



Public - Chief Executive Officer's Quarterly Report

Period reporting – October to December 2024 (public version)

I am pleased to present the Chief Executive Officer's Quarterly Report for the period ending on the 31 December 2024 (public version).

The information within this public document represents the period of time from 1 October 2024 to 31 December 2024 inclusive providing transparency and a more comprehensive overview of the organisation and its key activities.

Key topic areas include:

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

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

Regards
Phil Cantillon

Chief Executive Officer

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

PEOPLE AND CULTURE

Weekly communication

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



Work Ready Program

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

In the previous quarter, the program supported 9 Work Experience students across the organisation in various locations including the Library, Meals on Wheels, Environmental Policy and Planning, Arts & Culture and People & Culture.

Leadership Development

Frankston City Council has continued to invest in the development of our staff, ensuring that they can grow in their leadership journeys. We are pleased to report that a Coordinator has been successfully nominated for the 2025 LGPro Emerging Leaders Program, and a Senior Manager has been selected for the 2025 LGPro Executive Leadership Program. These nominations highlight their dedication to exceptional leadership, and we are proud to have them represent Frankston City Council at such esteemed levels.

Additionally, we are excited to announce the selection of our Fit for the Future Kickstart participants for 2025. The following colleagues have been chosen for this internal leadership development program: Teneille King, Kirsty Kurera, Jo Keeling, Oliver Rees, Kylie Gray, Izzy Thilakarathne, Karen McMahon, Ric Rais, Hannah Stevens, Narelle Boorer, Robert Lean, Stefan Cardamone, Shane Mainwaring, Kiarne Conder, Sri Venkataraman, and Georgette Dale. We look forward to witnessing their continued growth and contributions as they further develop their leadership skills.

‘Your Voice, Your Workplace’ Staff Engagement Survey 2024

Following the survey in 2024, leadership teams and their departments have been working towards the goals they outlined in their Cultural Improvement Plans. The Executive Management Team have identified areas of the organisational culture that they can focus on and employees have seen multiple examples of improvement communicated and implemented over the last twelve months.

In 2025, Council will provide staff the opportunity to tell the organisation how they are progressing in a pulse survey expected to take place between May and July 2025. The Pulse survey will be more targeted and focused on certain areas of feedback seen as a priority. A full survey such as the 2024 engagement survey are conducted every second year.

ORGANISATIONAL HIGHLIGHTS

External Awards and Recognition

Council’s Waste Circularity team won the Waste Innovation and Recycling Awards in the Metro category of outstanding Waste and Resource Recovery held late October 2024.

In November 2024, Council was awarded the 2024 Award for Planning Excellence ~ Community Wellbeing & Diversity category for its Frankston Public Toilet Action Plan by Planning Institute Australia. It also received a commendation for the Frankston Metropolitan Activity Centre (FMAC) Structure Plan in the Strategic Planning Project category.



Internal Awards

Council's Council Directorate Awards were held on 15th October 2024 (bi-annual) and over 90 peer nominations were received. The events held in the Frankston Arts Centre cross over at breaks to allow for two Directorates to network with each other being relationships and connections across Council.

Corporate donations and fundraising

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

Council's Social Club organised an activity for members to assist with making hampers at the Frankston Community Support Centre during December 2024.

BUSINESS TRANSFORMATION

Council's Websites

Our website has experienced significant growth in key areas over the recent period, reflecting increased community engagement and interest in our services. Pages related to waste management, such as Bin Collections and Accepted Items and Prices, have seen a noticeable rise in traffic and engagement, indicating that residents are finding this information increasingly useful. Similarly, pages for Council Elections and Major Events have seen exceptional spikes in activity, with views up by over 200% and 390% respectively, driven by heightened public interest and promotional efforts.

Overall, our website recorded 503,837 pageviews and 171,793 unique users during this period, with a 42% bounce rate and a strong 60% engagement rate. These figures highlight a healthy level of user interaction, with most visitors actively engaging with our content.



Corporate Website October- December 2024

Overall website data compared to previous year

Pageviews

503,837

0.2% increase



Users

171,793

8% decrease



Bounce Rate

42%

Stabilised bounce rate



Engagement rate

59.58%

7.6% increase



Most popular website section data compared to Quarter 1

Page Path	Views	% Change	Users	% Change	Bounce Rate	% Change	Engagement Rate	% Change
Bin Collections	28,840	▲6.81%	15,905	▼0.6%	42.35%	▲2.35%	57.65%	▲7.65%
Accepted Items and Prices	13,579	▲29.32%	8,959	▲26.18%	22.15%	▼1.85%	77.85%	▲2.85%
Employment Opportunities at FCC	12,887	▼11.12%	7,231	▼12.88%	35%	▲4%	65%	▼3%
FRRRC	12,064	▲26.99%	8,392	▲25.25%	15.5%	▼0.25%	84.25%	▲1.25%
Council Elections	8,156	▲229.8%	5,899	▲234.79%	26.71%	▲1.71%	73.29%	▼2.2%
How to pay your rates	7,960	▼9.55%	5,525	▼7.92%	13.64%	▲3.64%	86.36%	▼2.64%
Major Events	7,144	▲390.9%	5,787	▲389.19%	30.98%	▲6.98%	69%	▼6.56%
What's On	6,248	▲34.86%	1,831	▲6.64%	14.9%	▼2.1%	85.1%	▲1.67%



Transparency Hub updates

During quarter two (October to December 2024), the following data sets and stories were updated on the Transparency Hub.

- Developer Contribution register;
- External submission register;
- Discretionary Budget spending;
- Legal expenses register;
- Awarded contracts;
- Consultancy expenditure;
- Financial information;
- Pet Registrations, Pet Names, Pet Customer Requests.

As there is now a new set of Councillors and a new Council term, all related datasets and stories are being overhauled and updated and will begin to appear on the Hub from quarter three onwards.

Work to migrate Transparency Hub to the Corporate Website is nearly complete. The target go live date is the end of March 2025. The work is being completed in a “Transform as we Perform” model which means there will be no downtime for the existing system. The enhancements being delivered as part of this project will provide an overall better customer experience. Currently all changes are being implemented in both the existing and new systems.

Fit for the Future Program Efficiencies

The last quarter has seen significant progress in relation to the Fit for the Future program of works, with key projects tracking ahead of schedule and on track to deliver expected benefits.

The intention of this new strategy is to guide our transformation over the next three years and to ensure we continue to remain responsive to the changing needs and expectations of the community we serve. The key priorities include, optimising our services, improving our customer experience, leveraging our information and technology and enhancing our organisational culture and capability. Each project identified as part of the program will be delivering key benefits such as financial savings, process and time efficiencies, capability uplift and enhanced customer experience. Each project has an estimated desired benefit which will be confirmed upon the delivery of the project.

Key projects in progress in Q2 include:

- Residential Parking Permit approval;
- Improving the User Experience of our online transaction portal;
- Transparency Hub migration;
- Uplift of customer notifications and acknowledgment emails.



Customer Experience

The Voice of Customer program, while still in its early stages, continues to provide valuable insights into customer sentiment and uncover underlying issues that may not be explicitly stated. A notable example of its impact is the use of feedback data to refine service offerings at in-person centres.

Operating hours were adjusted in response to feedback, which highlighted that negative sentiment regarding counter opening and closing times were linked to specific days and times. These changes were reported last quarter, and the statistical improvements are now evident. Customer Experience (CX) scores have increased significantly, rising from 7.4 to 8.7 over the past quarter, demonstrating the effectiveness of these adjustments in better meeting customer needs within operational constraints. Additionally, a "flex up" approach has been trialled to manage the increase in in-person visitation during peak periods, such as when rates are due. This proactive approach to allocating resources has also contributed to the improved CX scores, ensuring that customer needs are met more efficiently during busy times.

A key focus for Q3 is the continued expansion of the Voice of Customer program. This will involve increasing the volume of feedback received and diversifying the channels used to collect input, enabling a more comprehensive understanding of customer needs and supporting further service enhancements.

Public Art update

Recent public art achievements include the installation of First Nations sculptures along Sweetwater Creek and a striking new piece for the Kananook Station Commuter Car Park. Prototyping has also commenced for a large-scale gateway sculpture at Mile Bridge, set for completion in mid-2025.

Meanwhile, an Expression of Interest is underway for the replacement artwork at Frankston Pier, marking the inaugural project in the Frankston Regional Arts Trail. Additionally, the street art festival has been rebranded as Frankston's Street Art Festival, with a local Expression of Interest open to finalize artist programming.

Frankston Major Events

Approximately 35,000 attendees enjoyed Frankston's Christmas Festival on Saturday 30 November, despite poor weather conditions experienced in the early evening. New elements included Always Live - End of the Line, activating Playne Street and Frankston's Christmas Carnival in the Young Street East carpark (running for 2 weekends), supporting the Young Street Action Plan. Local's Lane was introduced this year, providing 22 local businesses, community groups, and sponsors the opportunity to engage with the community. Positive sentiment was received from attendees regarding the expanded footprint, and the focus on free activities. Detailed planning is underway for upcoming major events including the Waterfront Festival, Frankston Swim Classic, Carlsberg Beach Club (DEAP), Sand Sculpting Championships (DEAP), and Allure Markets.

Destination Events and Tourism

This quarter saw the planning for the launch of the 2025/2026 round of the Destination Event Attraction Program (DEAP), with continuous improvements to the application process and strategy to collaborate with organisers.

Media partnerships established with Beat, Forte and Concrete Playground for the broader Major Event season, as well as working with an external publicity agency to amplify Council-run and DEAP events. Imagine Frankston achieved a reach of 397,266 across social channels.



Frankston Arts Centre (FAC)

The second quarter highlighted the Frankston Arts Centre's ongoing commitment to the community, with 37 local education and dance groups hosting their end-of-year celebrations and concerts at our venue. Over the same period, we welcomed 20 commercial clients and presented seven FAC Season/FCC events in the theatre, achieving an impressive 85% utilisation of available dates. A standout moment was the successful launch of the 2025 Season, which also marked the beginning of our 30-year celebration.

Strengthening community connections further, we secured four new partnerships with local businesses: The Dancing Year, Frankston Brewhouse, Banks Brewing, and ETCH Sparkling. Our participation in the Executive PA Summit facilitated direct engagement with 12 new event organisers and several other leads.

Hospitality

We had a solid start to the quarter, with return client rebooking exceeding 95%. Corporate engagement was steady, marked by the return of the Psychic and Wellness Expo. Our Daytime Music Theatre luncheons continued to perform well, remaining heavily booked throughout the quarter. Over the quarter we hosted eleven schools' valedictory dinners and canapé events, all for returning clients. Additionally, we launched our offsite catering with HungryHungry, with PARC as our first client. The Halloween Dinner and Show and the sellout Operatic High Tea were notable highlights. The foyer bar service was very busy and served over 40,000 patrons from October to December.

Frankston City Libraries

Since the Monash University student social workers commenced in September 2024, they have helped connect patrons with community resources, such as housing services, mental health counselling, and facilitated access to essential services, including government services.

An event was held in early December 2024 as part of the 16 Days of Activism, with Rosie Batty visiting Frankston Library to speak to over 100 people.

A highlight of the libraries calendar, the Giving Tree was again hosted in the library, collecting food and toys to be distributed across the city this Christmas, and Santa paid a special visit to the library story-times to wrap up the year.

