Frankston North Community Centre.
- Skate and BMX Strategy.

Building Frankston's Future (BFF) Capital Works Awareness

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

- Witternberg Reserve shared user path;
- Dandenong Road east shared user path;
- Ballam Park bio-retention system and lake;
- Lavender Hills Reserve multi-use court;
- Carrum Downs Recreation Reserve car park and toilets;
- Monique reserve – play space engagement;
- East Seaford Reserve – play space engagement;
- Frankston Basketball Stadium;
- Seaford Wetlands' bridge.



Other:

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

Customer Requests Update

When the community request information 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 (e.g. animal registration renewal, rates notices).

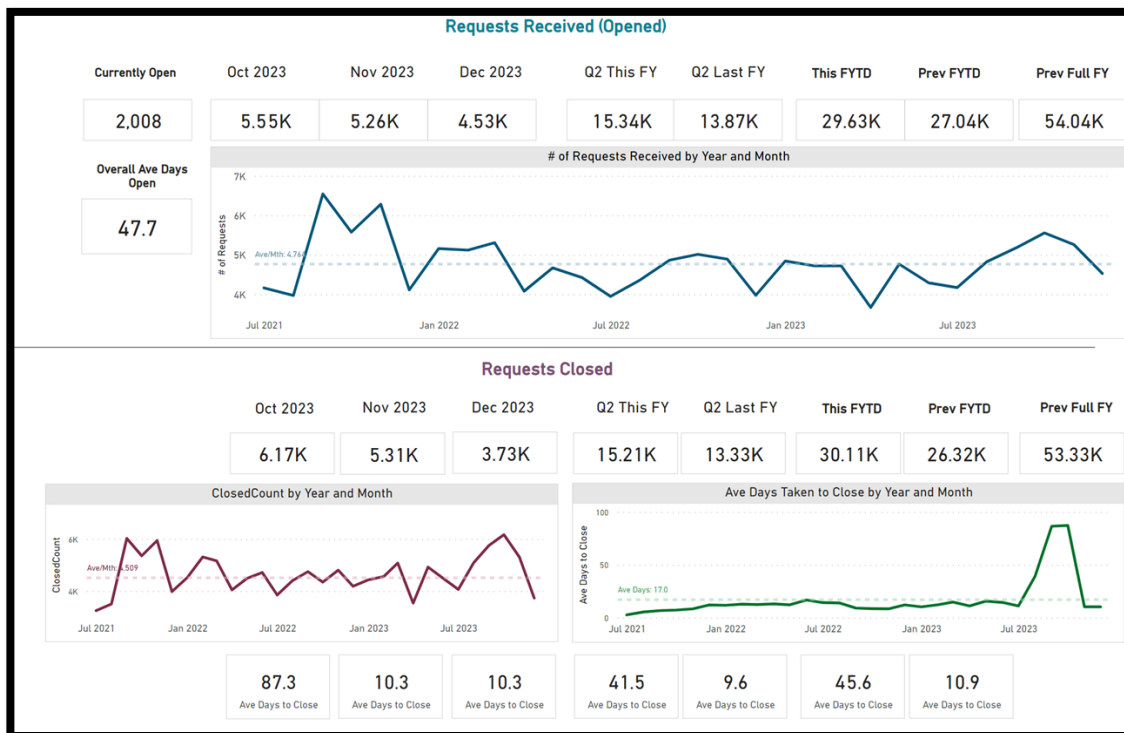
1. Customer Requests:

Council received 15,537 requests in Q2 which is an increase of 12% from the same time last year (13,837) and above Q1, 2024 (14,161). Council closed 15,206 requests, up 14% from last year (13,330) and above Q1, 2024 (14,907).

At the end of Q2, Council had 2,008 open requests (up 32% from 1,524 last quarter) with an average number of day’s open of 48* (down 26% from Q1 of 60). This figure continues to improve following the recent, concentrated effort to close FAMIS related requests. To keep these numbers down, a review of internal processes will be undertaken.

Council aims to close requests within 10 days. The average number of days to close this FYTD is still temporarily high at 45.6, affected by the closure of long standing FAMIS related requests (excl FAMIS, average days to close is 10.5). Last FYTD it was 10.9 days to close.

As the other complex, long-standing requests get closed, days to close may remain temporarily high before the average comes down to a more regular figure.



Graph highlights Customer Requests Oct-Dec 2023 (Q2).

2. ReM Requests:

Council received 11,300 pieces of correspondence in Q2 which is a 4% increase from the same time last year (10,854) but a decrease of 12% from Q4 (12,777).

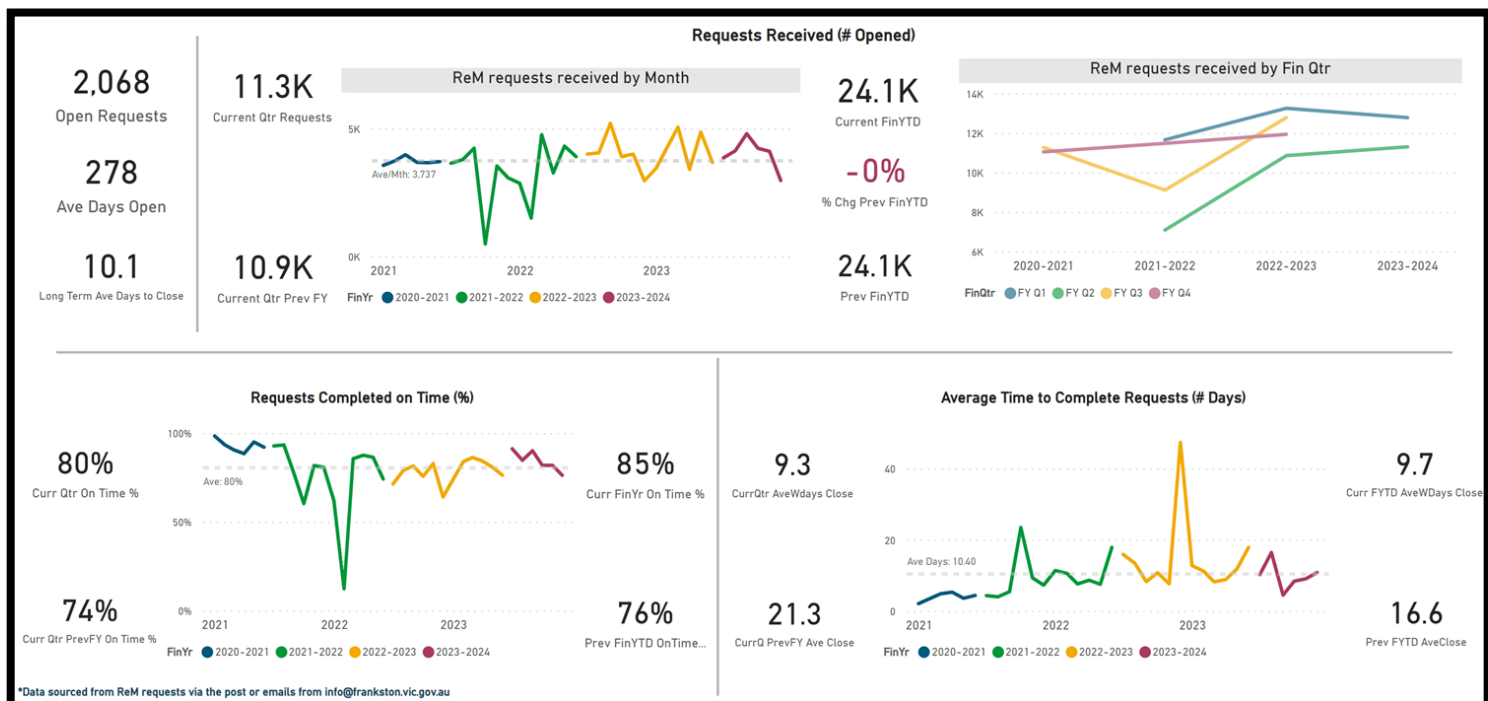
There are 2,068 open ReM requests, up 1% from 2,047 in Q1 and up 11% from 1,862 in Q4. Internal communication about timely closure will be revamped in Q3 to reverse this steadily growing number.

Council aims to respond to correspondence within 10 days - we met that benchmark in Q2 80% of the time (89% for Q1 and 80% for Q4 last year).

The average number of days to respond to correspondence was 9* days for this reporting period which is an improvement of 56% compared to last year (21* days) and an improvement of 8% over Q1 (10* days).

The performance for the quarter for closing requests and closing on time has declined but the average days to close has improved.

* Figures are rounded to the nearest whole number.



Graph highlights ReM Requests Oct-Dec 2023(Q2).

Planning Progress

Statutory Planning data update – Quarter 2 (Q2) (2023-24)

Statutory planning on-time delivery for Q2 at 83 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 282 undecided planning permits, amendment to planning permits, and plan approval applications currently with Council.

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

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

We received higher application volumes in 2022, with an average of 87 per month and lodgements so far in 2023 have been lower - comparable to 2021.

