

Public - Chief Executive Officer's Quarterly Report

Period reporting – January to March 2024 (public version)



Lifestyle Capital of Victoria

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

The information within this public document represents the period in time from January to March 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.

I also wish to highlight in my report, the sad passing of two long serving staff members at Council recently being Peter Ward, Team Leader Meals on Wheels during this period. Peter worked for Frankston City Council for over 26 years and had just recently been awarded for his leadership and dedication a prestigious Outstanding Contribution Award from Meals on Wheels Australia. We also loss Rhys Parsons, Technician Frankston Arts Centre. Rhys was an incredibly dedicated member of the permanent technician's team at the Arts Centre who provided guidance and support to the team and users of the facility for many years. The Council mourns the loss of an advocate for the service.

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

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.

EMT Panel Q&A sessions

Council's Executive Management Team (EMT) made up of the CEO and four Directors are scheduled to host their first EMT Panel Q&A session for 2024 on Tuesday 30 April 2024 at the Frankston Arts Centre, Theatre. Staff will be able to ask questions using Slido technology with EMT responding live on-stage. This year the event will also be available for staff to view the session live via teams. The theme for the event is *'Fit for the Future – efficiencies in Council'*.

International Women's Day masterclass

In early March 2024, Council hosted two dynamic masterclasses for staff, facilitated by imposter syndrome expert Alison Shamir. Staff explored the imposter phenomenon and learnt that 70% of people experience it. And that it impacts people of all genders.

Cultural Insight Training

Council is holding a Cultural Insight Training session in mid-April 2024 to help staff work with people from all walks of life. The training is an integral part of Council's Reconciliation Action Plan strategy, providing staff with essential skills to understand, work and thrive in diverse cultural settings. There are more sessions programmed in June, August and October this year.

Council's Australasian Management Challenge team

Council has once again submitted a team (the Pod Squad) as part of the Australasian Management Challenge. The challenge organised by LGPRO (Victoria) is a development program providing real-life problem-solving experiences and produces outcomes that translate into relevant, tangible and enduring benefits for people, teams and organisations. Council's team is a cross-functional team of 6 officers.

Future Ready Leaders Kick Start Program 2024

Future Ready Leaders Kick Start Program has successfully commenced for 2024 with 16 participants from across the organisation dedicating 7 months to the internal leadership program. The program is both internally and externally facilitated with our L&D partners, Time2Talk Leadership. Participants have successfully completed 2 of the 7 modules which focus on Leading Self and Leading Others. In coming months, we will hear from Managers and other internal SME's about what it takes to be truly Future Ready at Frankston City Council. Participants will also begin to focus their attention on their Project Pitches, seeking to identify opportunities or initiatives that build a stronger Future Ready Frankston.

LGPro Australasian Management Challenge 2024

Team Frankston now aptly called 'Frankston Pod Squad' have hit the ground running. The team of 6 officers, mentored by two Managers have begun to prepare themselves for the upcoming challenge of the Management Event. The team's mentors successfully led the team through a series of activities at their first kick-off meeting that were designed to assist the team in building a strong, coordinated and collaborative team that will be prepared to take on the tasks presented on the Management Challenge Day. The team have now received their Pre-Challenge Task and are diligently working through the requirements in preparation for the Regional Challenge Day to be held in late April 2024.

'Your Voice, Your Workplace' Staff Engagement Survey 2024

The Culture and Capability Team have begun work on planning the 2024 'Your Voice, Your Workplace' Staff Engagement Survey which will go live in May 2024. This year's survey will have a focus on understanding our employee's thoughts on: our workplace values, physical and psychosocial safety at work, inclusion and gender equality as well as our focus for the future.

ORGANISATIONAL HIGHLIGHTS

External Awards and Recognition

In early March 2024, for the third year in a row, Council was awarded the Best Street Art Tour in Australia by the Australian Street Art Awards. This outcome highlights Frankston is a giant canvas for some of the world’s best street artists, fuelled by the annual Big Picture Festival.

Internal Awards

The next series of Directorate Excellence Awards for 2024 are now open allowing staff to nominate their peers. The announcement of successful recipients will be held on 5th June 2024 and 15th October 2024 (bi-annually).

Corporate donations and fundraising

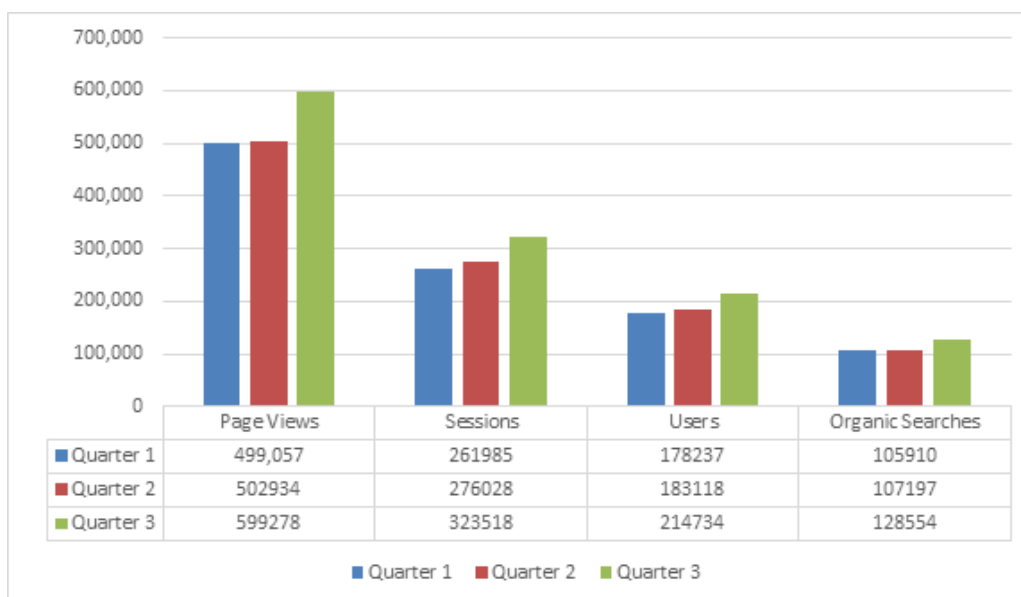
At Frankston City Council, staff can elect to donate an amount directly from their pay to the Frankston Community Support Fund with new staff provided information on this option during induction. Plans are underway to host a Cancer Council morning tea event for staff in May 2023.

BUSINESS TRANSFORMATION

Council’s Websites

The number of page views has been increasing steadily from Quarter 1 to Quarter 3, indicating a positive trend in engagement with the website content. Similar to page views, the number of sessions has also shown a consistent increase over the quarters, suggesting that more visitors are accessing the website and engaging with its content. The number of users, representing unique visitors, has also experienced growth from Quarter 1 to Quarter 3. This indicates an expanding user base or increased retention of existing users.