Council's Corporate Customer Service Update

In the last quarter, the call centre's Grade of Service (GOS) experienced a 6% decline compared to quarter one, dropping to 69%. This decrease is primarily attributed to operational challenges. Despite this, the results represents a significant improvement compared to the same period last year, with an 34% increase in performance for the phone channel.

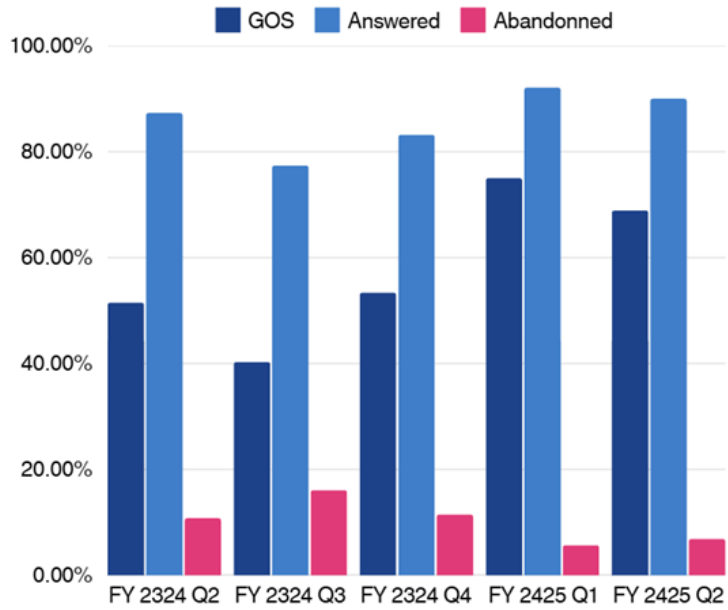
Additionally, the total length of interactions increased slightly compared to the previous quarter. This trend aligns with the top call reasons for the quarter, which were less transactional in nature and required more detailed discussions. These factors have likely contributed to the slight decline in GOS.

Looking at the rolling 4 quarters, we've seen significant growth and improvement overall. While this quarter showed a minor decline, it is important to highlight that, overall, the call centre has consistently delivered a higher level of service. This ongoing improvement has positively impacted our ability to provide customers with a reliable and consistent service experience.



CALL CENTRE PERFORMANCE

- 68.9%** GRADE OF SERVICE
- 90%** CALLS ANSWERED
- 6.9%** ABANDONED CALLS



Call Performance

Data as of: 24-Dec-24

Q2 - OCT - DEC

Date Selector: use Ctrl to multi-select

Multiple selections

Number of Calls - Year on Year

Key Performance Indicators

Calls Answered

90.0%

Abandoned Calls

6.9%

Grade of Service

68.9%

Calls Transferred

12.6%

How long does a call take?

03:13 Speaking with Customer

01:54 Customer on Hold

02:38 After Call Work

06:41 Total Time

Phone Performance - Month by Month

Right Click and Drill down to see daily results

Month	Calls Accept	Calls Answer	Calls Ans%	GOS %
2024 October	8,943	8,043	90%	68.9%
2024 November	7,047	6,327	89%	68.9%
2024 December	5,447	5,081	93%	68.9%

21,639
Total Calls

19,471
Calls Answered

1,492
Calls Abandoned

682
Callbacks

Why do our customers call? TOP 10 Reasons

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

Topic	# Calls	%
Waste	1,942	18%
Planning & Env	1,854	18%
Animals	973	9%
FRRRC	960	9%
Operations	883	8%
Facilities	879	8%
Compliance Gnrl	825	8%
Parking	801	8%
Rates LIC Enq	752	7%
Rates Notice	709	7%

What calls take the most time? TOP 10 Longest calls

Topic	# of Calls	AVE TotalTime
Operations	883	08:57
Compliance Gnrl	825	08:09
Trees	599	08:36
Health	380	08:58
Rates Pay Plan	246	08:23
Rates Valuation	68	11:08
Graffiti	63	09:07
Cap Wrks Project	21	08:20
Rates St No Enq	16	08:09
Call Back – NFA	15	09:07
Leases & Tndrs	7	14:21



Call trends and Opportunities

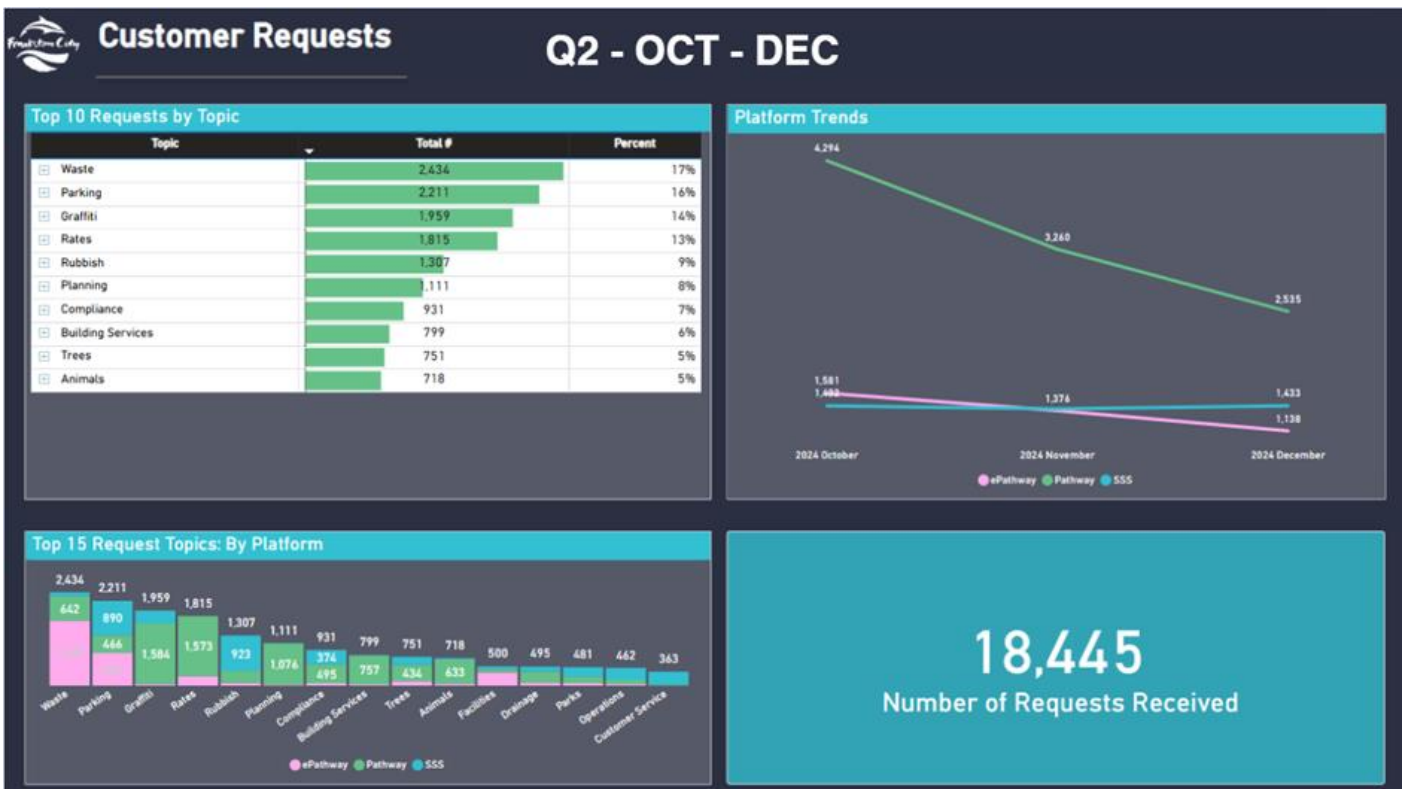
During the second quarter, Waste and Planning & Environment continued to be the dominant call categories, each accounting for 18% of the total calls received by the customer service team. Together, these two areas made up 46% of all calls. This trend has remained consistent compared with quarter one, where there was only a marginal decrease in the volume of calls related to these topics.

Calls concerning Operations have maintained their position as the longest call category. This trend has been consistent across the last four quarters, highlighting the complexity and detailed nature of these interactions.

Requests Logged

Over the quarter, a total of 18,445 service requests were logged, submitted either by officers, through the website, or via Snap Send Solve. Interestingly, channel preferences between the website and Snap Send Solve are very similar, with only marginal differences observed during this period.

What stands out, however, is the distinct nature of queries submitted through these channels. Snap Send Solve remains the primary channel for reporting public space-related issues, such as parking, dumped rubbish, and graffiti. In contrast, the website is more commonly used for property-related requests, such as waste services and bin orders. This differentiation highlights the tailored use of each channel based on the type of service need.





DATA AND SMART CITIES

Customer Requests

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

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

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

1. Customer Requests:

Council received 18,464 requests in Q2 which is an increase of 21% from same time last year (15,303) but is below Q1 that had 19,477. Council closed 17,779 requests, up 17% from the same time last year (15,154) but below Q1 (19,432).

At the end of Q2, Council had 2,149 requests still open, which is an increase over Q1 (1,714) however, there has consistently been more requests received over the past 9 months (compared to last year). Average number of days a request stays open remains constant at 67*. Information about open requests is more widely available now as part of the Customer Experience (CX) PowerBI Reporting. This aims to manage the responsiveness of actioning requests as a monthly reminder email accompanies the CX Report.

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

At the end of last financial year, average days to close was 29*.

** Figures are rounded to the nearest whole number in the next graph.*



2. ReM Requests:

Around 40% of ReM requests get actioned in Pathway and are counted in the above Customer Request figures)

Council received 6,160 pieces of correspondence in Q2 which is a 25% increase from the same time last year (4,914). Council closed 5,743 requests, up 17% from the same time last year (4,905) but below Q2 (6,214).

At the end of quarter two, there were 949 open ReM requests, down 29% from 1,334 in Q1 and up 2% from 930 in quarter four. Internal communication about timely closure has occurred recently as part of a more widely available Customer Experience Report. This communication is expected to be monthly which should drive down the number of open ReM.

Council aims to respond to correspondence within 10 days - we met that benchmark in Q2 76% of the time (80% for Q1).

The average number of days to respond to correspondence increased to 11* days for this reporting period which is an increase of 57% compared to last year (7* days) and an increase of 83% over Q1 (6* days).

* Figures are rounded to the nearest whole number in the next graph.



Graph highlights ReM Requests Oct-Dec (Q2).

Social and media engagement - Frankston City Community

This quarter the media and social presence has been a lot of work around the 2024 Local Government elections, and the resulting elected Council.

The quarter also saw continued concentration on the Young Street Action Plan and key initiatives such as Citizen of the Year for 2025 and flood mapping community engagement.

Throughout December 2024 there has been regular social in regard to the Christmas Giving charitable support throughout the municipal and also preparing for a busy summer on our beaches, PARC and the reopening of the Pines Pool.

Events season is also now in full swing and there has been a lot of communication activity across the Christmas Festival heading into Waterfront Festival and a busy January and February.



City Positioning and branding

City Positioning remains an important focus and key priority, with development and investment attraction at the forefront.