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

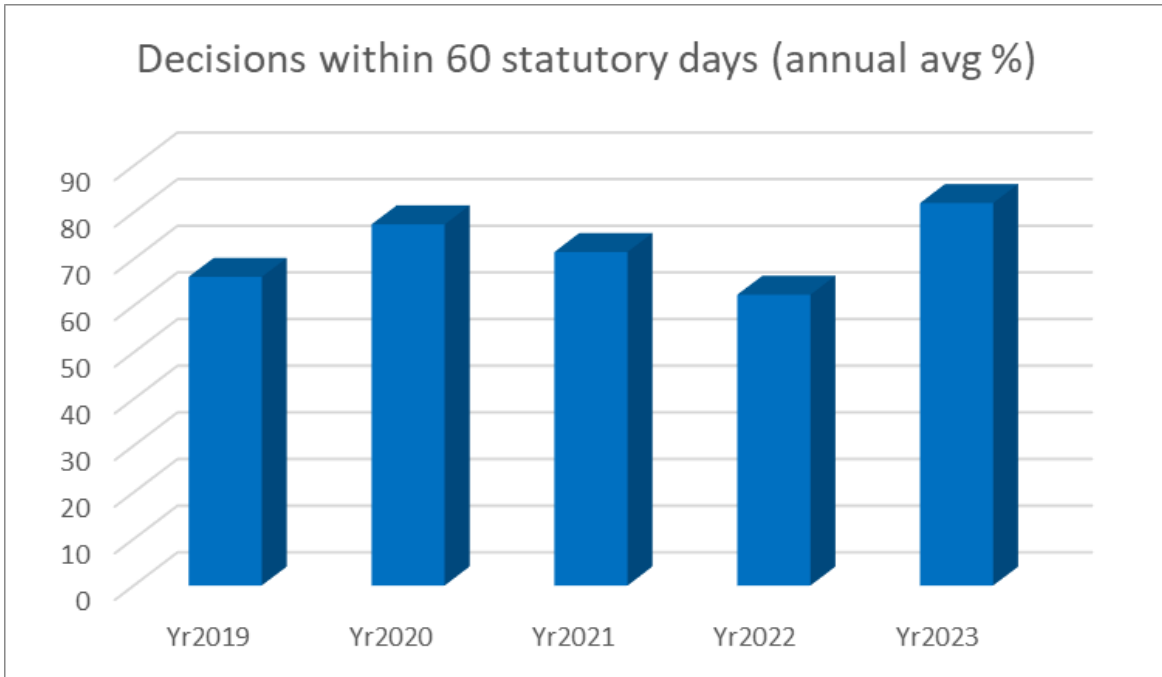
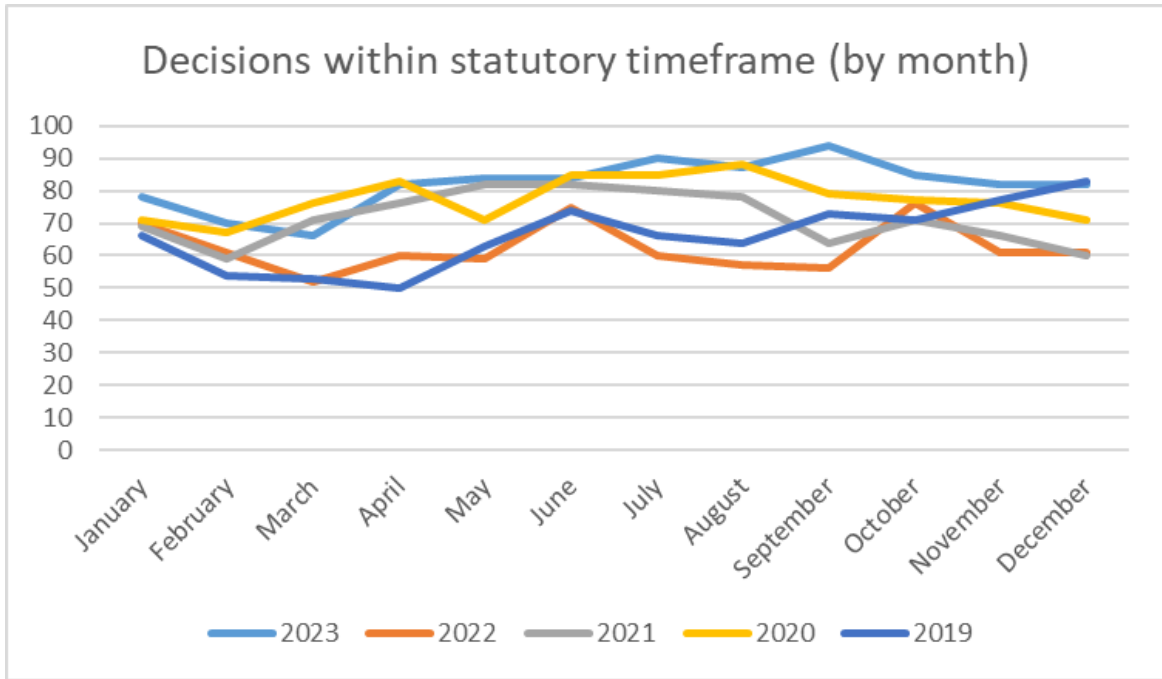
It should be noted the data for Q2 was calculated manually as the State Government Planning Permit Activity Reporting System (PPARS) does not publish the monthly or quarterly data until the middle of the following month. There may be a minor discrepancy with the manually calculated on-time delivery data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

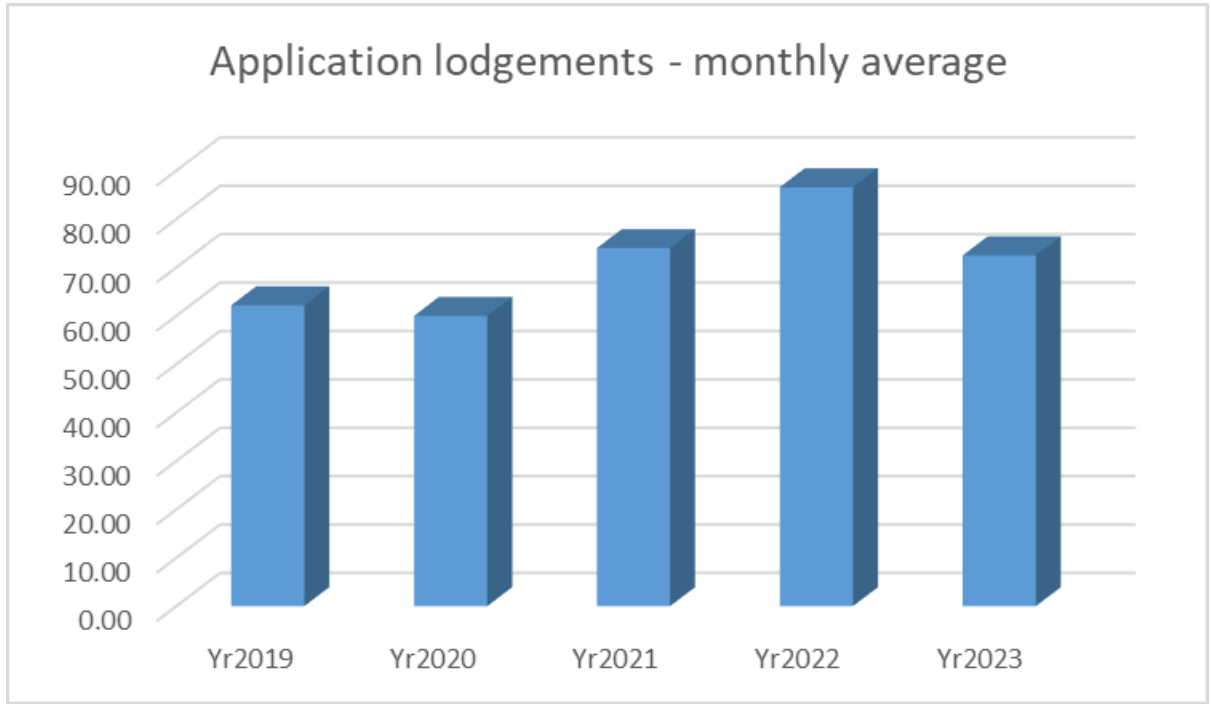
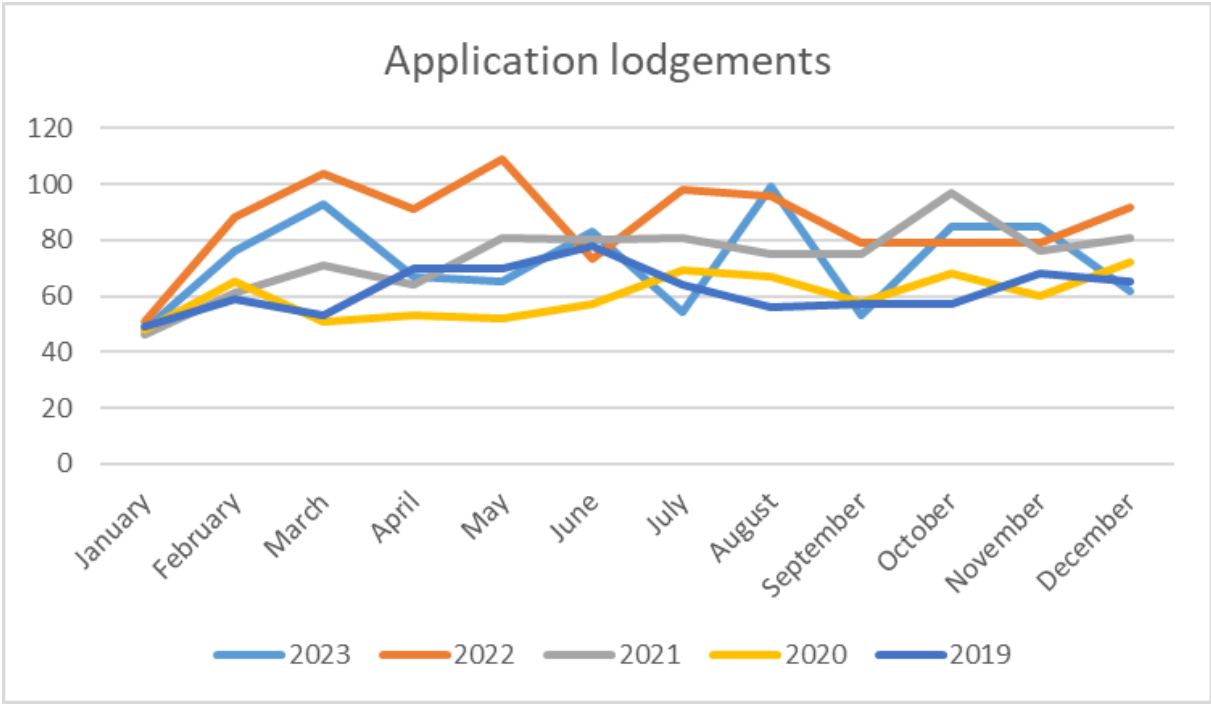
Contributing to improved outcome measures, the Statutory Planning unit made several improvements to business systems, including those identified in previous updates. Some of these improvements have related to internal processes and improvements to the efficiency and timeliness of process steps, particularly those relating to internal referrals, where a material improvement has been achieved by Council’s Engineering Services team.