The count of organic searches has also seen a steady rise over the quarters. This suggests an increasing visibility of the website in search engine results, due to effective SEO strategies and growing relevance of the website's content. Overall, the data indicates positive performance metrics across various aspects of website engagement, including page views, sessions, users, and organic searches. This suggests effective content strategy, and continuous improvements in website usability, contributing to the overall growth and success of the website over the analysed quarters. Below ‘Website user metrics’.



Smart Cities initiative / Transparency Hub updates

During the quarter January - March 2024, three new data sets were updated to the Transparency Hub. Councils' Legal expenses, staff inter-state travel and the external submission registers are all now available for public viewing. There is currently a review of two new datasets – Road responsibility (distribution of responsibility of council vs VicRoads) and the infringement notice data. These datasets are expected to go live in the next quarter.

A process for the privacy and confidentiality of the Lobbyist and Developer register is almost complete, with data captured from April onwards to be released in quarter four (April to June). The registers and documents already on Council's website have been centralised to be viewed from the *Documents available for public inspection* page.

Work is in progress to refresh the 19 registers published already with new data. There is also ongoing discussion with the Governance and finance teams to update the story pages. 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.

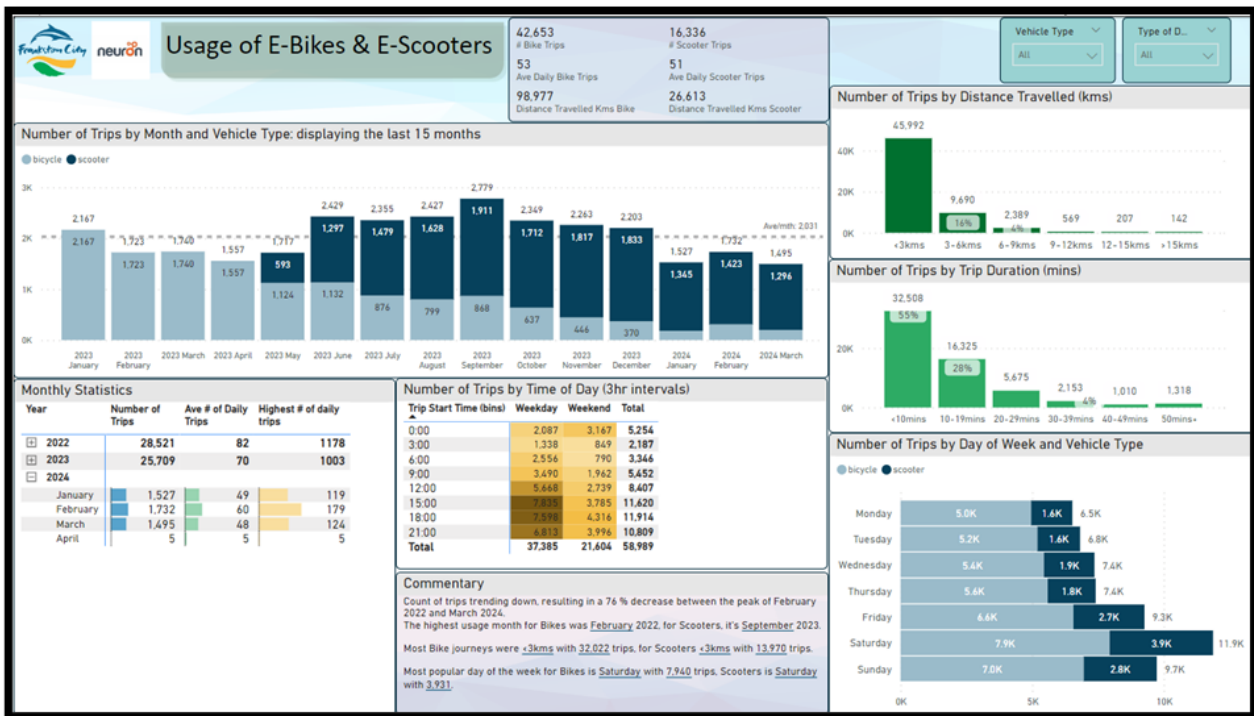
Smart Cities Initiatives

Workshops to develop the next phase of the Council's Smart City Framework/Roadmap have been scheduled for the next quarter. The key focus of the new road map is to look at smart technology in terms of achieving efficiencies for Council and therefore the community. The outcome of this process will be to provide a clearer understanding of where to invest in Smart Technology throughout the Municipality, to support data informed decision making.

E-bikes & Scooters

By the end of March 2024, there has been a total of ~42.7k trips taken via E-bikes equating to ~100,000 km in distance. Sixteen thousand trips were taken on E-Scooters, equating to ~26,600 km in distance. Combined there has been a total of ~126,000km 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 by State Government around the future of these transport methods.

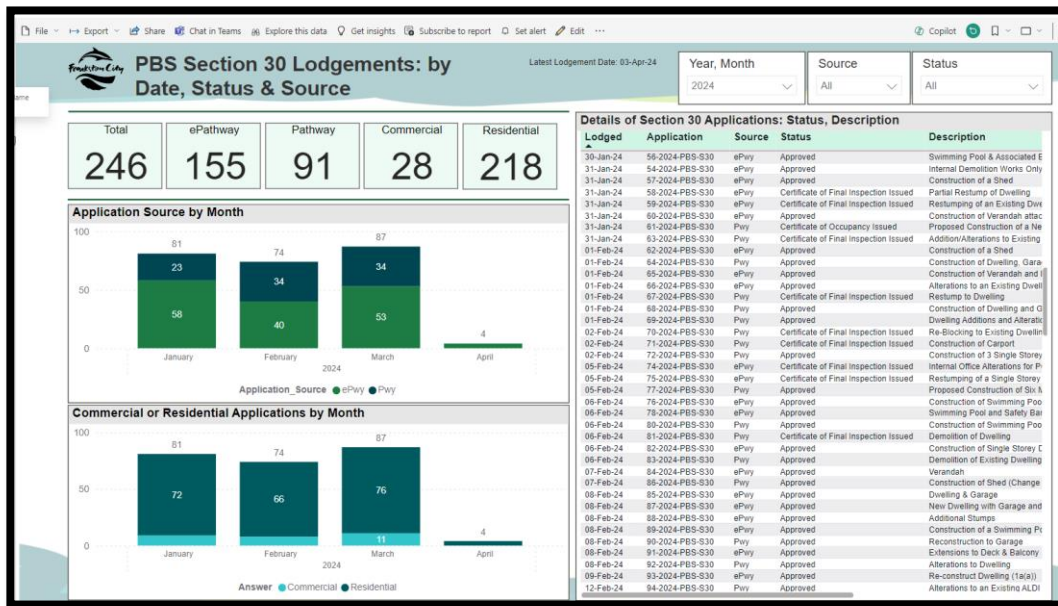
E-scooter trips in Q3 averaged 1,354 per month compared to 1,787 in Q2. E-bike trips have been sitting under 500 a month since November 2023. The count of trips has trended downwards with a 76% decrease from the peak in February 2022. Weekends are the most popular times for usage.