Several major developments have been announced, including The Nepean (OYOB), Playne Street and Harbour with several stakeholders engaging in the news announcements and debate. There has also been new business openings, renovations and relocations announced which have generated mass consumer reach and engagement amongst local and metro audiences (e.g. Moondog Beach Club, Hotel Paradiso, Young Street Tavern to name a few). Messaging has been crafted to encourage further investment and interest from businesses.

Imagine Frankston is targeting metro audiences with a number of social channels. Sponsored posts have been incorporated into the strategy in order to build followers for these brand-new channels. This is however the most cost-effective strategy, in comparison to above-the-line advertising.

The Destination Events Attraction Program continues to be a key source of City Positioning, with a targeted outreach and collaborative approach between Council and innovative events companies that will challenge perspectives of Frankston and appeal to new metro audiences. There is also an uplift in collaboration with existing local businesses in the form of sponsorship and activation opportunities.

Frankston City Council's Corporate Branding continues to be upgraded in accordance with the Brand Guidelines. All newly created collateral (reports, posters, newsletter banners, social media tiles, flyers) now utilise the new branding, as do Business Cards, Name Badges, eSignatures. Street signs that have reached end-of-life are being replaced with the new monochrome logo and uniforms and name badges are also utilising the monochrome logo.

The majority of business units now have updated branding aligned to the Corporate branding so that they are easily identifiable as a Council service. These include Maternal & Child Health collateral, Youth Services, Frankston City Libraries, Frankston Volunteering, several events and the City Positioning brand Imagine Frankston.

Community Engagement

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

In November 2024, we continued our deliberative Community Panel process to further refine the broader community's input into these key strategic plans. The Panel, made up of 40 Mini Frankston City members and residents, met for 16 hours over five workshops, and was represented all ages, suburbs, genders, and diverse characteristics of our municipality. Our Panel members took on the role of analysing feedback from over 1300 participants to help them:

Draft a new Frankston City Community Vision 2040 statement, and four new aspiration statements to guide Council's work.

Inform development of our new Council and Wellbeing Plan, by working through what they would expect to see, hear or notice changing as Council works towards their new aspirations in the next four years.

Inform Council's review of our Asset Plan and Financial Plan, by prioritising budget decision-making criteria, and discretionary projects under our Long-Term Infrastructure Plan.



The next steps for this significant integrated community engagement project are:

- Additional engagement to inform our Annual Budget 2025-2026 in January-February 2025.
- Updated Community Vision 2040 will be presented to Council for adoption in February 2025.
- Additional engagement on the Council and Wellbeing Plan 2026 – 2030 in April-May 2025.
- Updated Asset Plan and Financial Plan will be presented to Council for adoption by June 2025.

The Community Engagement Team also delivered the first stage of engagement on our 'Planning for floods and coastal hazards project', an integrated approach to raising awareness and community participation in flood and coastal hazard management. The campaign achieved very high reach across all demographics of our community, and including multiple communications methods, drop-in sessions and an online mapping tool. Additional flood and coastal hazard markers added to the map by our community will enable Council to work with DEECA and Melbourne Water to update models. These maps can then be used to inform further stages of engagement, planning controls, emergency management, community awareness and mitigation works where possible.

Planning is also well underway for an extensive list of community engagement projects in 2025, including Domestic Animal Management, Affordable Housing Policy, Budget 2025-2026 and the draft Nepean Boulevard Master Plan.

Building Frankston's Future (BFF) Capital Works Awareness

Communication activities were undertaken for several other upcoming and completed projects.

They include; Ballam Park Lake and Bio-retention System, Fairway Street and Kareela Road Shopping Strip upgrades, Ballam Park play space (stage 2), Monique and East Seaford Reserve play space upgrades, Seaford Wetlands viewing platform, bulk street lighting upgrades, Havana Reserve upgrade, Langwarrin Community Centre and Early Years project, upcoming works as part of Sandfield Reserve Precinct Revitalisation project, Monash Greenlink, Witternberg Reserve SUP and boardwalk, the Bike Riding Strategy and Frankston Park Oval upgrade.

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

Other channels:

Social media postings for capital works projects on Facebook, Instagram and LinkedIn continue to reference #BuildingFrankstonsFuture;

Building Frankston's Future and the projects delivered continue to be showcased in Frankston City News and eNews.

PLANNING PROGRESS

Statutory Planning data update – Quarter 2 (Q2) (2024-25)

Statutory planning on-time delivery for Q2 at 79 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 271 undecided planning permits, amendment to planning permits, and plan approval applications currently with Council.



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

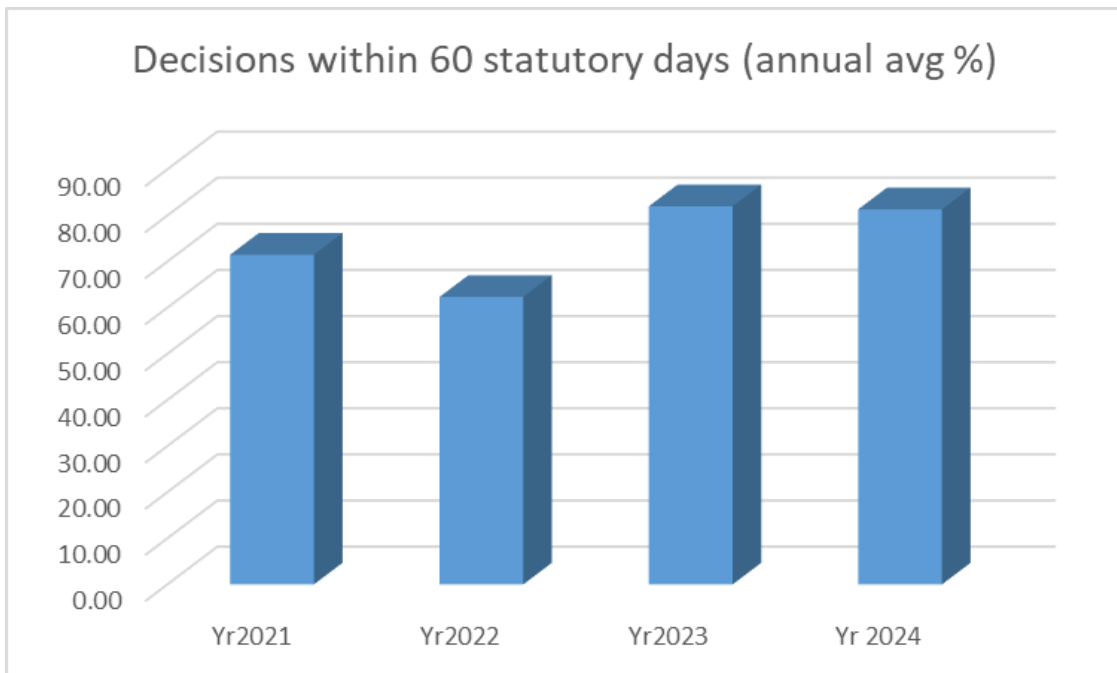
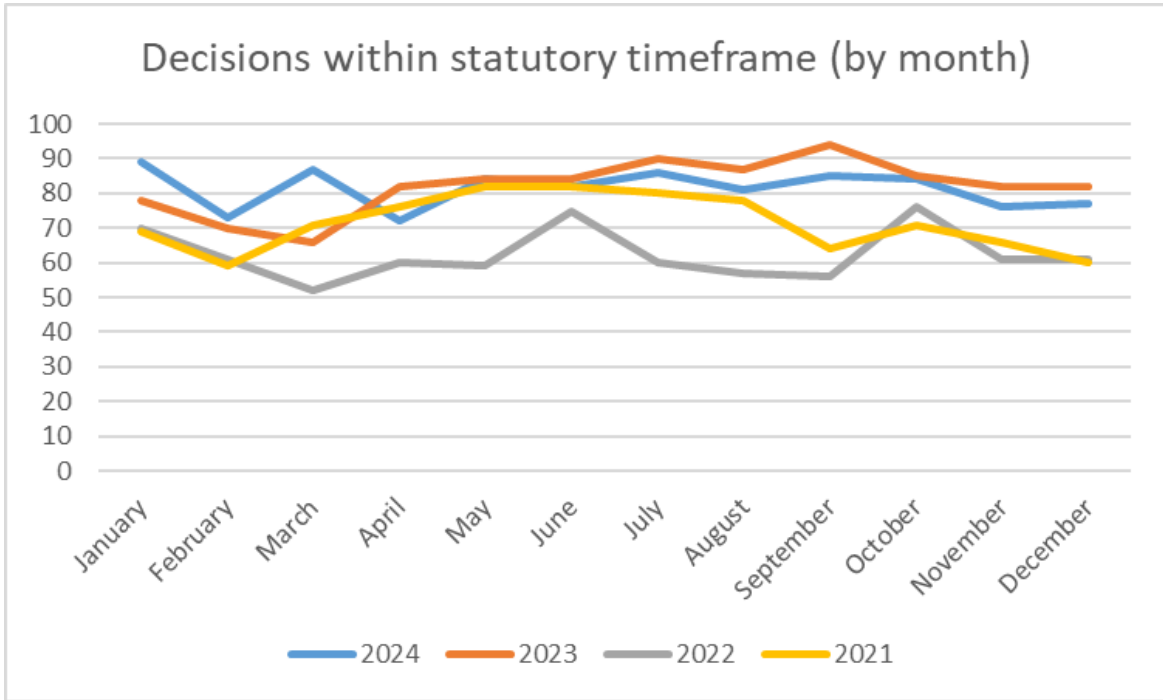
This demonstrates the consistent volume of applications received each month, noting that the lodgement volume includes new permit and amendment applications and other consent types, but is still not reflective of all work undertaken in the processing of planning permit applications.