Work is progressed 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. A first step of implementation for this project has been achieved, which has involved the creation of a functional ‘statutory clock’ within Pathway to enable real time accurate reporting on application timeframes.

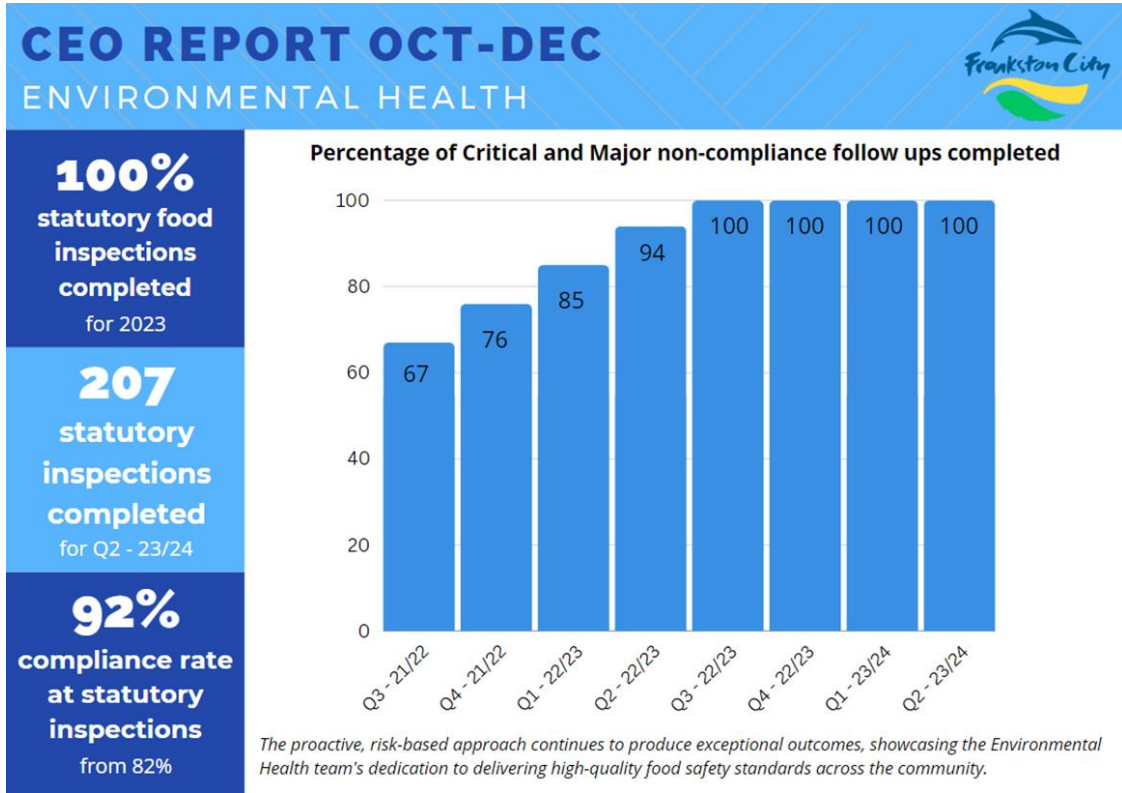
Also, the Coordinator Major Development has created a one stop shop on Council’s website where the development community can access information on the different approvals that might be required after a planning permit is issued for a major development. These updates create a central location on Council’s website and communicates post planning permit requirements relating to landscaping, engineering, property, building and health approvals in the order of the development process. These improvements have increased communication and engagement with the development community and will streamline the assessment process by communicating Council’s requirements upfront and early in the process.

Developer Financial Contributions- Quarter 2 (2023-24)	
Contribution Type	Total Amount Received
Open Space Contributions	\$736,750
Car Parking Financial Contributions (cash-in-lieu)	\$0.00





Environmental Health update- Food Business Inspection and Enforcement Outcomes Quarter 2 (2023-24)



CEO REPORT OCT-DEC ENVIRONMENTAL HEALTH



Food Business Inspection and Enforcement Outcomes

Measures	Monthly			Quarterly	
	OCT	NOV	DEC	THIS QTR	LAST QTR
Critical and major non-compliance notifications - follow up rate	-	-	-	100%	100%
Number of compliant statutory food premises inspections	99	78	30	207	251
Number of non-compliant statutory food premises inspections	12	6	0	18	51
Food Enforcement - Food Act Orders & Directions Issued	0	13	0	13	4
Food Enforcement - Penalty Infringement Notices Issued	1	2	5	8	4

City Futures Department update

The following Policy and Strategy Development work was undertaken during October to December 2023:

- Planning Scheme Amendment C160fran (FMAC) commenced exhibition on Thursday 16 November 2023 and concluded on Monday 18 December 2023, with 428 submissions received. 210 were in support (15 of these supported with changes) and 218 opposed.
- At the 11 December 2023 Council Meeting, Council resolved to request authorisation from the Minister for Planning to prepare and exhibit Planning Scheme Amendment C161fran (the FMAC DCP) to implement the proposed FMAC DCP into the Frankston Planning Scheme and apply two Public Acquisition Overlays to two (2) individual properties. On 20 December, officers requested authorisation to prepare and exhibit Planning Scheme Amendment C161fran.
- A 'Hearing of Submitters' was held for those who made a submission to the Frankston City *Housing Strategy – Discussion Paper* on 1 November 2023.
- Planning Scheme Amendment C152fran (Fix Up) concluded with four (4) written submissions received in support and at the 11 December 2023 Council Meeting, Council resolved to submit the amendment to the Minister for Planning for approval. On 20 December 2023, officers submitted Planning Scheme Amendment C152fran for approval to the Minister for Planning.
- Planning Scheme Amendment C158fran (250 Wedge Road) received authorisation on 21 November 2023.
- Several community engagement activities were delivered during October to seek community feedback on the Draft Safer Communities Policy and Strategy. This included stakeholder workshops and community pop ups, including a pop at Jubilee Park as part of the Frankston Police Community Engagement Day for Community Safety Month.
- The Draft Safer Communities Policy and Strategy was adopted by Council on 11 December providing Council with strategic direction for how it will work in partnership over the next ten years to create a safe, fair and inclusive municipality where people feel safe, well connected and empowered to participate in community life.
- The Year Two Annual Report and Year Three Action Plan for the Health and Wellbeing Plan were endorsed by Council on 27 October 2023, outlining how Council plans to work in partnership to improve the health and wellbeing of the community.
- The transformation of Nepean Highway into a Boulevard represents a key pillar in the revitalisation of the City Centre. This would uplift the current appearance and function of the highway into a multi-purpose space better suited to a growing City near the Creek and waterfront. The Boulevard extends to Mile Bridge in the north and Oliver's Hill to the south.
- Master planning works to realise the Nepean Boulevard Vision continued to progress with the completion of Phase One in Quarter Two. In addition to stakeholder workshops and movement and place workshops with the Department of Transport and Planning (Transport) a site walk of the area has been completed by both internal stakeholders and the Bunurong Land Council. The illumination of the Grimwade Clock near the corner of Playne Street has been successfully completed.
Additionally, a successful tree illumination trial has been conducted which will assist with informing the lighting project along the central median strip between Davey Street and Playne Street. These positive developments pave the way for the overall enhancement of the corridor, with further initiatives set to materialise on the ground within the next six months to twelve months.
Early Works Project scoping and design have continued, which include:
 - Detailed Features and Level Survey;
 - Greening the Boulevard (early works planting in three locations);
 - Median lighting (between Davey and Beach Streets);

- Mile Bridge lighting;
- Wayfinding Gateway Signs;
- Mile Bridge Public Art.
- The Nepean Boulevard Vision Community Engagement Summary has been completed and published on the Engage Frankston website.
- Frankston City Council manages more than 60 public toilets. The age, quality and design of these facilities varies greatly across the municipality. Effective planning helps us to identify what improvements are needed and where they are needed the most. It also makes the process of delivering improvements more efficient as it can streamline decision making. It helps to set the standard for new and improved public toilets, making sure we consider the needs of the whole community.
The Frankston Public Toilet Action Plan was finalised in Quarter Two and endorsed at the 20 November 2023 Council meeting. The Action Plan is a first for Frankston City Council and provides a framework and holistic approach to public toilet improvements. It recognises the value and importance of our public toilets and the vital role they play for community health and wellbeing. It also seeks to balance the level of investment across our public toilet network making sure there is a spread of high-quality facilities throughout the municipality.
- Planning for Open Space improvements continued in Quarter Two. Frankston City Council is guided by our Open Space Strategy which further informs Open Space Master Plans that provide strategic guidance on future improvements and management of our larger and more complex parks and reserves. The development of our Open Space Master Plans involves extensive community and stakeholder consultation. The Baxter Park Open Space Master Plan and Frankston Equestrian Master Plan were both endorsed at the 20 November Council meeting. Planning for implementation of high priority works in each Master Plan has commenced through the 2024/25 Capital Works Program development.
- Implementation of the Frankston Revitalisation Program, funded in partnership with the Victorian Government Suburban Revitalisation Program and Frankston City Council, continued with completion of upgrade works in Stiebel Lane. The works enhance safety, amenity and accessibility for all laneway users through new public street lighting and surface treatments. Stakeholder feedback and factors such as existing site conditions and uses, access requirements and safety concerns were considered in the final outcome.
- Implementation of the Wayfinding Strategy and Style Guide continued with Primary Gateway sign prototypes being finalised with Councillor input.