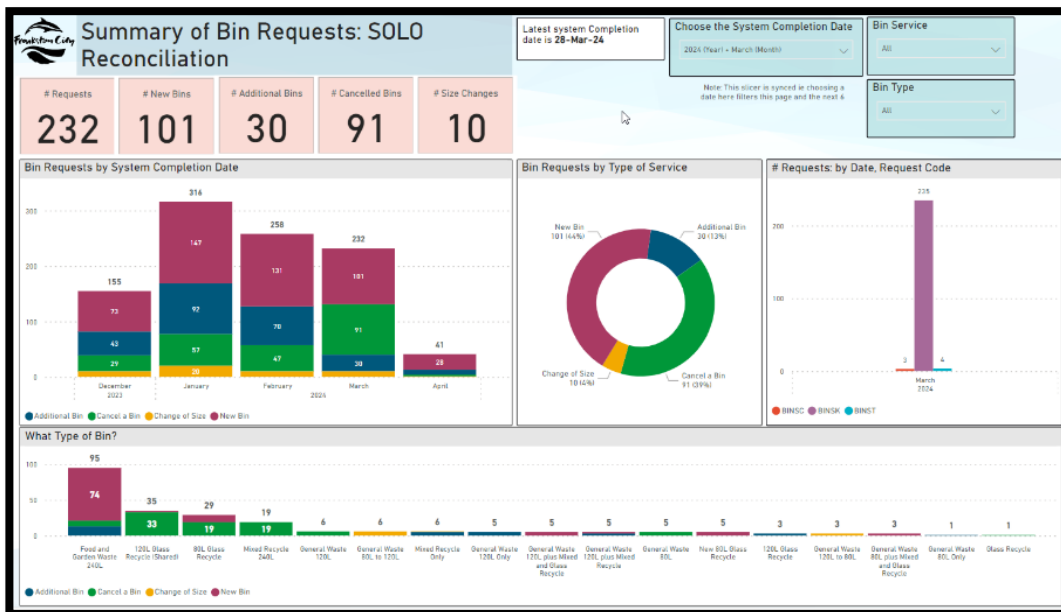
Future Ready Frankston Efficiencies

In the last quarter, the Business and Digital team have continued to work towards the closure of the Future Ready Frankston strategy including the commencement of the following projects:

- Tree management and maintenance service review – reviewing the function of the tree management and maintenance service to ensure efficient and cost-effective service delivery.
- AI - We have begun a journey on enabling FCC to become a self-sufficient organisation using the latest technology and tools. Exploring Generative AI within Council will be built upon three guiding principles and uses; how to use systems, how to interact with customers and what operating procedures to follow.
- GIA App - As an organisation guided by the value of Smarter and one who is committed to progressing gender equality, Council aims to make it easy for staff to meet legislative requirements to complete Gender Impact Assessments (GIAs) whilst reducing the administrative burden, double-handling of information and improving efficiencies.
- Suite of new Power BI Reports have been created to support the new Building, PBS and Swimming Pool Processes.



- Implementation of Phase 2 for Kerbside Bins (including automation of glass bin requests and reporting)



The team have completed a high volume of digital transactions to help improve customer satisfaction and staff efficiency:

- New Health Register - Current Food and Health Businesses;
- New Online Form to enable customers to lodge and pay for new Food Registration Businesses; and
- Live with a new process for Statutory planning to process the lodgement of planning applications.

Public Art & Big Picture Festival

- Recent developments in public art include the installation of the "Early Light" sculpture at Seaford Road/Brunel Road and the start of fabrication for two sculptures near Sweetwater Creek, with collaboration from the Bunurong Land Council. The Expression of Interest for the Mile Bridge Gateway sculpture is currently out to public.
- During the Big Picture Fest 2024, the community enjoyed eight new murals in the CBD, along with two projection artworks. An exhibition at Cube37 showcased studio works of past and present Big Picture Fest artists, alongside a miniature sculpture trail in the CBD. The festival introduced the People's Choice Award for 2024, letting the community vote for their favourite artists to feature in next year's event. A Block Party during the festival week featured bands, street performances, and live street art painting, entertaining locals.
- Maintenance work was also carried out, including on the Frankston North mosaic and restoration of a mural, preserving these cultural assets.

Frankston Major Events

- The Waterfront Festival attracted approximately 30,000 visitors across the weekend. The introduction of new events included Frankston Swim Classic (approx. 300 participants, with 1.2km swim distance sold out) and Betty's Burgers Dive In Cinema (sold out). New sponsorship deals demonstrated the opportunity for further commercial growth of the Waterfront Festival.

Destination Events and Tourism including Discover Frankston

- The 2024/2025 round of applications for the Destination Event Attraction Program (DEAP) funding launched. Switching to a 2-stage process has meant a broader range and diversity of applicants, and improvements to the way we attract and assess events.
- Destination events included Reminisce Decade of House, Sunset Twilight Markets and the Stellar Short Film Festival.
- Street Art Walking tours won Gold for the third year at the Australian Street Art Awards, granting us 'Hall of Fame' status. The Big Picture festival took out Silver in the same awards, in its first year as an applicant.

Frankston Arts Centre (FAC)

- FAC hosted Australian music royalty: Joe Camilleri & The Black Sorrows, Ian Moss, Southern Sons, 1927, Boom Crash Opera, alongside hosting the opening night of Missy Higgins national tour, celebrating 20 years since the release of her debut album - an event that sold out in under 10mins!
- The launch of Artful - the Art for Dementia program in Cube 37 has been a highlight in the first quarter of 2024, and further demonstrates how accessibility is at the heart of the Arts Centre core business.
- Wheelchair users can now book seats online and do not need to ring the Box Office. Frankston Arts Centre continues to upgrade facilities and find new ways to improve audience experience.