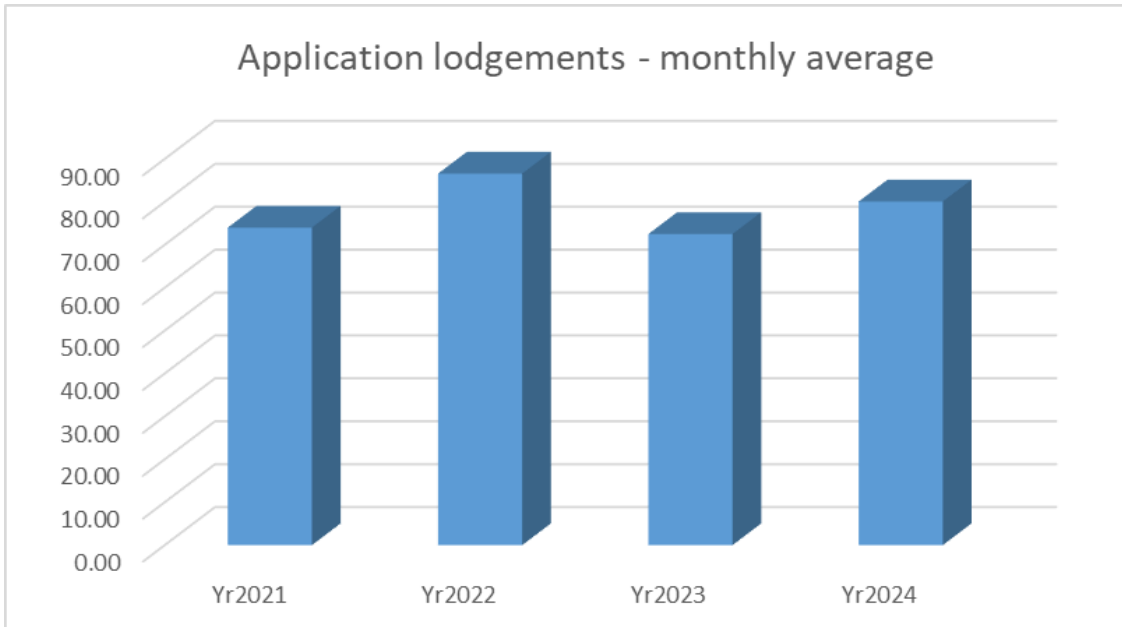
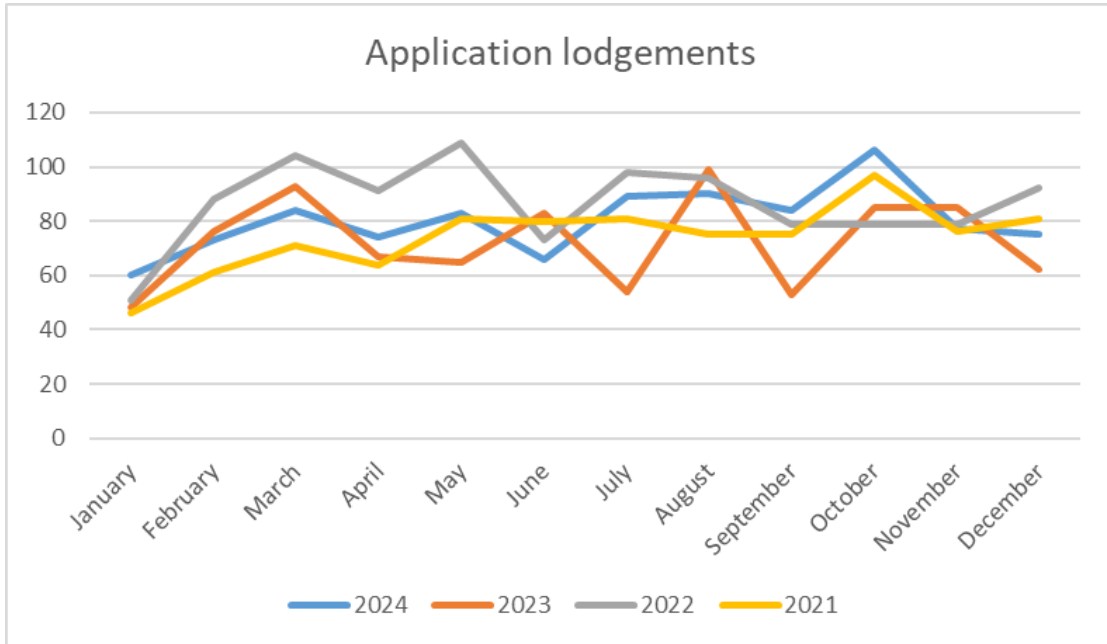
Lodgements during 2024 have been slightly higher than 2023 volumes.

A summary of developer financial contributions received within the quarter is also detailed below. It should be noted the data for 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 or later. There may be a minor discrepancy with the manually calculated on-time delivery data and the published PPARS data.

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

Developer Financial Contributions- Quarter 2 (2024-25)	
Contribution Type	Total Amount Received
Open Space Contributions	\$366,800
Car Parking Financial Contributions (cash-in-lieu)	\$0







Environmental Health update- Food Business Inspection and Enforcement Outcomes Quarter 2 (Q2) (2024-25)

Food business inspection and enforcement outcomes for Q2 are summarised in the first two tables below, with 171 inspections undertaken in the quarter at a compliance rate of 96 percent, up from 90 percent in Q1. This is 20 percent of statutory food inspections and assessments undertaken in the quarter. Also, 100 percent of critical and major follow-ups were completed, with two Food Act Orders and Directions issued.

This progress update (tables 3 and 4) also includes a summary of Environmental Health team achievements and a food sampling analysis summary for 2024.

Environmental Health

QUARTERLY FOOD SAFETY OUTCOMES

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%
Compliant statutory food premises inspections	82	53	30	165	238
Non-compliant statutory food premises inspections	6	0	0	6	25
Food Enforcement - Food Act Orders & Directions Issued	1	0	1	2	0
Food Enforcement - Penalty Infringement Notices Issued	0	0	0	0	1

Environmental Health

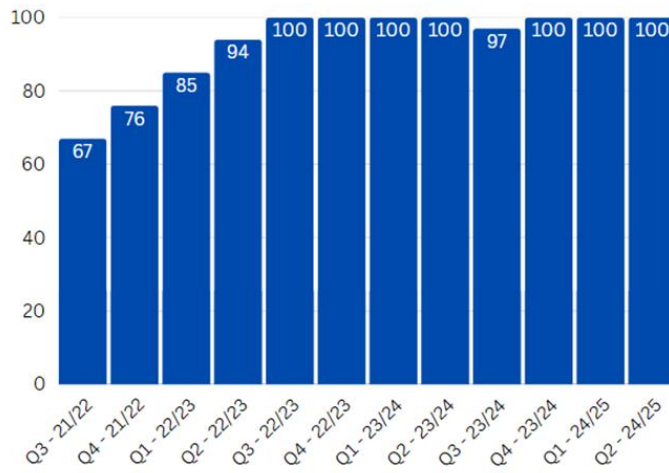
QUARTERLY FOOD SAFETY OUTCOMES

20%
statutory food inspections & assessments completed in Q2

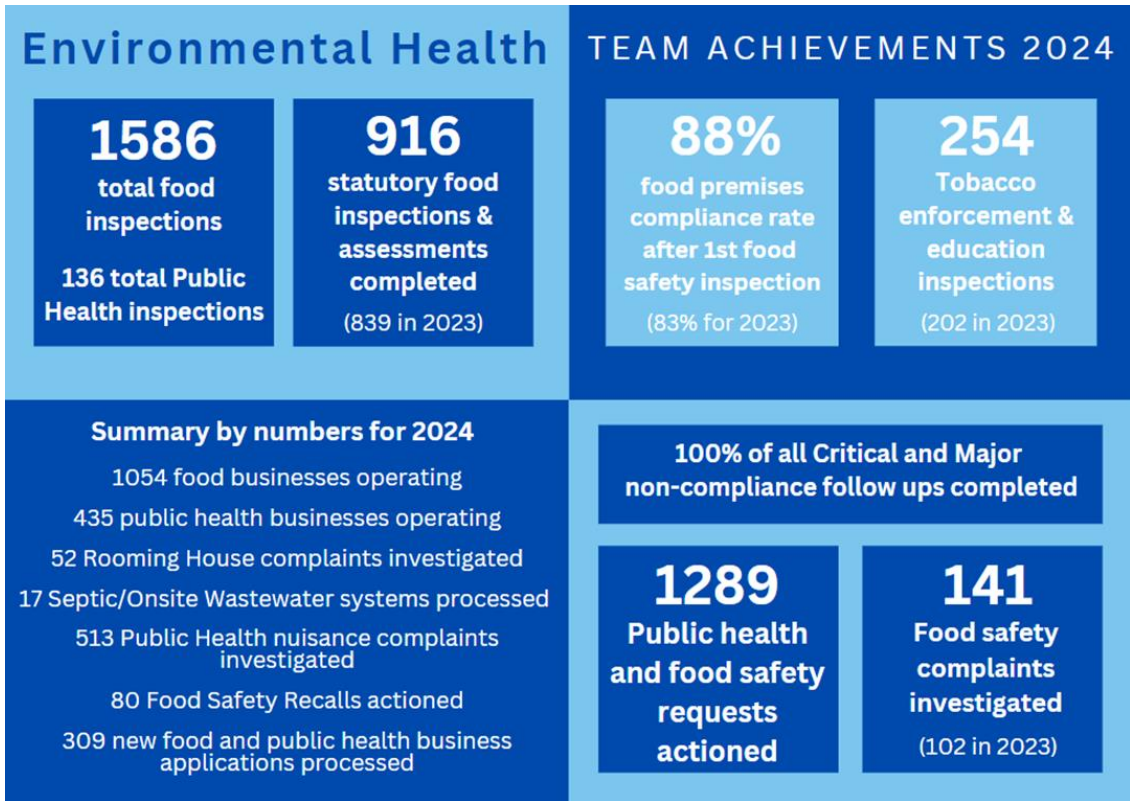
171
statutory food inspections & assessments completed
(263 in Q1)

96%
compliance rate at statutory inspections & assessments
(90% in Q1)

Percentage of Critical and Major non-compliance follow ups completed



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



Environmental Health

FOOD SAMPLING ANALYSIS SUMMARY - 2024

100%

sample compliance from Class 1 - High risk food businesses

In accordance with the Food Act 1984, Environmental Health Officers must collect samples from various food businesses across the Municipality. These food, swab and water samples are submitted for microbiological, chemical or labelling analysis at a nationally accredited laboratory.

The high level of compliance indicates there is excellent food safety outcomes across food businesses in Frankston City.

173

food and water samples collected for analysis

Five rounds of food sampling and analysis snapshot

Round 1: Local craft beers sampled to investigate the occurrence of the under declared alcohol content in the beer. This is where the alcohol statement is not accurate to within 0.3% alcohol by volume (ABV).

Round 2: Class 1 high risk food premises. Potentially hazardous foods from aged care facilities, childcare centers, and hospitals.

Round 3: Potentially hazardous food stored in the refrigerated display units e.g. sandwiches, wraps, salads, and pre-packaged sandwiches/salads/sushi.

Round 4: Unpackaged frozen food items e.g. ice-creams, sorbets and yoghurts. This round also included thick shakes and smoothies.

Round 5: Class 1 high risk food premises - Food samples were collected from Council's Meals-On-Wheels facility and other Class 2 & 3 food businesses.

94%

sample compliance from Class 2 & Class 3 food businesses

City Futures Department update

The following Policy and Strategy Development work occurred from October to December 2024:

- Planning Scheme Amendment C158fran (250 Wedge Road) for the deletion of the existing Public Acquisition Overlay (PAO) was approved by the Minister for Planning on 17 October 2024. This completes the strategic planning part of the process.
- On 12 December 2024, the Planning Panel Hearing for Planning Scheme Amendment C161fran, The FMAC Development Contributions Plan was held in the City at Planning Panels Victoria. The Panel report is anticipated to be received in late January and will be brought to a Council Meeting in early 2025.
- Frankston City's Community Panel reconvened to consider key information and the community's priorities for the Council & Wellbeing Plan. After deliberative discussions, the panel submitted a report outlining its agreed priorities for Council over the next four years.
- Key elements of the Nepean Boulevard project which are in progress or complete to December 2024 include:
 - 'Connecting City, Creek and Coast - Nepean Boulevard Master Plan' was completed in September 2024 and received unanimous Council endorsement to proceed with community engagement in

early 2025. The Master Plan provides an ambitious shared vision for revitalisation of a 3.7km corridor of Nepean Highway from Kananook Creek to Olivers Hill.