Authority approvals are underway for the first Primary Gateway sign locations. Implementation of the Strategy will help make it easier for residents and visitors to find their way around Frankston's open spaces, shared paths and shopping strips.

- Sandfield Reserve Master Plan Implementation progressed with award of the tenders called for construction of the Youth Space and for design services of all outstanding park improvements, including the public toilet. ArtCourts Australia, who specialise in custom acrylic sports systems, were awarded to create a unique and distinctive multi-purpose court surface for the Youth Space. A \$1.3million Federal Government funding application was submitted through the Investing in Our Communities program and the subsequent funding agreement executed. A State Government funding application progressed ready for submission in February 2024 following detailed design of the new play space.
- Preparation of the Environment Significance Overlay (ESO) Mapping report for the Planning scheme amendment continues (Biodiversity Action Plan Action S15). Seasonal koala crossing signs were installed across Frankston in collaboration with Mornington Peninsula and the Mornington Peninsula Koala Conservation group. Virtual Fencing surrounding Langwarrin Flora and Fauna reserve is due to be installed early Quarter 3.

- Alternative site options for the establishment of a Native Vegetation Offset Site are being explored both within Frankston City through a desktop review of private land and in discussion with neighbouring Councils.
- The draft Environmental Friends Network Volunteer Manual has been prepared and is being reviewed by internal stakeholders and the steering group made up of members from the Frankston Environmental Friends Network (FEFN) volunteers.
- Council's 80,000 tree planting initiative was unfortunately not successful in winning the Keep Australia Beautiful Victoria's Tidy Towns and Cities – Sustainability Award but was commended in the efforts of being a finalist in the in the Environment Category.
- A report was presented to Council at its meeting on 20 November 2023 providing an update on the progress of the Urban Forest Action Plan. Planning for the 23/24 20,000 tree planting program is in its early stages of development. Open Space and street tree planting will be addressing priority areas in Frankston, Karingal, Frankston North and Frankston Heights. Canopy mapping for Langwarrin and Frankston South continues.
- The draft Coastal marine and management plan was presented at the Council meeting in December 2023 for approval to go to community consultation. The Department of Energy, Environment and Climate Action (DEECA) has provided initial feedback on the draft and comments will be incorporated into the plan. Bunurong Land Council Aboriginal Corporation continue to work on the preparation of a Cultural values Report. The draft will be available for community consultation from February 2024.
- Council's Annual Business Survey aims to assist Council to understand the key development opportunities facing Frankston City businesses and to ensure that the programs, services and supports we provide are relevant and reflect the needs of our business community. The 2023 survey received 141 responses from a diverse range of industries such as retail, health care and social assistance, manufacturing, professional, scientific and technical services.

The results also demonstrate that the majority of survey respondents were not aware of the programs and services provided or supported by Council, but from those business operators who had interacted with Council's Economic Development team, 95% of respondents were satisfied with the service they received. All survey respondents who indicated that they would like to receive further information about services offered by Council.

- The Economic Development team has continued work in partnership with the Business Transformation team to review and update the Business and Growth pages on the Frankston City Council website to ensure that Frankston City businesses are aware of the support services, programs, opportunities and initiatives available to them. This is further supported with a new and improved 'Welcome to Frankston' business email which is sent quarterly to all newly registered businesses within the municipality, outlining supports on offer and inviting business operators contact the Economic Development team.

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

- The Housing Advisory Committee participated in a workshop on 9 October 2023 to reflect on its key learnings, challenges and future outlook for local housing needs within the municipality, and in its advisory capacity develop a set of recommendations to Council for action in 2024.

The Committee reconvened on 13 November 2023 to review its Draft Annual Report 2023 and Work Plan 2024 for recommendation to Council for endorsement, which contained its recommendations to Council. These recommendations included: Draft Affordable Housing Policy, relationship building, use vacant land-auditing to identify partnership projects, community engagement campaign and continued support for Winter Shelter.

The Committee's amended Terms of Reference, Annual Report 2023 and Work Plan 2024 were endorsed by Council on 11 December, which included the Committee's recommendations to Council for action in 2024.

- The Strategic Housing and Homelessness Alliance met on 14 November 2023 to provide stakeholders from across the homelessness and social housing sector with a forum to discuss local solutions to homelessness and social housing. The Alliance heard a presentation from Kids Under Cover on Moorumbina Mongurnallin, a new housing development for young Aboriginal people aged 12 to 25 years. The Alliance also established a new Rooming House Working Group, which had its first meeting on 19 October 2023.
- The Frankston Zero Executive Group had its final meeting of the year on 18 December 2023. The Executive Group provided an update on how the funding secured from State Government for Frankston Zero is being implemented by Launch Housing. A Service Coordination and Improvement Officer for Frankston City (three days per week) and three projects have been identified to improve the collective impact model.
- The Social Policy and Planning team worked in partnership with Mornington Peninsula Shire to deliver a community event on 12 October 2023 as part of Gambling Harm Awareness Week. The event was attended by around 20 people who gained valuable insights and a deeper understanding of the prevalence of gambling harm. Cr Baker and Cr Harvey were in attendance, and Cr Harvey gave an insightful closing speech.
- Council officers supported the Gardens for Wildlife Volunteers who undertook 17 gardens for wildlife visits/ 125 volunteer hours) to help residents prove an area of habitat in their garden to support local wildlife.
- The annual Aussie backyard bird count was held in October 16–22 2023, 16 residents enrolled for the Ranger Walk held at Seaford Wetlands.
- Dr Luis Mata, entomologist with Melbourne University, provided a 'Surveying Backyard Pollinators' workshop in November 2023. The pollinator program involves 10 participants and will run from December 2023 to January 2025, with observations recorded in 'I-Naturalist'. 824 observations have already been made with 196 species identified.
- The Environmental Sustainability Grant closed in November with four applications being received and awarded (\$8,000). A second round will be held in February 2024
- The school holiday program has been planned for the next 12 months with environmental educators engaged. The first Summer program is planned for 24 January 2024 at Frankston foreshore.
- The Economic Development team reviewed and arranged for the refurbishment of an addition to Council's public Christmas decorations, to include installations at neighbourhood shopping strips: Seaford, Frankston North, Frankston South and Langwarrin. A 'Roving Santa' activation to support local businesses was also delivered in December and included Santa distributing small gifts and vouchers for local businesses at three locations: Seaford; Frankston Waterfront; and the City Centre.
- Council's Waste Circularity and Economic Development teams worked in partnership with Mornington Peninsula Shire and City of Casey to deliver businesses information sessions on the 'Trim Your Bin' state government funded program. The program will assist interested businesses to reduce their commercial waste to support environmentally friendly practices and reduce costs.

- Both the 2023-24 Invest Frankston Business Grants and 2023-24 Façade Improvement Grants were completed on 30 November 2023. The 2023-24 Invest Frankston Business Grants program aims to support the overall economic growth and development of Frankston City by offering financial support to both existing and new businesses via a competitive application process. Twelve Invest Frankston Business Grants, to a total value of \$179,904 were awarded.

The 2023-24 Façade Improvement Grants program aims to support a thriving local economy and to make local shopping and commercial precincts more attractive and inviting by offering financial support to businesses, and commercial property owners, to improve the external appearance of their property via a competitive application process. Sixteen Facade Improvement Grants, to a total value of \$150,000 were awarded. All applicants from both Grant programs were advised of the outcome on 15 December 2023.

- Officers from the Economic Development team worked in partnership with Chisholm – School of Art and Design to deliver a 'Vacant Shopfront Decal' project. New, and colourful, window decals were designed by Chisholm students and installed in the windows of vacant commercial properties in the Frankston City Centre. In addition to the vibrant artwork, the decals include real estate agent contact details and a QR code, the latter linking directly to the relevant property listing on 'Real Commercial' if applicable.
- Economic Development team members arranged a meeting with several Seaford business operators to discuss strategies for improving visitation and custom via marketing and promotional activities. Council's free Business Mentoring sessions were offered to business operators and a 'Roving Santa' activation was delivered in Seaford in December 2023 to further support traders.
- Council officers joined 33 other exhibitors at the Frankston Business Collective's Awards Conference and Expo on 5 October 2023 to showcase business support services and programs offered by Council. The event, which attracted more than 150 attendees, also involved a conference, inspiring and informative speakers, networking and finished with the annual Business Excellence Awards.