Frankston City Libraries

- Big Summer Read finished with over 250 children completing the challenge to read at least 10 books over summer, which equated to 4,289 books read during the summer holidays. The lucky winners walked away with a fully paid 'Stay-cation' staying at Quest apartments, dinner at Bettys Burgers, and a family street art walking tour. The second prize winner got a fully paid party for 10 kids at Sk8house.
- Lunar New Year was celebrated in collaboration with the Community Development Team and the local Chinese Senior Citizens group, bringing a special tai chi demonstration and exciting Dragon Dance in the Library Forecourt. We also presented two Bi-Lingual story-times and a special pop-up playgroup with the Child Services Team.
- Libraries partnered with Mission Australia to deliver a 5-week suite of workshops to help parents, especially mums, return to the workforce as well as learn some practical skills to manage family budgets, meal plans and calendars. Mission has also donated picture books that were handing out to families who attend story-time sessions at Frankston North Community Centre. Each month the families will take home a new title to build their own home library of books, helping to foster a love of reading outside of the library.
- We welcomed the Mental Health and Wellbeing Hub, into the Library space at Frankston each Tuesday afternoon, where they have been offering board and card games for patrons to engage in, giving a space to make connections, seek wellbeing services, or just have a chat to combat the prevalence of loneliness in our community.

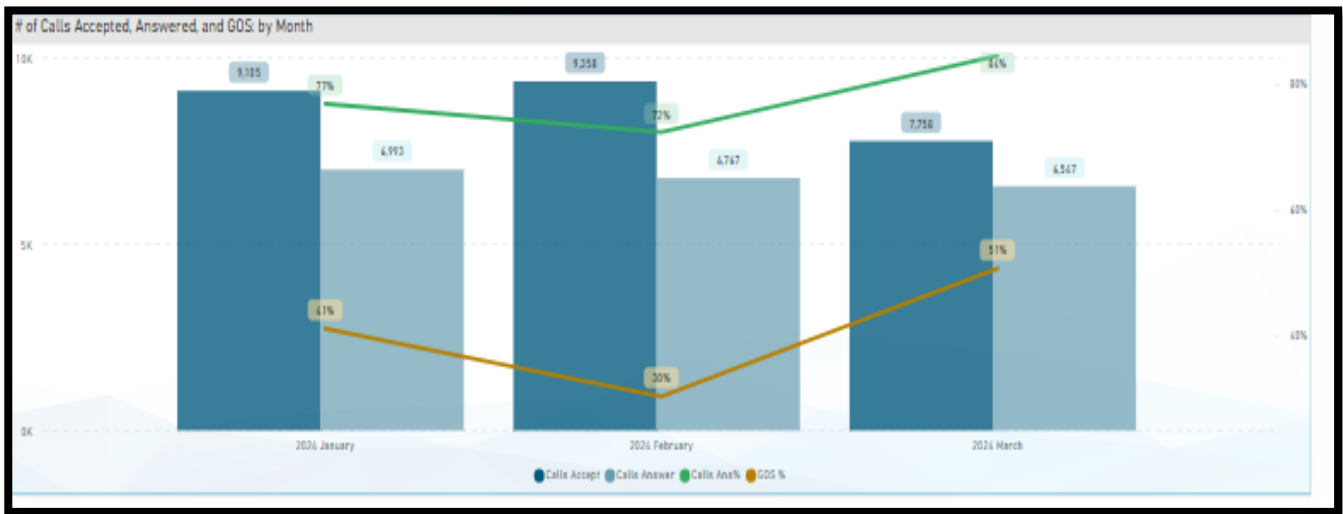
Council's Corporate Customer Service Update

The Customer Service and Experience team has been focused on establishing long-term and sustainable improvements to support 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 customer channels. The contact centre answered 84% of calls answered with a service level of 46.28%. January and February saw a high volume of calls, inconsistent with previous trends and to date have been our highest volume call months for this financial year due to large volume customer correspondence. Call volumes stabilised in March 2024 and results improved (see graph below).

With the 2022-2024 CX strategy currently in review, we are reassessing achievable timeframes on all outstanding projects to ensure we can deliver as agreed, while concurrently planning for all other enhancement work to begin in the new financial year, in line with the creation of Future ready Frankston 2.0.

Value their voice stream of the strategy, will see an introduction of a survey tool to improve the data collection relating to service satisfaction and customer needs. This will be the foundation in the building of more accurate measurements when it comes to benefits. The new data will also provide the opportunity to determine baselines and benchmarks to support any new customer experience improvement project.

This quarter there has been a strong focus on the centralising of feedback and complaints reporting. This reporting will support a holistic approach and understanding of where Council can improve our service delivery.



The infographics below shows the total of customer enquiries coming through to Council via each contact channel. Rates related enquiries continues to be the highest volume of phone contact, followed by waste related matters.

CEO REPORT JAN - MAR

CUSTOMER SERVICE & EXPERIENCE

26,221

Total incoming calls to 1300

from 26,073

Top 10 Customer Calls by Volume %

Topic	# Calls	%
Rates	2,757	20%
Waste	1,927	14%
Animals	1,612	12%
Planning & Env	1,564	12%
Aged Services	1,159	9%
Operations	963	7%
Facilities	930	7%
Trees	888	7%
FRRRC	875	6%
Parking	875	6%

% Abandoned Calls

16%

from 4%

Number of Live Chats

806

from 1,861

Grade of Service

46.28%

from 82.2%

Average wait before answer

121SEC

from 35 seconds

CEO REPORT JAN - MAR

CUSTOMER SERVICE & EXPERIENCE



4,345
Snap Send Solve
Requests

from 3093

12,734
Pathway
Requests

from 10,985

3,830
ePathway
Requests

from 1,436

Top Customer Request Types

Top 10 Customer Topics: ALL

Topic	Total #	Percent
Parking	2,448	19%
Waste	2,428	19%
Graffiti	1,399	11%
Rubbish	1,331	10%
Trees	1,286	10%
Compliance	933	7%
Planning	846	7%
Animals	835	7%
Building Services	660	5%
Parks	548	4%
Total	12,734	100%

Top 10 Customer Topics: ePathway

Topic	Total #	Percent
Waste	1,841	48%
Parking	814	21%
Facilities	326	9%
Rates	215	6%
Trees	214	6%
Rubbish	108	3%
Customer Feedback	97	3%
Application	80	2%
Graffiti	71	2%
ePathway Other	44	2%
Total	3,830	100%

Top 10 Customer Topics: SSS

Topic	Total #	Percent
Parking	1,072	25%
Rubbish	894	21%
Graffiti	547	13%
Customer Service	433	10%
Compliance	404	9%
Trees	302	7%
Parks	248	6%
Operations	195	4%
Drainage	142	3%
Waste	88	2%
Total	4,345	100%