- Early Works North and South Entry Greening Projects– Installation of new median planting and gateway signage was completed in October 2024 at two locations.
 - Early Works Mile Bridge Illumination Project – Design approach for new bridge lighting and cladding is being coordinated with the new Mile Bridge public gateway sculpture. Designs are anticipated to be finalised by June 2025 for delivery in the 2025/26 capital program.
 - Early Works Median Tree Illumination Project - Design progressed and authority approvals are being sought for new feature tree lighting in the median between Davey and Beach Streets with delivery to be completed by October 2025. The project is being delivered in partnership with the Victorian Government Suburban Revitalisation Program.
 - Signature Projects – With the master plan and early works underway, priority signature projects are being scoped to support advocacy, foster partnerships across all government tiers, and advance the Nepean Boulevard vision. This will also guide project prioritisation and community engagement.
 - Officers are collaborating with the Department of Transport and Planning to develop a strategic transport improvement plan identifying FMAC transport network changes needed to support the Nepean Boulevard outcomes. This work, aligned with the master plan, is key to advocating for Victorian Government road functionality upgrades.
- Open space planning due diligence activities progressed for a new district level open space in Skye with a Cultural Heritage advice and fieldwork underway in accordance with legislative requirements.
 - On the 15 November 2024, the Frankston Public Toilet Action Plan won the Award of Excellence in the Community Wellbeing and Diversity Category at the 2024 Planning Institute of Australia (PIA) Victorian State Awards. The award celebrates great social planning that assists and supports community cohesion, safety, and supports the culture of diversity.
 - The Local Park Action Plan and Frankston Play Strategy implementation program saw park and playspace upgrades completed at Lindrum Reserve in Frankston, East Seaford Reserve in Seaford and Monique Reserve in Langwarrin. The Local Shopping Strip Action Plan also continued, with upgrades completed at Kareela Road Shops in Frankston and designs underway for Railway Parade in Seaford and Mahogany Avenue Shops in Frankston North.
 - Community engagement was undertaken in relation to flooding and drainage issues, coastal inundation (from storm surge or unusually high tides) and coastal erosion that residents may have seen or experienced. This information is important to inform comprehensive flood and coastal hazard maps. The engagement received 2794 visits to the page which is strong for an Engage Frankston project and 284 drop points were added to the map (216 for public land floods, 61 for private land floods. 2 for coastal erosion, 5 for coastal inundation)
 - Community and internal and external stakeholder engagement on the Fauna connectivity review was completed. Consultants also completed the Track and Wayfinding signage audit and recommendations for Lower Sweetwater Creek.

- Economic Development Officers are supporting Council's Social Procurement Working Group to explore opportunities to increase the use of local businesses by Council, through the promotion of the Local Business Directory when seeking contract and tenderer submissions as well as when sourcing general products and services.

The following Programs and Events delivered:

- During November and December 2024, funds were provided for heritage improvements to properties at 140 Frankston Cranbourne Road, Langwarrin, the Deck and 110 Gould Street through Council's Local Heritage Preservation Grant.
- Council's 2024-25 Business Grants were finalised with Council endorsing the awarding of \$150,000 to 17 local businesses. The grant program offered businesses between \$5,000 and \$20,000 to expand, relocate or start a new business in Frankston City in a commercial space. Funding allocated included a new liqueur distillery, archery technology for clients with physical impairments, a 3D foot scanner, signage for a plumber, a co-working space and many more exciting and innovative initiatives.
- Promotion for the next round of Façade Improvement Grants commenced in December. Stage 1. applications will open 28 January 2025.
- An audit of the Frankston city centre in December showed an 18% vacancy rate, with 4% of properties temporarily unsuitable due to planning, construction, or repairs. The Economic Development team delivered five business workshops including the 'Business Plan Accelerator', 'Branding for Business Growth – Session #5', 'Google Ads', 'The Startup Sesh' and 'Branding for Business Growth – Session #6 (Final session)'. A total of 136 participants attended these workshops.
- Council's Business Mentoring program offers two free 1-hour support session with experienced business operators across a range of sectors. Business mentoring sessions were provided to 9 participants this quarter.
- Council's Business Concierge program provides assistance to aspiring, new and existing business operators to navigate through Council processes. This quarter 74 inquiries were responded to, primarily from the hospitality and retail sectors with 50% of enquiries located in Frankston.
- Two Secondary School Business Industry Panel Q&A Sessions were delivered to support the Woodleigh and David Scott Schools.
- Council's Annual Business Survey is completed each year to better understand the key development opportunities facing Frankston City businesses and to help develop programs, services and supports that are relevant and reflect the needs of our business community. Results from the survey, completed in September by 102 respondents from a range of industries, were analysed this quarter and showed that 92% of respondents who had interacted directly with a member of Council's Economic Development team said they were 'very satisfied' with the service provided.
- A 'Welcome' to Frankston City email was sent to 153 newly registered businesses this quarter. The 'Welcome' email outlines the various Council supports on offer and provides links to further information and contact details.



- In collaboration with Mornington Peninsula Shire, the Economic Development Team held its very first Start-Up Sesh – designed to help entrepreneurs take the next step in their Start-Up journey.
- A social media campaign to further promote Council's Local Business Directory was delivered, with 183 directory listings as at the end of the quarter.
- The Environmental Sustainability community grant applications were reviewed with 4 private landowners and one school being awarded \$1000 each to undertake revegetation works to enhance the biodiversity on their property. Round 2 will be offered in February.
- The City Futures Department partnered with Southern Gamblers Help deliver an all-staff event during Gambling Harm Awareness Week with a local lived experience advocate to raise awareness of gambling-related harm.
- As part of the Backyard biodiversity workshop series, the Environmental policy and planning team hosted a webinar to over 100 people who tuned in to hear Dr Lindy Lumsden a Principal Research Scientist with the Arther Rylah institute share her 40 years of ecological research on microbats.
- The Aussie Bird Count took place in 14–20 October, to launch the count Frankston held a workshop at the Library on Saturday, 5 October where Dr. Jacinta Humphrey, Urban Ecologist at RMIT University spoke to residents on the impacts of urban development on bird habitats and practical ways to create bird-friendly suburbs.
- 11 gardens were visited as part of the Gardens for Wildlife program.
- 17 Habitat Boxes were professionally installed in private residents (5 brushtail possums, 6 medium parrots, 2 small parrots, 1 kookaburra and 3 microbats boxes) and the remaining 7 boxes were installed at Overport park upon the completion of a habitat box program funded by the state government.
- Council continued its involvement with the Council Alliance for a Sustainable Built Environment (CASBE), focusing on the pursuit of zero-carbon buildings and the development of revised daylight requirements for Victorian buildings.

Frankston Business Collective

This quarter has been marked by steady growth in memberships and the culmination of the year's major event – the Business Excellence Gala Awards Dinner 2024.

Events

This highly anticipated event saw exceptional attendance, with a diverse mix of business leaders, community members, and dignitaries coming together to celebrate excellence in the Frankston business community.

Among the distinguished guests were our Member of Parliament, two newly elected Councillors, and the Mayor of Frankston, whose presence highlighted the importance of the event in the region's calendar. Their support and recognition of local businesses added prestige to the evening, inspiring all attendees.

Feedback from the event has been overwhelmingly positive, with guests praising the outstanding organisation, the calibre of the awards, and the vibrant atmosphere. The Gala not only celebrated remarkable achievements but also served as a platform for networking, collaboration, and unity within the business community.



This unforgettable evening reinforced Frankston’s position as a thriving hub of innovation and enterprise and reflected the Frankston Business Collective’s dedication to uplifting and supporting local businesses.

FBC’s events are now generating a surplus, marking a significant improvement from founding years when the financial outcomes of events were unclear and often resulted in a deficit. This achievement reflects careful planning, a commitment to good governance, and a focus on delivering high-quality events, such as the Business Excellence Gala Awards Dinner 2024, which continues to set the standard for excellence and engagement in our community.

Membership Growth

FBC has experienced steady membership growth, with a shift towards higher-value tiers. The uptake in Executive memberships has outpaced Essential memberships, reflecting the increasing recognition of the value and benefits provided at this level. This trend not only strengthens member engagement but also supports FBC’s goal of achieving financial sustainability and independence through a more robust revenue base.

Looking ahead to 2025, we aim to expand our reach to target businesses on the Mornington Peninsula, further broadening our community and impact. This strategic focus ensures FBC continues to deliver value while fostering long-term growth and economic development within the region.

FINANCIAL AND CORPORATE PLANNING

Service Planning update

The Service Governance Groups met in December to review actions arising out of Service plans and a draft Council Plan is being prepared to present to Council in early 2025. Three deliberative engagement sessions were held with the community panel on the Council Plan, the Financial Plan and the Asset Plan.

Update on Federal Parliamentary Inquiry into Local Government Financial Sustainability

The House of Representatives Standing Committee on Regional Development, Infrastructure and Transport undertook an inquiry into local government sustainability. The outcome report was issued in November 2024 with 47 findings and 48 recommendations addressing rate capping, grants, cost shifting, core services and the financial sustainability of local councils. The inquiry found rising infrastructure and service delivery costs are outpacing growth in grant funding with some services already being reduced or stopped as a result.

Key recommendations of interest include:

- Review the rating system and rate cap formula;
- Reversing the immunisation cost shift to Councils;
- Reinstating 50:50 funding splits for Libraries, School Crossing Supervisors, Maternal and Child Health services;
- Fully fund the implementation of ‘Free Kinder’;
- Fully fund State Govt owned roadside weed and asset/infrastructure management;
- State Gov adequately fund required Councillor training and professional development;
- Increasing funding towards roads and infrastructure for growth areas;
- A VAGO investigation the cost shifting from State to Councils;



- Establishment of financial reporting requirements for infrastructure assets;
- That Councils partner with TAFEs and Universities to offer traineeships and/or apprenticeships in professions with skills shortages;
- Consultation with Local Government before releasing grant programs;
- Implementation of new grant programs for asset renewal and maintenance to address backlogs and needs of community;
- A comprehensive review of State Gov grant programs (application process through to reporting);
- Fixed payment schedule for Fed Gov Financial Assistance Grants and advocacy for a 1 per cent increase of tax revenue.

ACCOUNTABILITY AND TRANSPARENCY

Councillor Induction Program – mandatory training

The amended Local Government (Governance and Integrity) Regulations were released on 22 October 2024. These included a Model Councillor Code of Conduct for all councils, improvements to the councillor conduct framework and mandatory training for Mayors, Deputy Mayors and Councillors, which came into effect on 26 October 2024. These establish clear standards of behaviour to reflect the values of integrity, transparency, respect and accountability and ensure Councillors are better equipped to perform their functions and duties.

The new term of Councillors elect commenced on Monday 18 November 2024 and took their oath/affirmation on Wednesday 20 November 2024 allowing them to start their mandatory Councillor Induction training covering seven key themes, which is required to be completed within four months, by 19 March 2025. The Mayor and Deputy Mayor attended the two-day Municipal Association of Victoria’s (MAV) mandatory Mayoral Training on 12 & 13 December 2024, which was required to be completed within one month of being elected Mayor and Deputy Mayor.

A comprehensive Councillor Induction Program is underway which addresses the seven themes through Councillor Briefings and Workshops scheduled Monday and Wednesday evenings for up to three hours.