Frankston Business Collective

The Frankston Business Collective (FBC) has experienced another busy and productive quarter. First year membership renewal notices were issued with growth reaching over 200 members. Programs facilitated/attended in this quarter include:

October 2023

- *Awards Conference Expo* – this was an extremely successful evening where we celebrated the ongoing growth of the FBC with awards to celebrate businesses in Frankston City.

November 2023

- *Education Session – Mastering Email Marketing* – this session was very well attended with participants taking away vital information on marketing their businesses;
- *Annual General Meeting*;
- *Networking Night*.

Planning is now well underway for first quarter of 2024 and the ongoing concentrating on growing the membership figures.

FINANCIAL AND INTEGRATED PLANNING

Integrated Planning and Reporting update

The Quarter 1 performance report for July to September 2023 was endorsed by Council on 20 November 2023. The Register of Strategic Documents was launched on the intranet in December to ensure full organisation visibility in one place of all strategies and plans developed within the Council. The [Register of Strategic Documents Process Guide](#) has been developed to guide authors of strategies and plans on the process of adding and updating new and existing strategic documents to the register.

The Integrated Planning and Reporting Control Group met in November 2023 and endorsed the IPRCG Terms of Reference and Service Planning Framework. Mid-year forecasts in Technology One (TechOne) were opened in December 2023 and will close on 12 January 2024 in preparation for a report to Council in February 2024. Council also upgraded and refreshed its main finance system TechOne to a contemporary new version called TechOne CiA.

Service Planning update

The Service Governance Groups met in December 2023 to review proposed actions coming from service plans. These actions will be presented to EMT in January 2024 for further discussion. These will then flow into the 2024-25 planning cycle for the development of the annual budget and year 4 actions in the Council Plan. Operational budgeting in the new Technology One budgeting platform was launched in December 2023.

ACCOUNTABILITY AND TRANSPARENCY

Interstate Travel Public Register (Councillor and Staff)

During the October – December 2023 quarter, there was one interstate travel by a Councillor (at no cost to Council) and two instances of interstate travel by Officers. The Travel Register for Councillors is available on the Council's website under *Documents available for public inspection*.

Training costs associated for staff

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

For the previous quarter (01/10/2023 - 31/12/2023) there was only one training cost greater than \$1000 provided. The focus on implementing the corporate training program continues this quarter.

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

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

A Terms of Reference document is being finalised 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.

Public petition process

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

Few further changes have been proposed to the Petition process in the draft amendment to Governance Rules endorsed by the Council in December 2023. The draft rules will be released for community engagement in February 2024.

There were no petitions lodged or tabled with Council in the last quarter, October – December 2023. 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*.

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.

During the Quarter 2, October to December 2023, three Councillor Appreciation Awards were presented to the community.

Accountability and Transparency Reform document update

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

At its meeting on 2 October 2023, Council resolved Cr Bolam’s NOM to introduce the ATR III, which required 16 registers already published on Council’s website to be added to Council’s Transparency Hub.

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

Supplementary ATR items

Cr Bolam new items from October 2022	Officer comments
Item 3	
That the next Councillor and Staff Code of Conduct updates are to include the strengthening of compliance with Council’s Lobbyists’ Register and Developers’ Register.	<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.</p> <p>IBAC released its report on Operation Sandon with recommendations regarding lobbyists register for Councils. It is expected that further guidance will be released in 2024.</p> <p>In the interim Cr Bolam’s NOM ATR III council resolution requires Council’s Lobbyist and Developer Register to be released on Council’s Transparency Hub.</p> <p>On hold until further information released in 2024.</p>

Councillor Attendance

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

The status of Councillor Attendance at Council Meetings is also required for the Local Government Performance Reporting Framework indicators as part of reporting to Local Government Victoria (LGV). These are provided to the community via LGV's Know Your Council website and in the Annual Report every year. The information will be included on the Transparency Hub before the end of the financial year. During the quarter 2 (October – December 2023) there were seven (7) Council Meetings and 10 Councillor Briefings Meetings.

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

Councillor Attendance at Meetings and Briefings - October to December 2023

Councillor	Council Meetings Attended	Councillor Briefings Attended	Total Attended	Attendance
Cr David Asker	7	10	17	100%
Cr Sue Baker	7	9	16	94%
Cr Kris Bolam	7	10	17	100%
Cr Nathan Conroy	7	10	17	100%
Cr Claire Harvey	7	9	16	94%
Cr Brad Hill	7	10	17	100%
Cr Liam Hughes	6	5	11	65%
Cr Steven Hughes*#	0	0	6	35%
Cr Suzette Tayler	6	10	16	94%
Total	60	73	133	87%

* Cr Steven Hughes was suspended from the office of Councillor from 7 September to 6 December 2023;

Cr Steven Hughes resigned from the office of Councillor on 11 December 2023

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

Councillor Attendance at Briefings only October to December 2023

Councillor	Councillor Briefings	Attendance
Cr David Asker	10	100%
Cr Sue Baker	9	90%
Cr Kris Bolam	10	100%
Cr Nathan Conroy	10	100%
Cr Claire Harvey	9	90%
Cr Brad Hill	10	100%
Cr Liam Hughes	5	50%
Cr Steven Hughes	0	0%
Cr Suzette Tayler	10	100%

10 Briefings were held between October-December 2023

Reports presented to Council at meetings closed to the public

Council continues to serve its community with integrity through transparency, good governance and accountability. There has been an astounding reduction in the percentage of the reports presented to Council in a meeting closed to the Public, represented by 28% (2018-2019), 18.84% (2019-2020), 8.92% (2020-2021), and 5.86% (2021-2022). There has been a further reduction in the percentage of the reports presented in a meeting closed to the Public in 2022/23, represented by 2.34%.

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

During Quarter 2 (October-December 2023), only two (2) decisions were made in Council Meetings closed to the public. During this time, 68 reports were presented to Council Meetings open to the public. There were five (5) Notice of Motions and no Urgent Business items raised during the last quarter. This information is available on Council’s Transparency Hub.

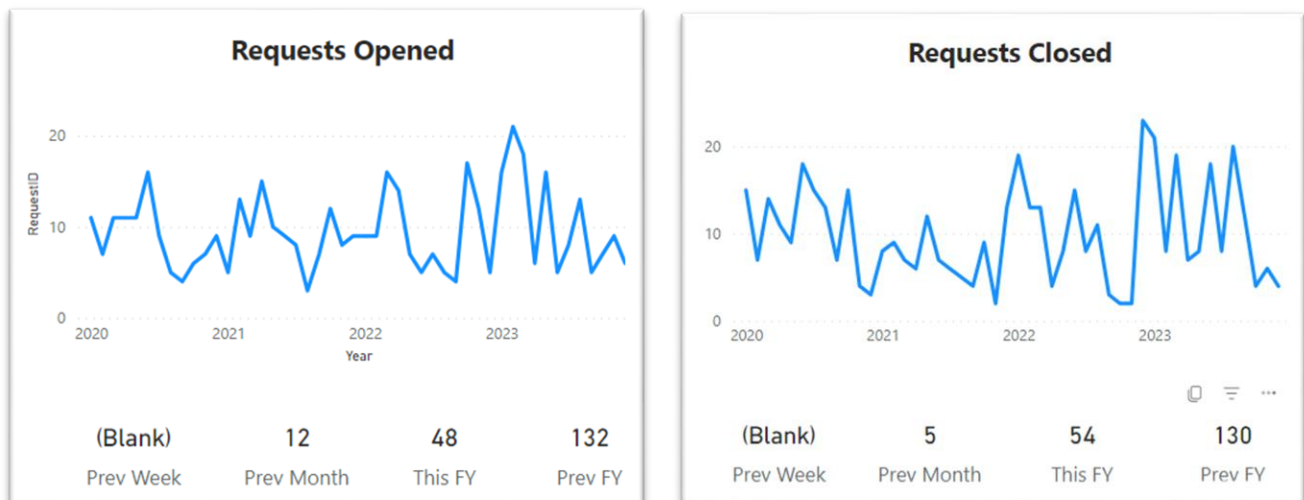
Implementation and review of effectiveness of key policies from previous financial year

During 2022-2023 there were four policies, one from each Directorate, selected to assess their effectiveness. A survey was conducted with 29 responses received. During Quarter 1 (July to September 2023), the review commenced, results of the review were presented to EMT in Quarter 2 (October to December 2023). It was noted, the selected policies have been effectively implemented. To keep track of the adopted policies and to ensure regular review an Organisational Policy Register will be maintained by Governance.

Reports on progress against Councillor Requests

The status indicates there are currently 16 open Councillor Requests. During the 2022-23 financial year there were 130 requests closed off and a total of 132 new Councillor Requests were opened. Councillor requests are assigned to the relevant Department Manager for investigation and monitored by the Governance team. Regular updates on progress are provided to Councillors via the Council Request Report Portal and officers liaise with residents to resolve the request.

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



Procurement update

Work has continued on the upgrade of the Procure to Pay module of Council's financial management system, TechnologyOne. Officers have focused on User Acceptance Testing, including testing of optimised business processes. To promote accountability and transparency, the following reports are provided:

Contracts awarded under Financial Delegation between 1 October and 31 December 2023.