Top 15 Pathway Requests: by Topic, Source



CEO REPORT JAN - MAR

CUSTOMER SERVICE PROMISE - MEASUREMENTS



Measures	Monthly			Quarterly	
	JAN	FEB	MAR	THIS QTR	LAST QTR
Average Wait Times	Phones: 2min 31sec Live Chat: 47 sec	Phones: 3min 06sec Live Chat: 55sec	Phones: 1min 56sec Live Chat: 51 sec	Phones: 2min 31 sec Live Chat: 58 sec	Phones: 1min 49 sec Live Chat: 51 sec
Abandoned Calls	16.07% or 1463	19.63% or 1837	11.81% or 916	16.08% or 4216	10.76% or 2,939
Grade of Service	47.02%	36.44%	55.66%	46.28%	55.59%
Satisfaction Score	4.76	4.83	4.79	4.79	4.84

Social and media engagement - Frankston City Community

February saw significant media interest in Frankston City Council and the broader municipality following the decision by Mayor Conroy to run for the seat of Dunkley in the Federal by-election. Topics Council was approached on included governance, community support services, advocacy and city centre revitalisation.

The quarter also saw continued mainstream media interest in building heights on the Nepean Highway.

There are a number of events happening in the FMAC area all aimed at increasing visitation to the CBD and surrounds. There was extensive communications around these – including the Waterfront Festival, the Block Party (celebrating the award winning street art tours). These are now continuing with a number of new events, including KUBIK at the Waterfront and Neon Fields at the Arts Centre. Social media has been busy profiling the many businesses in our City and highlighting their economic impact – this was in support of the Think Local campaign which ran through the month of March and was very successful.

City Positioning and branding

The new Corporate Branding which was designed to reflect the City Positioning, a bold, creative, vibrant space, has been disseminated throughout the organisation and received extremely positive feedback from all stakeholders.

A dedicated delivery team has been established to collaborate and progress the launch of the City Positioning brand, Imagine Frankston. The Delivery team are aiming for a launch date of 1 May 2024, with a refreshed website, social media, media strategy and launch campaign.

Community Engagement

Community engagement over this quarter has focused on an integrated engagement approach to the Community Vision, Council Plan, Budget, Asset Plan and Financial Plan. To ensure high participation in these high impact/influence projects, the Community Engagement team has actively promoted Engage Frankston and Mini Frankston City membership, and a range of in-person and online methods, resulting in higher than average stats for the summer period.

There were 15,551 visits to Engage Frankston, 557 online contributions, and 7 in-person engagement activities. Engage Frankston membership doubled compared to this time last year, and we now have close to 4000 members engaging with us online. Mini Frankston City members also increased, with the largest number of signups since it was created in 2021. We now have 644 residents seeking to more actively engage with us via Mini Frankston City.

The projects with the highest amount of engagement in this quarter were as follows:

Project	Engagement approach/outcomes
Community Vision/Council Plan	500 contributions (so far, open until 31 May 2024) 7 in-person engagements (so far, 9 more planned for April/May)
Brunel Reserve Play Space	66 contributions
Lucerne Reserve Play Space	46 contributions
Skate and BMX Strategy	43 contributions
Heysen Reserve Play Space	42 contributions

Building Frankston's Future (BFF) Capital Works Awareness

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

- Play spaces /reserves: Brunel, Lindrum, Lucerne, Kareela and Heysen, Whistlestop, Ballam Park (engagement and construction projects);
- Sandfield Youth space construction and youth engagement event.

Banners were also displayed at the following events:

- Seaford Wetlands bridge ministerial phot opportunity;
- Overport Park – celebration of upgrades.

Other channels:

- 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").

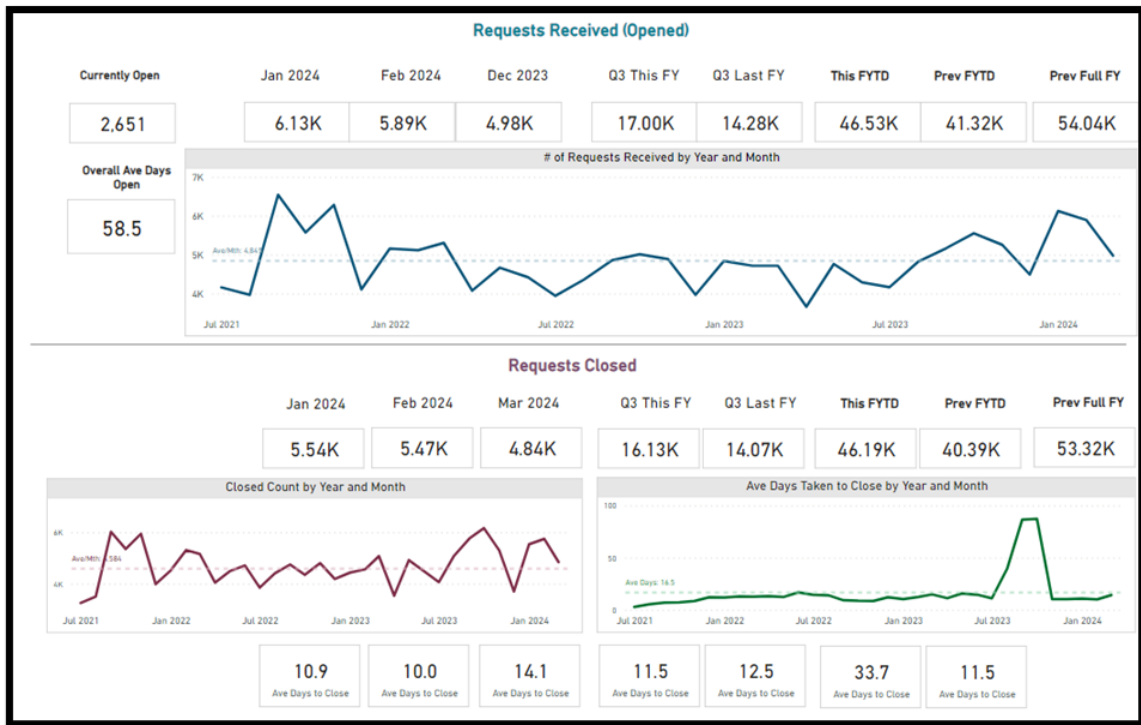
Performance analysis is performed quarterly and year on year to more accurately gauge trends and to account for seasonal variances (eg. animal registration renewal, rates notices).

1. Customer Requests:

Council received 16,995 requests in Q3 which is an increase of 19% from the same time last year (14,278) and above Q2, 2024 (15,303). This quarter's received requests have been the highest in recent times. Council closed 16,125 requests, up 15% from last year (14,066) and above Q2, 2024 (15,163).