The following is a status of mandatory Councillor Induction training undertaken by December 2024:

Mandatory Training content	Mandatory Theme	Date held	Councillor attendance
Role of CEO, Council, Mayor and Councillors	1. Working Together in a Council	18 November 2024	All
Working Together as a team, Councillor Aspirations, Overview of Council	1. Working Together in a Council	23 November 2024	All
Governance Rules overview and types of Committees	2. Decision Making, integrity and accountability	25 November 2024	All
Local Government fundamentals and Councillor obligations Councillor Conduct Framework	2. Decision Making, integrity and accountability 5. Conduct	27 November 2024	8 attended 1 watched recording
Statutory Planning overview	6. Land Use Planning	27 November 2024	8 attended 1 watched recording

Introduction to Integrated Planning - Council Plan & Budget Overview, Capital Works & Asset management Overview Media Training – Councillors only	4. Strategic Planning and Financial Management 3. Engagement and Advocacy	4 December 2024	All 7 attended (Crs only)
Advocacy Councillor enquiries and requests Complaints management and roles of key integrity bodies Privacy	3. Community representation 2. Decision Making, integrity and accountability	9 December 2024	8 attended 1 briefed/recording
MAV Mayoral Training - Mayor & Deputy Mayor Roles, responsibilities and support Effectively chairing meetings Acting as the Council’s principal spokesperson Helping councillors understand and perform their role The relationship between the Mayor and CEO	1. Roles & Responsibilities 2. Chairing Meetings 3. Engagement and Advocacy 4. Leadership	12 & 13 December 2024	Mayor Cr Kris Bolam and Deputy Mayor Cr Steffie Conroy

Interstate Travel Public Register (Councillor and Staff)

During the October - December 2024 quarter, there was no interstate travel undertaken by a Councillor 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 and on Council’s Transparency Hub.

Training costs associated for staff

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

For the previous quarter (01/10/2024 - 31/12/2024) there were 4 training costs greater than \$1000 provided. The focus on implementing the corporate training program continues this quarter.

Department	Directorate	Development Category	Date of start of Training	Total Cost	Rationale for Approval
People & Culture	CIA	Job Specific Technical Training	06/11/24 - 4/12/24	\$3850	Required for role
People & Culture	CIA	Job Specific Technical Training	26/11/24 - 4/12/2024	\$2420	Required for role
Arts & Culture	CIA	Leadership Development	17/10/24 - 20/10/24	\$1856	Professional Development
Development Services	Communities	Leadership Development	2/10/24 - 4/10/24	\$1065	Professional Development

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

Councillors wanting to seek legal advice are to contact the Manager Governance in the first instance, for any governance, legal or administrative enquiries. Council's Legal Advice Protocol, adopted in December 2020, applies to circumstances where a Councillor wants legal advice to be obtained in connection with the performance of their duties and functions as a Councillor. The procurement of legal services is carried out by Council officers in accordance with appropriate procurement restrictions and oversight provisions.

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 the Governance Rules. Once a NOM is accepted by the CEO, the full text of the NOM is included in the agenda.

There were no Notice of Motions tabled by Councillors for the October - December 2024 quarter.

Public petition process

The Governance Rules 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."

Further changes to the Petition process were proposed in the draft amendment to the Governance Rules, which were endorsed by Council in December 2023. Community engagement on these changes were put on hold in February 2024 and only Chapter 8 Election Period Policy was released and adopted by Council in May 2024, due to IBAC's Operation Sandon Report recommendations to introduce Model Governance Rules and the announcement of reforms to the Local Government Act 2020.



On 31 December 2024 Local Government Victoria released a Bulletin announcing that seven of the Operation Sandon recommendations have been fully acquitted through the reforms to the Local Government Act 2020 and the Local Government (Governance and Integrity) Regulations 2020. Local Government Victoria have now commenced work to address the recommendations to develop and introduce Model Governance Rules and are working towards having these published by December 2025. The Model Rules will be standard for all Victorian councils and negate the need for councils to develop and adopt their own set of Governance Rules.

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

There were no petitions tabled by Councillors for the October - December 2024 quarter.

Councillor Appreciation awards process

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

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

There were no Councillor Appreciation Awards presented for the October – December 2024 quarter.

Accountability and Transparency Reform document update

Cr Bolam proposed an Accountability and Transparency Reform (ATR) in May 2018 with 160 items. These were considered by Council officers and where relevant were implemented with outstanding items presented to Council in June 2020. Cr Bolam introduced an ATR II with supplementary items in March 2022 and these were presented to Council at its 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 next table outlines the status of the remaining ATR item since July 2023.

Accountability and Transparency Reform (ATR) - status update quarter 2 (October to December 2024)

Supplementary ATR items

October 2022

Officer comments

Item 3

In July 2023, IBAC released a report on Operation Sandon with 34 recommendations, including changes to Cr Bolam wrote: "That the next improve councillor conduct and requirements for lobbyists. Following this work has been undertaken by Local Councillor and Staff Code of Government Victoria in collaboration and consultation with other bodies to commence implementation of the Conduct updates are to include recommendations.

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

The Local Government Amendment (Governance and Integrity) Act 2024 was given Royal Assent on Wednesday 25 June 2024 and the Local Government (Governance and Integrity) Regulations were released on 22 October 2024. These included a Model Councillor Code of Conduct for all councils, improvements to the councillor conduct framework and mandatory training for Mayors and Councillors which came into effect on 26 October 2024. These establish clear standards of behaviour to reflect the values of integrity, transparency, respect and accountability.

Councillor Attendance

An original ATR item 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.

During quarter 2 (October – December 2024) there were two (2) Council Meetings and four (4) Councillor Briefings.

Table 1 titled, 'Councillor Attendance at Meetings and briefings (October to December 2024)' provides an overview of attendance for this period:

Councillor Attendance at Meetings October 2024 - December 2024				
Councillor	Council Meetings Attended	Councillor Briefings Attended	Total Attended	Attendance
<i>Cr David Asker</i>	2	4	6	100%
<i>Cr Sue Baker</i>	2	3	5	83%
<i>Cr Kris Bolam</i>	2	4	6	100%
<i>Cr Nathan Butler</i>	2	4	6	100%
<i>Cr Steffi Conroy</i>	2	4	6	100%
<i>Cr Emily Green</i>	2	4	6	100%
<i>Cr Brad Hill</i>	2	4	6	100%
<i>Cr Michael O'Reilly</i>	2	4	6	100%
<i>Cr Cherie Wanat</i>	2	3	5	83%
Total	18	34	52	96%

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

Councillor Attendance at Briefings only October 2024 - December 2025		
Councillor	Councillor Briefings	Attendance
<i>Cr David Asker</i>	4	100%
<i>Cr Sue Baker</i>	3	75%
<i>Cr Kris Bolam</i>	4	100%
<i>Cr Nathan Butler</i>	4	100%
<i>Cr Steffi Conroy</i>	4	100%
<i>Cr Emily Green</i>	4	100%
<i>Cr Brad Hill</i>	4	100%
<i>Cr Michael O'Reilly</i>	4	100%
<i>Cr Cherie Wanat</i>	3	75%
Total	30	94%



Reports presented to Council at meetings closed to the public

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

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

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

During Quarter 2 (October-December 2024), there were no decisions made in Council Meetings closed to the public. During this time, 19 reports were presented to Council Meetings open to the public.

There were no Notice of Motions and one Urgent Business item raised during the last quarter. This information is available on Council's Transparency Hub.

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

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

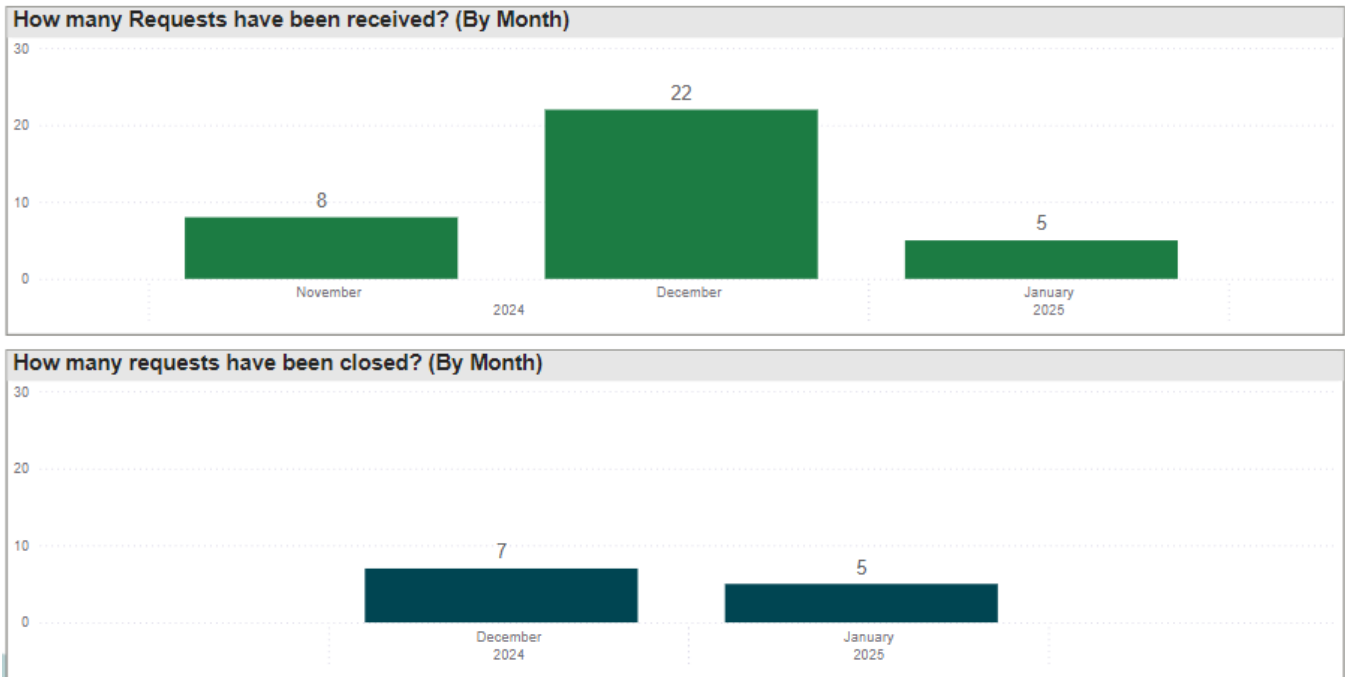
A report was presented to the Audit and Risk Committee with an update on the status of the Policy Register, an improved approach to reviewing the effectiveness of policies and a review of the Policy Framework.

Ongoing updates will be provided every six (6) months in the Governance Matters report.

Reports on progress against Councillor Requests

The status indicates there are currently 25 open Councillor Requests. 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 since the commencement of this current Councillor term (November 2024) to date:



The status indicates there are currently 25 open Councillor Requests. 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 since the commencement of this current Councillor term (November 2024) to date:

Procurement update

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

Contracts awarded under Financial Delegation between 1 October and 31 December 2024.