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
CQ11259	Supply and Delivery of Aerator	04/10/2023	Dawn Mowers (Surrey Hills) Pty Ltd	\$58,455	Director
CN11195	Ballam Park Aerial Playground	05/10/2023	AGENCY OF SCULPTURE PTY LTD	\$250,000	CEO
CQ11228	Bridge Lighting - Beach Street	10/10/2023	KLJ Electrical Pty Ltd	\$65,760	CEO
CQ11282	Immunisation - Vaccines for Purchase Program	11/10/2023	Warner Webster	\$149,999	Director
CQ11285	Work Ready Program 23/24 - School Based Apprentice	13/10/2023	Westvic Staffing Solutions Inc	\$38,133	CEO
CQ11235	Real Estate Services 5R 7R Key St Frankston 3199	17/10/2023	Savills (VIC) Pty Ltd	\$53,426	CEO
CQ11258	Brunel Reserve Design for new play space and associated landscaping works	23/10/2023	ACLA CONSULTANTS PTY LTD	\$30,880	Manager
CN11290	Pines Mens Shed Carport	24/10/2023	Keon Constructions	\$51,233	Director
CQ11257	Lucerne Reserve Design for new play space and associated landscaping works	24/10/2023	Ziebell Landscape Architecture	\$29,000	Manager
CQ11128	Provision and Implementation of Body Cameras	25/10/2023	M-View Live Video Pty Ltd	\$149,852	CEO
CN11298	Belvedere Precinct Local Area Traffic Management Design Works	26/10/2023	TRAFFICWORKS PTY LTD	\$110,300	Director

CN11299	Belvedere Precinct Local Area Traffic Management Design Works	26/10/2023	TRAFFICWORKS PTY LTD	\$5,410	Director
CQ11296	Playground Regulatory Signage Installation	27/10/2023	Frankston Signs Unlimited	\$62,320	CEO
CQ11303	Jubilee Park Environmental Assets	09/11/2023	Use for Panel Contracts	Schedule of Rates	Manager
CQ11304	Kananook Reserve Environmental Assets	09/11/2023	Use for Panel Contracts	Schedule of Rates	Director
CQ11305	East Seaford Brunel Rd Environmental Assets	09/11/2023	Use for Panel Contracts	Schedule of Rates	Director
CQ11306	Wallace Avenue Reserve Environmental Assets	09/11/2023	Use for Panel Contracts	Schedule of Rates	Manager
CQ11307	Operations Centre Buna Ave Environmental Assets	09/11/2023	Use for Panel Contracts	Schedule of Rates	Manager
CQ11283	Feature and Levels Survey for Nepean Boulevard	13/11/2023	JCA LAND CONSULTANTS	\$69,910	Director
CN11194	Sandfield Reserve - Youth Space Upgrade	14/11/2023	LJM Construction Australia Pty Ltd	\$688,045	Manager
CQ11182	Monash Green Link - Safety Fence	15/11/2023	Fencetech Pty Ltd T/A Otter Fencing Australia	\$193,960	Manager
CN11222	Witternberg Reserve - Construction of Pathway and FRP Boardwalk	22/11/2023	Sustainable Landscaping	\$322,979	Manager
CQ11317	Adhoc Supply of Cleaning Items	22/11/2023	Rosebud Packaging Supplies	\$51,862	Manager
CN11161	Upgrade of Wells Rd and Bardia Ave Intersections	23/11/2023	Healey Infrastructure	\$608,768	Director
CQ11249	Downs Estate - Modular Building	24/11/2023	Humpy Co.	\$137,971	Manager
CQ11281	Contract Growing of Penncross Bentgrass	24/11/2023	Strathayr Instant Lawn	\$69,660	Director
CQ11315	Sandfield Reserve Youth Space Art Component	24/11/2023	Artcourts	\$46,090	Manager

CN11208	Renewal Works - Frankston Library	29/11/2023	DQ Construction Pty Ltd	\$181,580	Director
CQ11321	Roadmap and specifications development for the replacement of the Asset and Works Management Systems	29/11/2023	PARIO Solutions Group Pty Ltd	\$75,000	Director
CQ11322	Point of Sale Solution Ongoing Maintenance	29/11/2023	OrderMate Pty Ltd	\$42,064	Manager
CQ11256	Alicudi Reserve Design for new play space and associated landscaping works	30/11/2023	Pollen Studio Pty Ltd	\$34,400	Manager
CN11336	Replacement of Datacentre Compute and Storage solution	04/12/2023	Onel Consulting Pty Ltd	\$430,000	Manager
CQ11335	Seaford Wetlands Rejuvenation Project – Cultural Heritage Management Plan	04/12/2023	JEM ARCHAEOLOGY PTY LTD	\$71,686	Manager
CN11350	Riviera Pre-School Frankston City Council Co-Contribution	12/12/2023	DEPARTMENT OF EDUCATION AND TRAINING	\$400,000	Manager
CQ11327	Facilities Plumbing Services	12/12/2023	Use for Panel Contracts	\$150,000	Manager
CQ11264	Deliberative Engagement for Community Vision, Council Plan, Financial Plan and Asset Plan	14/12/2023	Conversation Caravan	\$148,960	Manager
CN11237	Jubilee Park Outdoor Netball Courts - Resurfacing	19/12/2023	Pro Court Surfacing & Construction	\$274,946	Manager
CN11341	Supply and Delivery of Compact Road Sweeper	19/12/2023	BUCHER MUNICIPAL PTY LTD	\$251,153	Manager
CN11342	Supply and Delivery of Fairway Reel Mower	20/12/2023	Dawn Mowers (Surrey Hills) Pty Ltd	\$106,968	Director
CQ11320	Microphone System for Council Chambers	20/12/2023	STAGEPASS	\$65,076	Director
CQ11349	Street Light Bulk Changeover Project - Project Management	20/12/2023	Ironbark Sustainability	\$150,706	Director

CQ11287	Kareela & Mahogany Roads Shopping Strip upgrade	21/12/2023	Ziebell Landscape Architecture	\$88,110	Director
CN11270	Bin Trim Program	22/12/2023	Cool Planet Energy The trustee for COOL PLANET TRUST	\$40,000	Director
CQ10986	FMAC Development Contributions Plan	22/12/2023	HillPDA Pty Ltd	\$59,060	Director

Contracts granted exemption by CEO from Procurement Process between 1 October and 31 December 2023

Contract	Title	Award Date	Supplier	Contract Value (ex GST)
E11274	Flood Mapping Program	03/10/2023	Melbourne Water Corporation	\$475,000
E11268	Freegal music and Streaming Subscription	04/10/2023	Library Ideas LLC	\$16,480
E11266	Frankston Arts Centre Cube Forecourt Renewal – Undergrounding Existing Overhead Power Lines	09/10/2023	United Energy Distribution Pty Ltd	\$420,868
E11297	Traffic Signal Maintenance & Performance	24/10/2023	Department Of Transport & Planning	\$73,985
E11301	Ongoing Maintenance, Repairs and Associated Products to Centenary Park Golf Course Ball Safety Netting	01/11/2023	COUNTRY CLUB INTERNATIONAL PTY LTD	\$299,999
E11314	LEAP Annual Subscription	10/11/2023	MAV PROCUREMENT	\$12,000
E11319	Supply of Food Containers	20/11/2023	Rollerskate Investments Pty Ltd	\$141,444
E11340	Monopoly Board Advertising	11/12/2023	Winning Moves Australia Pty Ltd	\$36,000
E11351	CCTV Monitoring Feasibility Study	18/12/2023	Matryx Pty Ltd	\$46,230

KEY PROJECT UPDATES

The 2023/24 Capital Works Program is currently halfway in its delivery, and whilst we continue to manage a significant capital works program in a cost escalated environment, Council remains committed to delivering key infrastructure and vital services to the community. As of 11 January 2024, Council has delivered actual expenditure of \$31.39M, with a forecast expenditure of \$93.88M against the Adjusted Capital Works Budget of \$95.93M, which equates to a current forecast of 97.9% delivery of the Annual Capital Works Program.

Lloyd Group Liquidation

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

- 14221 - Jubilee Park Indoor Multipurpose Netball Complex;
- 14247 - Eric Bell Reserve Pavilion Upgrade;

- 14355 - Healthy Future Hub (formerly Linen House Upgrade) at Belvedere Reserve;
- 14500 - Lloyd Park Football Pavilion Upgrade.

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

The status on these projects at end of December 2023 is highlighted below.

Healthy Futures Hub

All works have been completed and the site was handed over to St Kilda Football Club in June 2023. The facility is now occupied by new tenants and sub-tenants.

Jubilee Park Stadium

All works have been completed and the site handed over to Frankston District Netball Association (FDNA). The official opening of the facility occurred on 14 October 2023 and was attended by a range of stakeholders including the Mayor, some Councillors, Members of Parliament and Council staff. The project team continue to work with the Frankston District Netball Association (FDNA) to rectify any minor defects as they are brought to attention.

Eric Bell Pavilion

Works are progressing well with the newly appointed builder Harris HMC. At this time, it is expected all work will be completed by June 2024.



Lloyd Park Senior Pavilion

Works have recommenced onsite with the newly appointed builder Harris HMC. At this time, it is expected all works will be completed by March 2024.

Kananook Commuter Car Park and Signalisation

Council recently purchased a 3,232 m² parcel of land located at 39 Wells Road, Seaford immediately adjacent the Frankston Basketball Stadium at 90 Bardia Avenue and diagonally opposite to Kananook Railway Station. This site was identified as an opportunity to construct a multilevel car park providing 300 plus car parking spaces for utilisation by public transport Commuters and will also provide additional car parks for Basketball Complex Patrons during peak usage times on weekends.