At the end of Q3, Council had 2,651 open requests (up 32% from 2,008 last quarter) with an average number of days' open of 59* (up 23% from Q2 of 48). These two figures have increased over the last two quarters. 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 33.7 (but is decreasing), affected by the closure of long standing FAMIS related requests. Last FYTD it was 11.5 days to close.



Graph highlights Customer Requests Jan-Mar 2024 (Q3).

2. ReM Requests:

Council received 11,426 pieces of correspondence in Q3 which is a 11% decrease from the same time last year (12,770) but a small increase of 1% from Q2 (11,286).

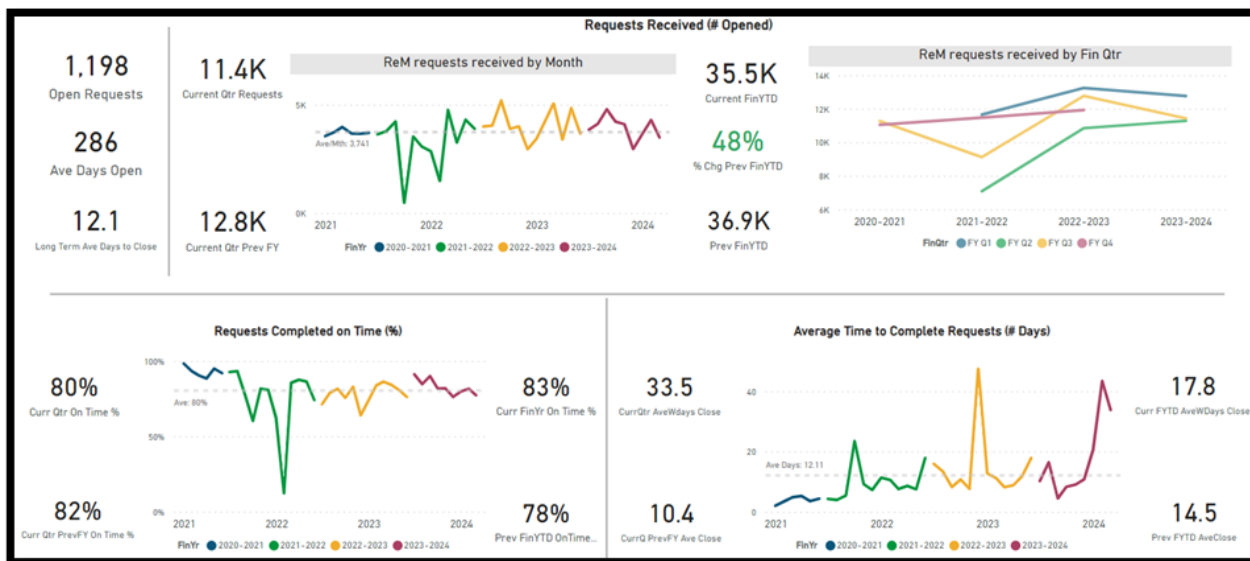
There are 1,198 open ReM requests, down 42% from 2,068 in Q2 and down 41% from 2,047 in Q1. Internal communication about timely closure will be revamped in Q4 to keep on top of timely closures.

Council aims to respond to correspondence within 10 days - we met that benchmark in Q3 80% of the time (80% for Q2 and 89% for Q1).

The average number of days to respond to correspondence jumped to 34* days for this reporting period which is an increase of 222% compared to last year (10* days) and an increase of 260 % over Q2 (9* days).

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

* Figures are rounded to the nearest whole number.



Graph highlights ReM Requests Jan-Mar (Q3).

PLANNING PROGRESS

Statutory Planning data update – Quarter 3 (Q3) (2023-24)

Statutory planning on-time delivery for Q3 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 263 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 so far in 2024 have been consistent with 2023 lodgement volumes.

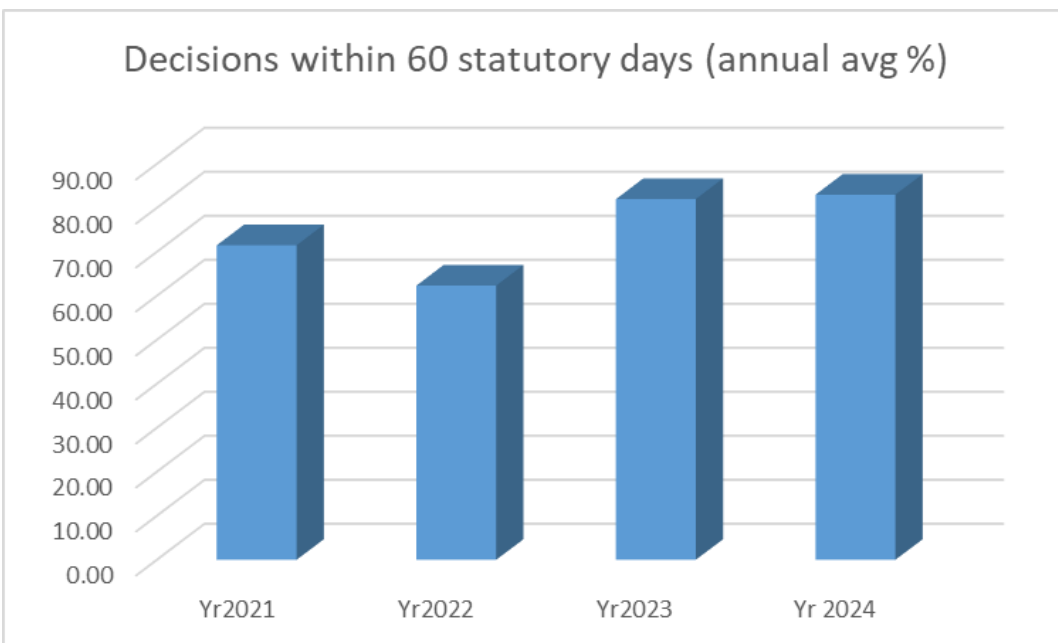
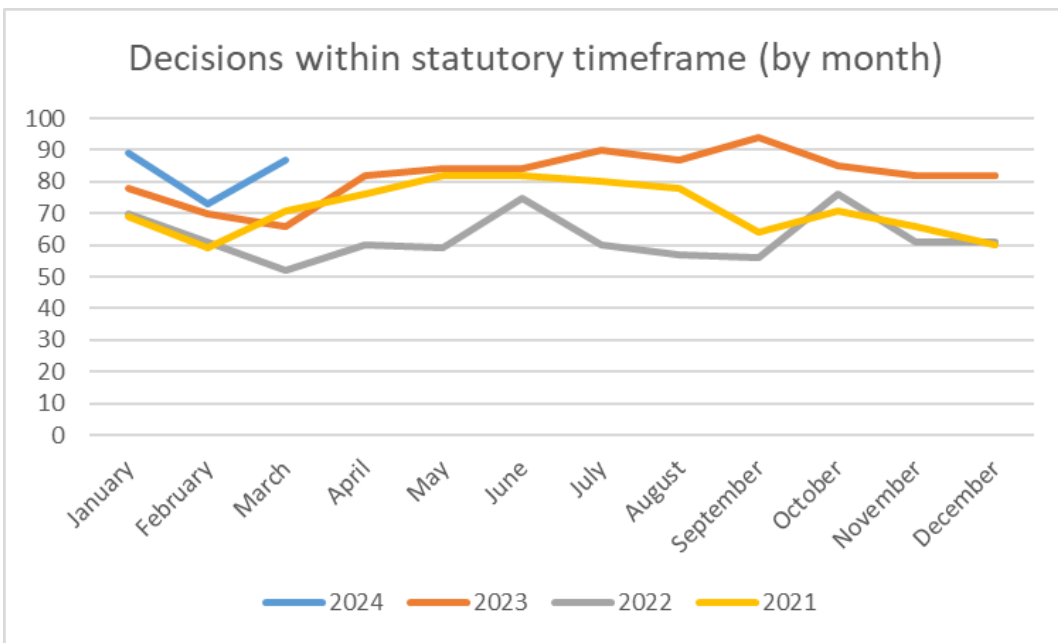
A summary of developer financial contributions received within the quarter is also detailed below.