Below table - 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
CN11465	Lucerne Reserve Play Space and Overall Park Upgrade	21/11/2024	YELLOWSTONE LANDSCAPING PTY LTD	339,585	CEO
CN11466	Brunel Reserve Play Space and Overall Park Upgrade	19/11/2024	Sustainable Landscaping	352,787.28	CEO
CN11476	Supply and Delivery - Road Sweeper Unit 2024	26/11/2024	BUCHER MUNICIPAL PTY LTD	523,249.17	Director
CN11484	Shared User Path Construction at Robinsons Road Frankston	28/10/2024	FUTURE CIVIL GROUP	199,586	Director
CN11494	Public Toilet Construction Sandfield Reserve	13/12/2024	CA Property Group Pty Ltd	692,440	CEO
CN11503	Street Lighting Bulk Changeover Project	7/10/2024	Magnetic Power Services	528,300	CEO
CN11514	Jubilee Park Stage 2 Construction Works	2/12/2024	Gilmore Civil PTY LTD	516,473.90	CEO
CN11520	Offsite Storage & Services of Corporate Records	20/10/2024	Grace Records Management (Australia) PGy Ltd	744,472	CEO
CN11546	Armstrongs Road Bridge Over Kananook Creek - Footpath Section Renewal, Seaford.	27/11/2024	Maw Civil Marine Pty Ltd	260,813	Director
CN11589	Haysen Reserve Playground Upgrade	23/12/2024	Landstruct Landscape Construction Pty Ltd	217,765.05	CEO
CQ11460	Aquatics Facilities Condition Inspections	24/12/2024	Know-ledge Asset Management Pty Ltd	227,500	Director
CQ11486	Landscape Design BMX Pump Track - Banyan Reserve	19/12/2024	PLAYCE PTY LTD	81,700	Manager
CQ11504	Centenary Park Golf Course Public Toilet	1/12/2024	Landmark/Furphy Infrastructure Group	119,920	Director
CQ11511	Open Space Condition Audit	24/12/2024	RAPID MAP SERVICES PTY LTD	124,600	Director
CQ11517	Frankston City Stormwater and Flood Management Framework	21/11/2024	Rain Consulting Pty Ltd	63,478	Manager
CQ11526	Frankston Destination Events Publicity Program	7/10/2024	Deathproof Group Pty Ltd	38,800	Manager
CQ11529	Fletcher Rd Shared User Path - Survey & Design Services	7/10/2024	Traffix Group Pty Ltd	99,960	Director
CQ11537	Havana Reserve - Havana Reserve and Picnic Shelter	14/10/2024	Sustainable Landscaping	43,912.32	Manager
CQ11541	Community Engagement - Community Care	11/11/2024	Conversation Caravan	52,525	Director
CQ11547	George Pentland Botanic Gardens - Shade Sail Supply and Installation Works	17/12/2024	Shade N Sails Pty Ltd	43,940	Manager
CQ11549	Kareela Shopping Strip Improvements	1/11/2024	Blue Peak Constructions Pty Ltd	242,565.19	Director
CQ11556	Croquet Club - Termite Rectification Works	20/11/2024	HM Homes	110,909.09	Director
CQ11563	Council Chamber Toilet Works	24/11/2024	More Building Group Pty Ltd	96,000	Director
CQ11567	Heysen Reserve - Supply of Equipment	18/12/2024	Panel of suppliers	86,000	CEO

Below table - Contracts granted exemption from Procurement Process between 1 October and 31 December 2024.

Contract No	Contract Title	Award Date	Supplier	Contract Value
				(\$ ex GST)
E11540	Funding of Community Legacy Components of Ballarto Road Upgrade Project	28/10/2024	DEPARTMENT OF TRANSPORT AND PLANNING	30,797.45
E11557	Maintenance of Traffic Signals	22/11/2024	DEPARTMENT OF TRANSPORT AND PLANNING	63,669
E11559	CCTV Replacement PARC Installation and Integration	29/11/2024	Logical Services Pty Ltd	109,832
E11566	Copyrighting Services - Frankston City News	5/12/2024	Sarah Pye Writes	54,000

KEY PROJECT UPDATES

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

As of 9 January 2025, Council has delivered actual expenditure of \$24.06M, with a forecast expenditure of \$66.65 M against the Adjusted Capital Works Budget of \$66.16 M.

Kananook Commuter Car Park and Signalisation

Construction of the new \$22 million multi-level Kananook Commuter Car Park to provide 327 car spaces for commuters of Kananook Railway Station and future users of Frankston Basketball Stadium, is near completion and the official opening will be 22 January 2025. The Project is fully funded by Federal Government grant funding.

Additionally, upgrade works to the intersection of Bardia Avenue and Wells Road which commenced in August were completed in November 2024, however, is pending electrical supply for the signalisation to be activated. The works include full signalisation of the intersection, including new pedestrian-operated signals and traffic islands, associated civil works and street lighting upgrades.

The Sculpture titled 'Meander' by Artist Ben Fasham (pictured supplied below), is fabricated from stainless steel which reflects the shimmering of the water in Kananook Creek, and the straight lines represent the flow of the water, whilst the blue sphere serves as a vibrant focal point, adding contrast and visual interest. Kananook carpark will be the permanent home of this sculpture, which is a fitting place for "Meander" as it evokes the natural surroundings of the area.

Pictured by day and night:



'Meander' Sculpture pictured:



Seaford Child and Family Centre and Langwarrin Community Hub

Council is replacing Seaford Maternal and Child Health (MCH) and Kindergarten with a new purpose-built centre featuring:

- Two kindergarten rooms for up to 66 sessional places.
- Two Maternal and Child Health (MCH) consultation rooms and an additional allied health consultation room.
- A new youth hang out room with outdoor break out area.
- A community room suitable for parent education programs and playgroups.
- Large, shaded play area for kindergarten users.
- Upgraded off-street carparking.

The project has a budget of \$6M and is funded through the Building Blocks Partnership Agreement with the Victorian Government and Frankston City Council. Construction works have been awarded to the builder, Harris HMC Interiors (VIC) Pty Ltd and are planned to commence in January 2025 with completion expected in November 2025.



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

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

We are expanding and bringing together community services in one location to make life easier for Langwarrin families. The existing community centre building will be redeveloped to include kindergarten and Maternal and Child Health Services, meeting the growing demand for kindergarten places in Langwarrin.

The project has a budget of \$8.6M and is funded through the Building Blocks Partnership Agreement with the Victorian Government and Frankston City Council. Construction works have been awarded to the builder, More Building Group Pty Ltd and construction mobilisation has commenced onsite, and the new centre is expected to be officially opened by early 2026.

Frankston Basketball & Gymnastics Stadium Project Update

The tenders for the construction of new Basketball and Gymnastic facility closed on the 18 December 2024 and the tender evaluation is now currently underway.



The project has a budget of \$60 million made up of \$15M contribution from State Government, \$15M contribution from Federal Government and \$30M Council contribution.

Funding agreements are in place with all levels of government confirming contributions to the project. The new stadium will include ten (10) sports courts and the first dedicated community level gymnastics space within Frankston City. Proposed works include:

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

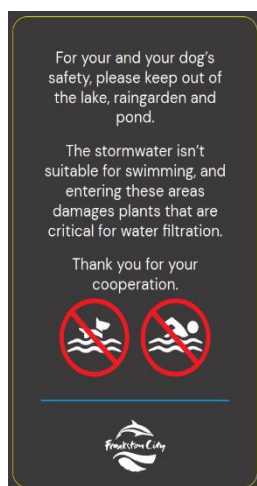
Ballam Park Improvement works:

Play Space and Landscape Project

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

Integrated Water Treatment/Lake Feature Project

- This project incorporates a bio-retention system and ornamental lake at Ballam Park in the north-east precinct adjacent to Karingal Drive and Naranga Crescent. Also included in the project are rain gardens, integrated ornamental lake, landscaping, new picnic shelter and barbecue, jetty, viewing platform, fountain, path connections, seating, LED lighting and sculptural elements.
- Council was successful in obtaining a grant from Melbourne Water for the project due to the environmental and integrated water benefits of the project.
- Construction of the project has now completed and was officially opened in August 2024. The area had been available and enthusiastically used by the community since October 2024.
- Official naming of the pond “Liardert Pond” has been approved and sign will be installed in January 2025. We are still waiting on the approval to name the lake “Balambalam Lake” and that sign will be installed once approval is gained.
- 4 signs as per below were installed in December 2024.





KEY MEETINGS AND ACTIVITIES

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

During this time, Angela Hughes was Acting CEO from 20 December 2024 until 15 January 2025.

- Listed below is a snapshot of the meetings attended by the CEO during this period:
- Weekly meetings with the Mayor covering topics such as Advocacy, Communications, Developers matters and Economic Development, Investment & Activation;
- Participation in the Affordable and Social Housing sub-committee meetings;
- Participation in the Housing Working Group;
- Participation in meetings managed through the Mayor and CEO session format;
- Participation in various meetings with Council's Management Team including discussion on Workplace future planning;
- Participation in joint Manager and Coordinator forum;
- Participation in Corporate Induction program;
- Participation in the Excellence Award Ceremonies;
- Participation in FMAC Coordination Group meetings;
- Participation in the Council's Audit and Risk Committee meeting;
- Participation in Joint State/Local Government Monthly CEO forums;
- Participation in the MAV Metropolitan South Regional meeting;
- Participation in a meeting with the Adviser to Minister Dimopoulos MP;
- Participation in LGPro CEO session;
- Participation in a Ministerial Reception hosted by the VPA;
- Participation in the Frankston Basketball & Gymnastics Stadium Redevelopment Project Advisory Group meeting;
- Participation in a number of meetings with fellow CEO's regarding South-East Melbourne Advanced Waste Processing (SEMAWP);
- Meeting with CEO from Mornington Peninsula Shire Council;
- Meeting with representatives from Frankston Yacht Club;
- Meeting with CEO of Committee for Frankston and Mornington Peninsula;
- Attendance at various Greater South East Melbourne Group (GSEM) meetings involving CEOs;
- Attendance at meeting with McClelland Gallery;
- Attendance at meeting with Vicinity Centres;
- Attendance at meeting with Peninsula Leisure Chair and CEO;
- Attendance at meeting with Mahogany Rise staff;
- Attendance at Arts & Culture staff meeting;
- Attendance at Community Relations staff meeting;
- Attendance at the Multicultural staff lunch function;
- Attendance at the Waste Innovation and Recycling Awards event;



- Attendance at the AGM for Community Support Fund (by ACEO);
- Attendance at the Frankston RSL Remembrance Day Service at Beauty Park Cenotaph;
- Attendance at the declaration of Election event;
- Visits to Council’s 43 Davey Street office including working out of the building;
- Visits to the Council’s Operations Centre including attending end of year event and working out of the centre;
- MC role conducted at Australia Citizenship Ceremonies hosted by Council;
- MC role at the FHSS Volunteers Christmas lunch;
- Presentation by CEO at the Frankston Rotary Club meeting.