To facilitate the construction of the multilevel car park, Council's advocacy for funding to the Federal Government was successful in early 2022, with the project being allocated \$18 million by the Department of Infrastructure, Transport, Regional Development, Communications and the Arts. Since the award of this grant, volatile construction market conditions with higher-than-expected cost escalations identified a likely funding shortfall in the order of \$4 million. Further advocacy from Council to the Federal Government to supplement this funding shortfall has been supported with the required additional \$4 million being allocated, bringing the total grant to deliver the project to \$22 million.

The Federal Government's Infrastructure Investment Program 90-day review was completed, and outcomes announced in late November 2023, with no impact to the Kananook Commuter Car Park project.

The appointed Builder Ireland Brown Constructions has commenced works for the construction of the multi-level car park, Pile caps and ground beam construction is in progress. First Floor Precast Panel Installation commenced in early December 2023 (pictured below) and works are expected to be completed by August 2024.

A tender for construction of the Wells Street and Bardia Avenue intersection signalisation was awarded in December 2024 to Healey Infrastructure Pty Ltd and works are now expected to commence in February 2024. Approvals from Metro Trains Melbourne has been obtained and completion of works expected prior to the completion of the car park facility.



Ballam Park Improvement works

Playspace and Landscape Project

- The construction of stage 1 of the Ballam Park South play space and Landscape Project was completed just prior to Christmas 2022 and is open to the public - The Play Space and water play has been very

well received as demonstrated via Social Media posts. Design of a second stage is currently being completed for construction early 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. The project includes water-sensitive urban design rain gardens, scheme, integrated ornamental lake, landscaping, new picnic shelter and barbecue, jetty, viewing platform, fountain path connections, seating, LED lighting and sculptural elements.
- Council was successful in obtaining a grant from Melbourne Water for the project due to the environmental and integrated water benefits of the project.
- A contractor was appointed by Council at its meeting on 23 October 2023.
- Construction commenced in late 2023 and it is anticipated the works will be completed in July/August 2024.

Kananook Gardens Project update

- Delivery of the new pathways were completed in late March 2023 with the boardwalk completed in July 2023, being the main elements of this stage of works.
- The remaining Interpretative and wayfinding Signage component installation were to commence later in 2023. There was some original scoping undertaken however, and there is no budget for implementation this financial year.
- Design of a rotunda has commenced and will be completed in 2023/24 to enable construction of the proposal in 2024/25.

KEY MEETINGS AND ACTIVITIES

During this quarter (October to December 2023) the CEO attended meetings either face to face or virtually. The CEO performed the role of Master of Ceremonies at significant events during this time.

Participating in many internal meetings with staff from across Council is a priority for the CEO. During this period, Kim Jaensch acted as CEO for a 1-week period in November 2023. 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;
- Presentation at Executive Management Team (EMT) Q&A lunch event with staff;
- Presentation at EMT Enterprise Agreement session with staff;
- Participation in the Affordable and Social Housing sub-committee meetings;
- Participation in the Destination Events Working Group;
- Participation in the Frankston Arts Advisory Committee Monthly meetings;
- Participation in various meetings managed through the Mayor and CEO session format;
- Participation in various meetings with Council's Management Team;
- Participation in Joint Coordinators/Managers forum;
- Participation in Corporate Induction program;
- Participation in FMAC Coordination Group meetings;
- Participation in the Council's Audit and Risk Committee meeting;
- Participation in the Council's Frankston Cemetery Trust meeting;

- Participation in Joint State/Local Government Monthly CEO forums;
- Participation in the MAV Metropolitan South Regional meeting;
- Participation in South East Public Health Unit Regional Leadership Forum;
- Various meetings with Paul Edbrooke MP, Member for Frankston;
- Various meetings with the Hon. Sonya Kilkeny MP, Member for Carrum and Minister for Planning;
- Various meetings with the late Peta Murphy MP, Member for Dunkley;
- Various meetings with Paul Mercurio MP, Member for Hastings;
- Meeting with representatives from Peninsula Health;
- Meeting with representatives from DEECA;
- Meeting with representatives from DJSIR;
- Meeting with representatives from Nairn Marr Djambana;
- Meeting with representatives from Peninsula Kingswood Golf Club;
- Meeting with Peninsula Leisure Chair and CEO;
- Meeting with representatives from McClelland Gallery + Sculpture Park;
- Meeting with representatives from Family Life;
- Meeting with the Chair of Integrated Water Management Forum group (Dandenong area);
- 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);
- Attendance at various Greater South East Melbourne Group (GSEM) meetings involving CEOs;
- Chairing of the GSEM Employment Precincts Sub-Committee meeting;
- Visits to Council’s 43 Davey Street offices;
- Visits to the Council’s Operations Centre including attending the end of year function;
- Hosted Staff festive function and Councillors’ festive function;
- Attendance at the Rotarian Sponsor Appreciation Dinner;
- Attendance at the Celebration of Life event for the late Peta Murphy MP Member for Dunkley;
- Attendance at the Community Support Frankston wrapping presents station at Bayside Shopping Centre;
- MC role at the Family Health Support Services Volunteer Years of Service Awards and Christmas luncheon;
- MC role at a number of Australia Citizenship Ceremonies hosted by Council.

ADVOCACY

A number of Advocacy priorities have progressed this quarter, however before reporting on these matters, it is with great sadness that we honour our Federal Member for Dunkley, Peta Murphy MP, following the news of her passing in early December 2023.

As our local Federal MP, we were fortunate to work closely with Peta on numerous local projects, with many of these currently or soon to be under construction. Going ‘above and beyond’ to advocate for Frankston City was in Peta’s DNA – she was both fearless and tireless in delivering for her community. We will also miss her smile, compassion, wit and warmth. Peta’s passing diminishes us all – yet she has also left a rich and long-lasting legacy that will stand the test of time. We acknowledge that there will likely be a by-election for the Federal seat of Dunkley, which will be managed by the Australian Electoral Commission (AEC) when determined by the Federal Government.

Key advocacy projects

Funding applications for the following projects from Council’s 2021-2022 advocacy campaign have been progressed:

- Frankston Basketball and Gymnastics Stadium – Federal Government (\$15 million) and Victorian Government (\$15 million, still awaiting outcome);
- Sandfield Reserve Precinct Revitalisation – Federal Government (\$1.3 million, successful) and Victorian Government (\$1.3 million, still awaiting outcome);
- Frankston Regional Arts Trail – Federal Government (\$2 million, successful);
- Langwarrin Skate Park – Federal Government (\$170,000, successful) and Victorian Government Sport and Recreation Victoria Local Sports Infrastructure Fund Community Facilities (\$300,000, still awaiting outcome).

A number of new local projects requiring Council-led advocacy between 2023-2024 have been endorsed, including:

- Monterey Reserve Precinct Revitalisation – Seeking equal contributions of \$2 million from Victorian and Federal Governments (total project cost \$6 million);
- Len Phelps Pavilion upgrade - Seeking equal contributions of \$2 million from Victorian and Federal Governments (total project cost \$6 million);
- Bruce Park Reserve Pavilion redevelopment - Seeking equal contributions of \$3 million from Victorian and Federal Governments (total project cost \$9 million);
- Langwarrin Library and Play Space, Lisa Beth Mews outdoor recreation space and Baxter Park Master Plan implementation are still being scoped for future advocacy.

Greater South East Melbourne Group (GSEM)

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

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

The CEO is also a member of the newly formed Southeast Airport regional Working Group (part of GSEM), the group will focus on achieving an airport in the Cardinia Council municipality. There was one meeting held during this period attended by the Acting CEO, Kim Jaensch.

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

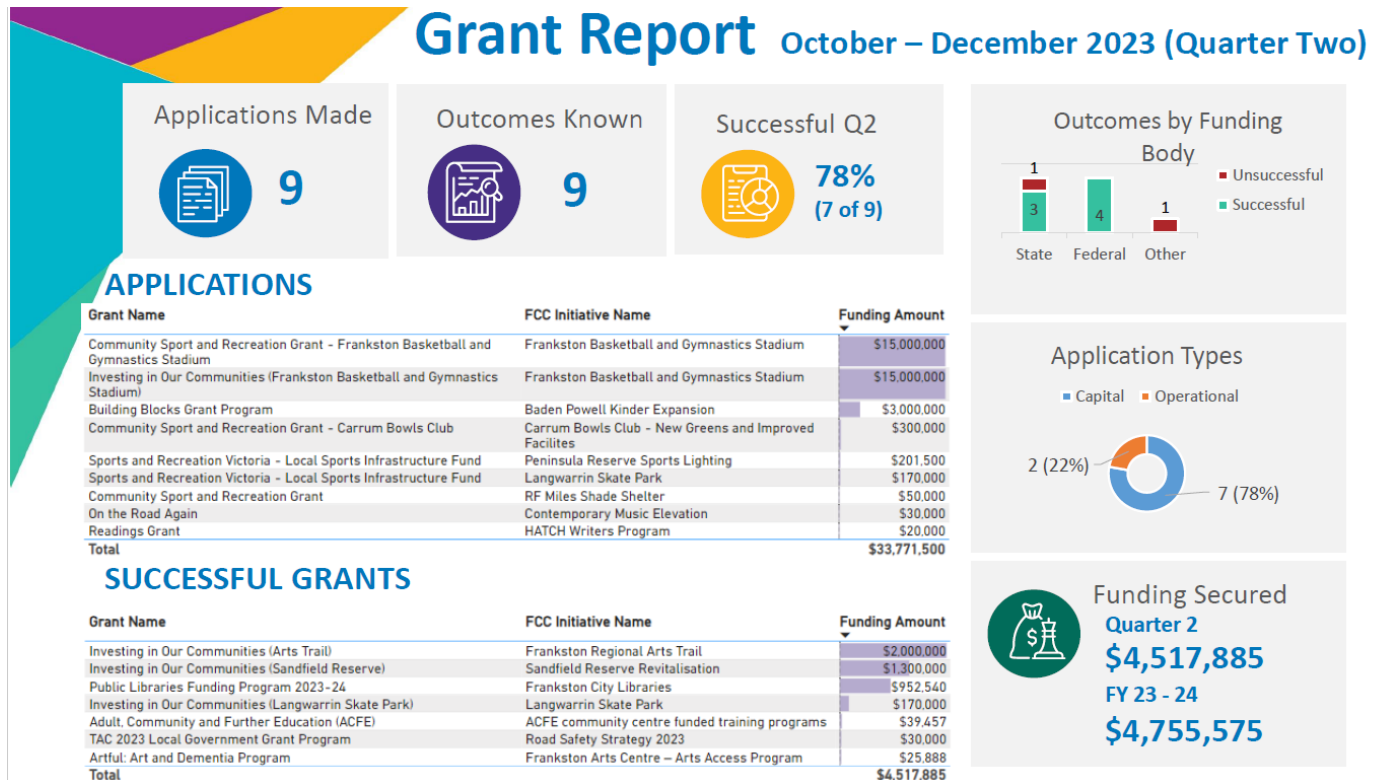
Council had numerous engagements with locally elected Members of Parliament, Ministers, candidates and other key stakeholders, including:

- Meeting – 4 October 2023 – Hon Sonya Kilkeny MP, State Minister for Planning – Victorian Housing Statement;
- Letter (outgoing) - 9 October 2023 – Josh Sinclair - Committee for Frankston and Mornington Peninsula;
- Meeting – 10 October 2023 – Josh Sinclair - Committee for Frankston and Mornington Peninsula;
- Letter (outgoing) - 11 October 2023 – Hon Jacinta Allan MP, Premier of Victoria – Congratulations on appointment as Premier;
- Letter (incoming and outgoing) - 12 October 2023 – Paul Edbrooke MP, State Member for Frankston – Frankston Basketball Stadium redevelopment;
- Event – 14 October 2023 – Paul Edbrooke MP, State Member for Frankston and Peta Murphy MP, Federal Member for Dunkley - Official opening of Jubilee Park Stadium;

- Meeting – 24 October 2023 – Paul Mercurio MP, State Member for Hastings – Langwarrin Skate Park and other local matters;
- Letter (incoming) - 24 October 2023 - Hon Sonya Kilkeny MP, State Minister for Planning – Authorisation of FMAC Structure plan and extension to interim planning controls;
- Event – 26 October 2023 – Paul Mercurio MP, State Member for Hastings – Langwarrin Netball Pavilion site walk through and meet/greet with Club representatives;
- Event – 26 October 2023 - Peta Murphy MP, Federal Member for Dunkley – Photo opportunity on-site to announce Carrum Downs Recreation Reserve car park and public toilet works;
- Meeting – 30 October 2023 - Paul Edbrooke MP, State Member for Frankston and Peta Murphy MP, Federal Member for Dunkley – General discussion with Councillors on local matters, including Frankston Basketball Stadium redevelopment, rail electrification and others;
- Letter (outgoing) – 2 November 2023 - Hon Sonya Kilkeny MP, State Minister for Planning – Thanks for authorisation of FMAC Structure Plan;
- Event – 9 November 2023 – Paul Mercurio MP, State Member for Hastings – Official opening of Langwarrin Netball Pavilion;
- Event – 22 November 2023 – Hon Sonya Kilkeny MP, State Minister for Planning and Paul Edbrooke MP State Member for Frankston – Walk through of city centre;
- Letter (outgoing) – 27 November 2023 – Hon Melissa Horne MP, State Minister for Transport Infrastructure – City presentation and beautification;
- Event – 7 December 2023 - Paul Edbrooke MP, State Member for Frankston – Official opening of Frankston North Community Centre play space;
- Event – 7 December 2023 - Paul Edbrooke MP, State Member for Frankston – Photo opportunity to celebrate completion of new sports lighting at Monterey Reserve with Frankston Pines Soccer Club;
- Event – 15 December 2023 – Screening of the livestreamed funeral service for Peta Murphy MP, Federal Member for Dunkley;
- Event – 17 December 2023 – Community memorial service for Peta Murphy MP, Federal Member for Dunkley.

Grant Tracking Report

Council regularly applies for State and Federal Government funding through various grant programs available for projects, programs and services delivered by local government.



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

Frankston Suburban Revitalisation Board

The Frankston Suburban Revitalisation Board, established in 2018 by the Victorian Government, has been one of the most successful in the state having delivered over \$60 million in a range of diverse and exciting projects to revitalise some of Frankston City’s much loved and used city centre locations.

Over the past six years, the Board has driven a range of initiatives that aim to revitalise Frankston’s city centre into the bustling and vibrant hub it is today. Some key projects include the catalyst Frankston Railway Station redevelopment, White Street Mall upgrade and Big Picture Fest to name a few.

The Board is now entering a new era, moving from Victorian Government managed towards establishing itself as a sustainable ongoing group of specialist members that set and implement place-based advice, revitalisation and strategic direction within the Frankston Metropolitan Activity Centre (FMAC).

The first meeting of the new Board will be scheduled for early 2024.

Frankston Early Parenting Centre (EPC) Board

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

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

Frankston Metropolitan Activities Centre Car Parking Committee

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

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

Upgrades to Community Support Frankston internal and external building security systems have continued, including duress alarm installation and intercom upgrades. Future works that still require consideration, including the reception airlock space and swipe card entry access are still pending. Officers are currently reviewing and considering the options available in the recently completed service review, completed by a consultant in August 2023, this will inform the staffing arrangements for the 3.6EFT temporary contracts expiring at the end of June 2024.

AUDIT AND RISK

Homelessness update

The Housing Advisory Committee participated in a workshop on 9 October 2023 to reflect on its key learnings, challenges and future outlook for local housing needs within the municipality, and in its advisory capacity develop a set of recommendations to Council for action in 2024. The Committee reconvened on 13 November 2023 to review its Draft Annual Report 2023 and Work Plan 2024 for recommendation to Council for endorsement, which contained its recommendations to Council. These recommendations included: Draft Affordable Housing Policy, relationship building, use vacant land-auditing to identify partnership projects, community engagement campaign and continued support for Winter Shelter. The Committee's amended Terms of Reference, Annual Report 2023 and Work Plan 2024 were endorsed by Council on 11 December 2023, which included the Committee's recommendations to Council for action in 2024.

The Strategic Housing and Homelessness Alliance met on 14 November 2023 to provide stakeholders from across the homelessness and social housing sector with a forum to discuss local solutions to homelessness and social housing. The Alliance heard a presentation from Kids Under Cover on Moorumbina Mongernallin, a new housing development for young Aboriginal people aged 12 to 25 years. The Alliance also established a new Rooming House Working Group, which had its first meeting on 19 October 2023.

Audit and Risk Committee update

The Audit and Risk Committee met twice during this period. On Friday 13 October 2023, the agenda included a review of four audits (Management of Privacy, Community Consultations and Engagement, Compliance with Child Safe Standards and Purchasing Cards) along with the strategic audit plan for the next 3 years and risk reports. On Friday 1 December 2023, the committee met and reviewed two audits, (Project Management and Workforce Planning) along with two scopes (Implementation of Key Council Strategies and CCTV Surveillance).

The Audit and Risk Committee next meeting is currently scheduled for Friday 16 February 2024.

Aged Care Reform & Current Community Need

In December 2023, the Minister for Aged Care announced that the commencement of the new Support at Home program would be further delayed for CHSP providers until 1 July 2027. The rationale for another further extension was to allow time for sufficient consultation and transition for providers and clients of the Home Care Package and Short Term Restorative Care Programs.

Reform consultation and engagement continues, the new Aged Care Act exposure draft was released in December and officers are now preparing a submission to the Commonwealth Government. Officers plan to continue to deliver high quality services to our community as per our agreement. At such time that new information on the reform is released, specifically unit pricing and compliance requirements, officers will review the impact to Frankston and present Council with the findings.

All Community Care services are operational, challenges continue with home maintenance services due to resources and Occupational Health and Safety matters. The gutter cleaning service and contract has been reviewed and the result being a significant increase in cost for the contractor and associated business administrative tasks. Council officers have considered options to be able to continue delivering the service whilst ensuring there is a satisfactory outcome for Council and clients. These options will be presented to the Executive Management Team for decision in January 2024. Any changes in service delivery will be communicated to all clients.

Overall, the Community Care Team worked to on board and process a large portion of the clients awaiting service in the My Aged Care (MAC) portal. Currently there are over 2000 active clients across Community Care services and 86 new services are pending, last quarter the pending list was at 117. The domestic assistance service continues to temporarily be closed in the MAC portal to ensure higher needs of the community are met first and to avoid clients being placed on hold for lengthy periods. It is anticipated this service will re-open for new clients in January 2024.

Update on Kindergarten Reform

Planning for the Kindergarten Reform continues to be progressed. The Kindergarten Strategy is in its final stages and as planned the Strategy will be presented to Council in March 2024.

Council officers have formally applied for Building Blocks Capacity funding for the Baden Powell and Langwarrin Kindergarten projects, the outcome of these applications along with the Building Blocks Partnership Agreement is expected by February 2024.

The Riviera Kindergarten project is now completed. Overall, the project has been successful and community are very excited to see the new kindergarten. The building was handed over to Council in October 2023. A grand opening is planned for February 2024 ready for kindergarten programs to commence.

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

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