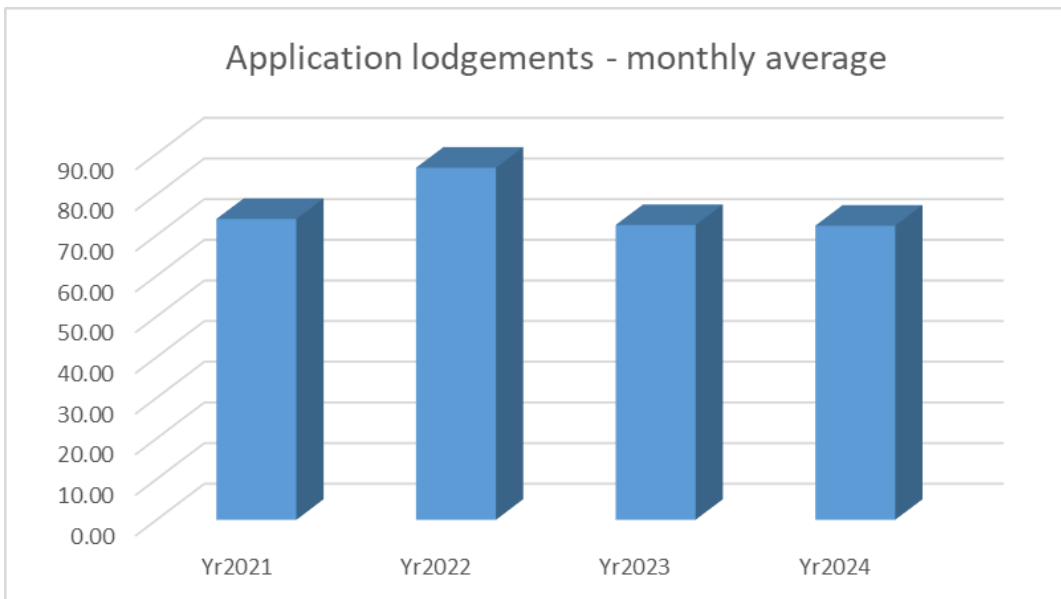
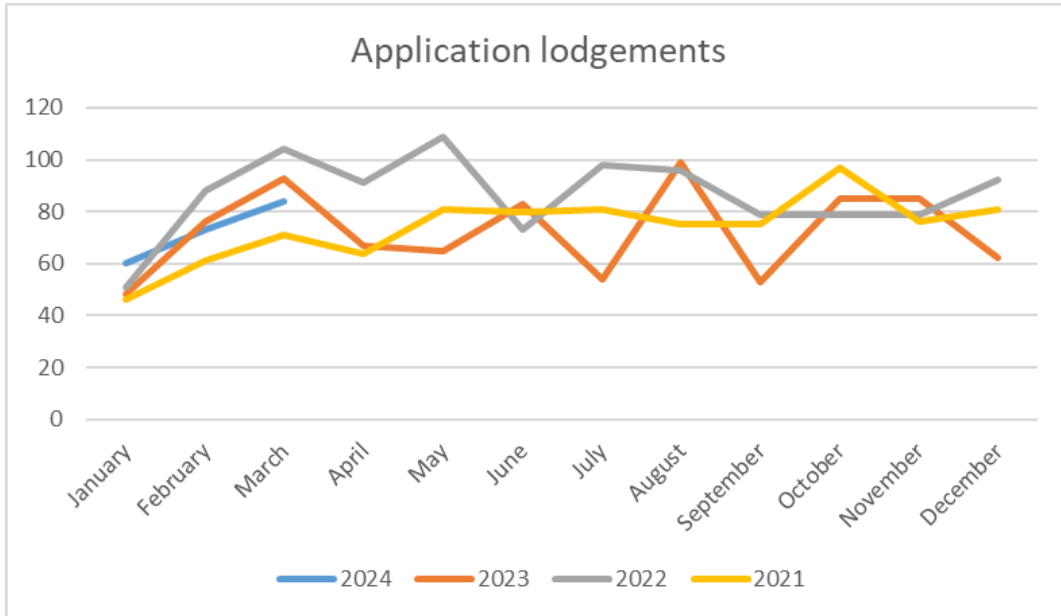
It should be noted the data for Q2 was calculated manually as the State Government Planning Permit Activity Reporting System (PPARS) does not publish the monthly or quarterly data until the middle of the following month. There may be a minor discrepancy with the manually calculated on-time delivery data 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 3 (2023-24)	
Contribution Type	Total Amount Received
Open Space Contributions	\$412,500
Car Parking Financial Contributions (cash-in-lieu)	\$0.00