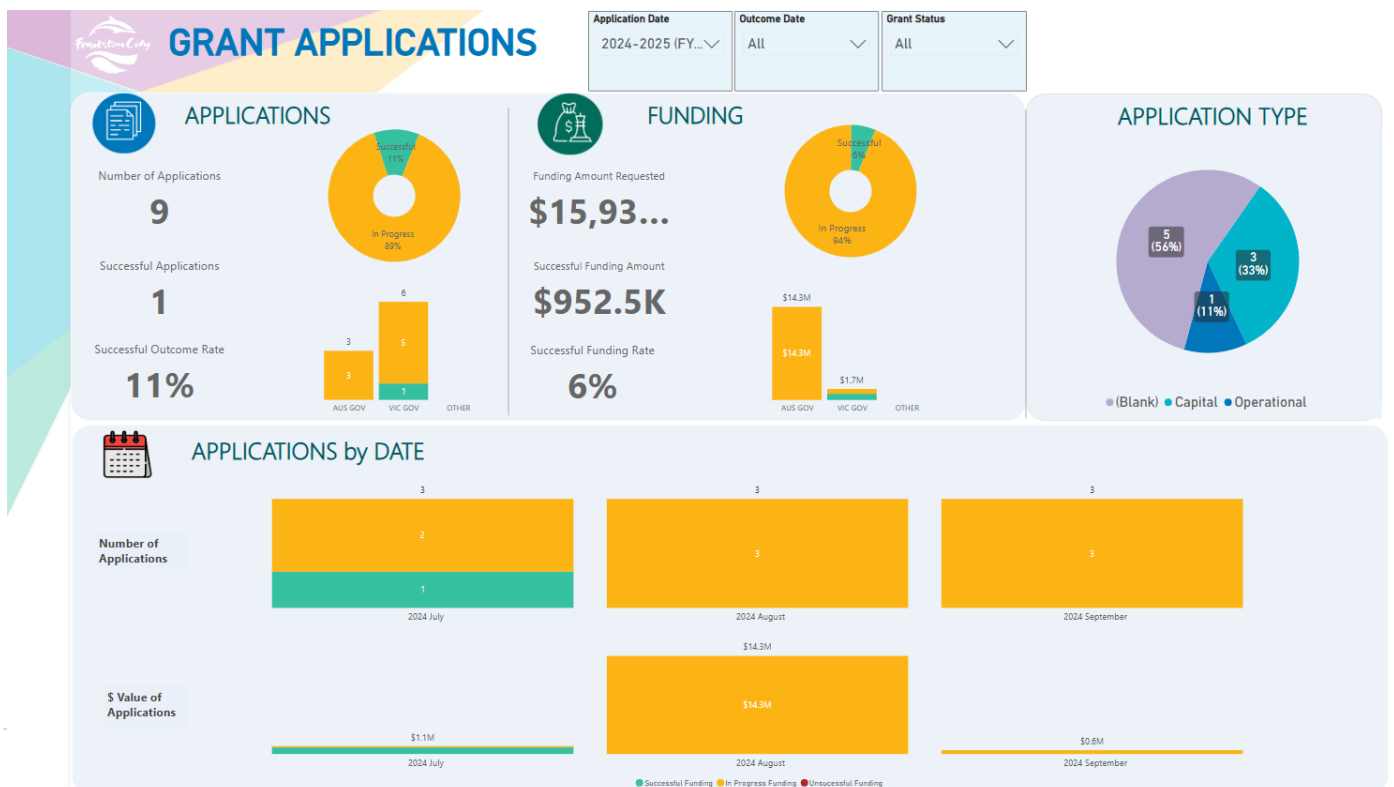
ADVOCACY

In early December, Member for Carrum Sonya Kilkenny MP joined Mayor Bolam, Deputy Mayor Conroy and staff to announce co-funding for the Seaford Child, Youth and Family Centre as part of our Building Blocks Partnership Agreement with the Victorian Government. This is the fourth kindergarten funded as part of the agreement.

Grant Tracking Report

Council regularly applies for State and Federal Government funding through various grant programs available for projects, programs and services delivered by local government. This is also how Council secures the delivery of election campaign commitments. Details on grant applications submitted by Council are publicly available online through Councils Transparency Hub.

Applications made



DETAILS

Grant Name: All

FCC Initiative Name: All

Application Date: All

Outcome Date: All

Grant Status: All

DETAILS of APPLICATIONS

Number of Applications

9

Click to go back to Grant

Grant Name	FCC Initiative Name	Funding Amount
Thriving Suburbs Program	Nairm Marr Djambana - Stage 1B	\$6,750,000
Thriving Suburbs Program	Bruce Park Pavilion	\$5,000,000
Thriving Suburbs Program	Len Phelps Pavilion	\$2,500,000
Public Libraries Funding Program 24-25	Frankston City Libraries	\$952,540
Country Football Netball Grants	Ballam East Oval Redevelopment	\$250,000
Engage	Engage	\$180,000
VicHealth Growing Healthy Community Grants		\$150,000
FReeZA	FReeZA	\$120,000
VicHealth Growing Healthy Community Grants	VicHealth Growing Healthy Community Grants	\$35,000
Total		\$15,937,540

Outcomes known

GRANT APPLICATIONS

Application Date: All

Outcome Date: 2024-2025 (FY...)

Grant Status: All

APPLICATIONS

Number of Applications

4

Successful Applications

0

Successful Outcome Rate

0%

FUNDING

Funding Amount Requested

\$14,55...

Successful Funding Amount

\$0.0

Successful Funding Rate

0%

APPLICATION TYPE

APPLICATIONS by DATE

Month	Number of Applications	\$ Value of Applications
2024 August	3	\$14.3M
2024 October	1	\$0.3M



Grant Name	FCC Initiative Name	Application Date	Outcome Date	Grant Status
All	All	All	All	All

Grant Name	FCC Initiative Name	Funding Amount
Thriving Suburbs Program	Nairm Marr Djambana - Stage 1B	\$6,750,000
Thriving Suburbs Program	Bruce Park Pavilion	\$5,000,000
Thriving Suburbs Program	Len Phelps Pavilion	\$2,500,000
SRV Grant	Frankston Park (Kinetic Stadium) female friendly change rooms redevelopment	\$300,000
Total		\$14,550,000

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

Council made two submissions to the Federal Government’s new Thriving Suburbs Program which provides funding of between \$500,000 to \$15 million. Unfortunately, the two projects below were unsuccessful.

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

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

Greater South East Melbourne Group

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

GSEM launched its Federal election platform in December 2024, Shweta Babbar Director Customer Innovations and Arts represented Council at the launch. This platform document will guide the group during the pending Federal election in 2025 helping to advocate for the region.

Frankston Suburban Revitalisation Board

The FSRB meets quarterly and is co-chaired by the Frankston City Mayor and State Member for Frankston on rotation. The December 2024 was cancelled due to a lack of a quorum, next meeting is scheduled in February 2025.

The latest meeting concentrated on:



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

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

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

Community Support Frankston (CSF) is a separate identity to Council and receives Council's support through two dedicated staff members, free of charge use of a Council building and office stationery. The Council's support of this important service is reviewed annual as part of the Council's Budget review process.

AUDIT AND RISK

Homelessness update

The Frankston Zero Executive Group met on 3 December to oversee the implementation of the Frankston Zero project. The Executive Group progressed the governance arrangements for its regional partnership with Mornington Peninsula and reviewed the most recent report on the By-Name-List. Frankston Zero also hosted its second ID and Victorian Housing Register Connect Clinic at Community Support Frankston in November for people experiencing homelessness. This second clinic had a focus on rough sleepers.

The Strategic Housing & Homelessness Alliance met on 29 October 2024 to discuss important matters relating to homelessness and access to safe and affordable housing in Frankston City. The Strategic Alliance heard a presentation from the South East Community Links new Community Connectors initiative to be delivered from Frankston Train Station. New connections were formed between the initiative and Strategic Alliance members as a result. The Strategic Alliance acknowledged that 2024 has seen the end of its 5-Year Strategic Plan, and that the majority of the actions in the plan were achieved.

Audit and Risk Committee update

The Audit and Risk Committee met on 6 December 2024. The agenda included internal audit reviews of Fraud and Corruption Control and Human Resource Practices, an update on the Quarter One performance report and along with risk reports. The next meeting for the Audit and Risk Committee is scheduled for 20 February 2025.

Aged Care Reform

The Commonwealth Government has commenced engaging with Frankston City Council to clarify services to be 'deemed' over to the Support at Home program in 2027. Council currently has a contract in place to deliver community care services to older people until 30 June 2025, this contract has typically been extended each year.

In the two years leading up to the new program there is a new process for receiving funding. Instead of an automatic contract extension, Council will need to apply for funding for the 2025-2027 financial years to continue delivering services. It is anticipated the requirements under this new agreement, including funding and reporting, will align with



the Support at Home program. At this stage officers believe there will be no major changes to funding or the way we deliver services.

Draft legislation for the new Aged Care Act was passed in Parliament in November 2024 and it is now confirmed the legislation will come into effect on 1 July 2025. All aged care providers must comply with this new legislation, regulatory model and the strengthened quality and safety standards.

Another significant part of the reform is the single assessment model; on 9 December 2025, the existing, separate three assessment processes for older people was consolidated into one streamlined assessment model. The new system will provide a single assessment pathway to access all aged care services and this will make it easier for families and carers to navigate and will reduce wait times.

Officers continue to attend workshops, webinars and maintain the Council's Aged Care Road Map to prepare for the upcoming changes.

Update on Kindergarten Reform

The Baden Powell Kindergarten project in Frankston South is now complete and the building was handed over to Council on 9 December 2024. The Quality Assessment and Regulation Division (QARD) inspection was completed in the same week, a report was provided to the service provider and Council with outstanding actions and once completed, service approval will be granted and kindergarten programs will be permitted to operate from the building.

The outcome of the grant funding application for the Seaford Child and Family Centre project was announced by Hon Sonya Kilkenny at the Seaford facility in November. Construction works will be carried out over 2025 with the new facility expected to open in February 2026.

The Langwarrin Child and Family Centre project commenced works in December, construction will be carried out over the 2025 calendar year and is also expected to be ready for kindergarten programs to commence in 2026.

The Kindergarten Infrastructure and Services Plan for Frankston City is currently under review. The Department of Education have provided Council with their data to show expected population and demand projections up to 2036. The KISP estimates future demand for kindergarten places against existing supply at a local area level. It is intended to be used as a tool to support Council, as well as not-for-profit and for-profit kindergarten providers operating in Frankston City, with service planning.

Council engaged a consultant to independently review the data that Council uses for planning to compare with Department of education data. In addition to this, Council is required to provide local context on the way that local communities use kindergarten services. This work is continuing, and plans are in place to meet with the Department of Education KISP Team early 2025.

Agreement on KISP data and local context is required before further Building Blocks Partnership projects can progress.



Emergency – Severe Weather Warning impacts within the Municipality

Following the September Severe weather events affecting the municipality the Emergency Management team, in collaboration with the Operations team has been bringing together data as evidence to substantiate a reimbursement claim under the National Disaster Recovery Funding Arrangements. The claim process is especially onerous and involves before and after photos containing precise locations, detailed invoices and work orders, timesheets, general ledgers, and a great deal of data analysis. Thanks to Emergency Management Officer Kate Griffin for her work in coordinating this claim.

Council has a responsibility to keep the community informed of emergencies and to build emergency preparedness. A new relationship with RPPFM 98.7 which broadcasts across both Mornington Peninsula Shire and Frankston City recently led to a guest spot on breakfast radio for our Coordinator Emergency Management talking about maintaining properties throughout the summer season and having the Vic Emergency app installed on smartphones. RPPFM, grateful for our contribution, has asked that the emergency preparedness chat be a regular feature moving forward.

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

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