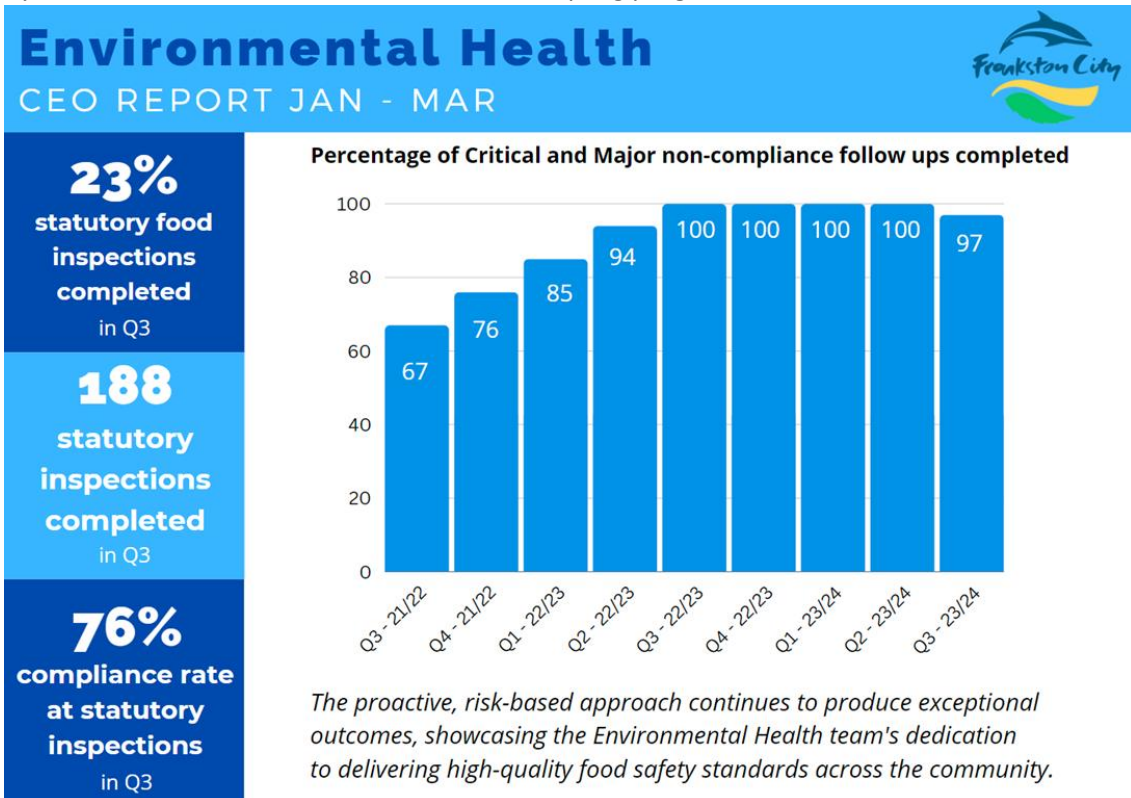




Environmental Health update- Food Business Inspection and Enforcement Outcomes Quarter 3 (2023-24)

Food business inspection and enforcement outcomes for Q3 are summarised in the tables below, with 188 inspections undertaken in the quarter at a compliance rate of 76 percent. Also, 97 percent of critical and major follow-ups were completed with one Food Act Order issued and 33 penalty notices issued. The larger number of penalty notices issued relate to the number of businesses that failed to register following reminders and a final notice (annual registration).

A summary of the Environmental Health units' food sampling program outcomes for 2023 is also included below.



Environmental Health

CEO REPORT JAN - MAR



Food Business Inspection and Enforcement Outcomes

Measures	Monthly			Quarterly	
	JAN	FEB	MAR	THIS QTR	LAST QTR
Critical and major non-compliance notifications - follow up rate	-	-	-	97%	100%
Compliant statutory food premises inspections	24	65	53	142	207
Non-compliant statutory food premises inspections	6	18	22	46	18
Food Enforcement - Food Act Orders & Directions Issued	0	0	1	1	13
Food Enforcement - Penalty Infringement Notices Issued	30	3	0	33	8

Environmental Health

FOOD SAMPLING SUMMARY OF 2023



100%

Food Act 1984 food samples collected for 2023

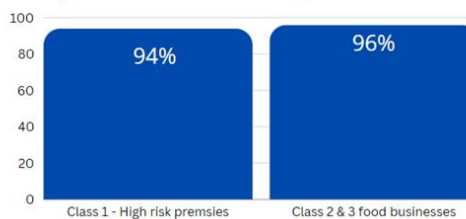
181 food and water samples collected for analysis

95%

average compliance rate

These results indicate high levels of food safety compliance across food business in Frankston City Council.

% Compliance rate of food samples across all food premises



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

Four rounds of sampling and analysis snapshot

- Round 1: Class 1 high risk food premises. Potentially hazardous foods from aged care facilities, childcare centers, and hospitals.
- Round 2: Potentially hazardous fresh drinks made onsite. This included fresh juices, smoothies, shakes, and bubble tea.
- Round 3: Potentially hazardous food from cafes, take away, bakeries, and restaurants. Ready to eat fresh salads, Banh Mi, burgers, rolls, wraps, and sandwiches.
- Round 4: Food stored at ambient without temperature control i.e. baked food items e.g. Tarts, cakes, doughnuts etc., and Council's Meals-On-Wheels facility.

City Futures Department update

The following Policy and Strategy Development work was undertaken during January to March 2024:

- At the 18 March 2024 Council Meeting, Council considered all the submissions received (429) to Planning Scheme Amendment C160fran (FMAC) and resolved to request that the Minister for Planning appoint an independent Planning Panel to hear the submissions (directions Hearing to commence Week commencing 22 April 2024 and Panel Hearing to commence week commencing 1 July 2024).
- On 20 December 2023, officers requested authorisation to prepare and exhibit Planning Scheme Amendment C161fran (the FMAC DCP) and have responded to a further information request from the Department of Transport and Planning (DTP). It is anticipated that authorisation is imminent.
- On 20 December 2023, officers submitted Planning Scheme Amendment C152fran 'Fix Up' for approval to the Minister for Planning and are anticipating approval shortly.
- Planning Scheme Amendment C158fran (250 Wedge Road) was placed on exhibition from 25 January 2024 to 26 February 2024 for a period of one (1) month. One (1) objecting submission was received and was unable to be resolved. Officers will prepare a report for the 22 April 2024 Council Meeting seeking Council to resolve to request the Minister for Planning appoint an independent Planning Panel to consider the submission.
- At the 18 March 2024 Council Meeting, Council resolved to adopt the *Frankston City Industrial Strategy and Guidelines* and request authorisation from the Minister for Planning for Council to prepare and exhibit Planning Scheme Amendment C148fran. Officers have requested authorisation and are awaiting a response from DTP.
- Work has commenced to develop the Draft Affordable Housing Policy. SGS Economics & Planning have been engaged to provide officers with technical advice to quantify the housing affordability problem in Frankston City, formulate targets for the required supply of affordable housing, and develop preferred policy actions to improve housing affordability outcomes. SGS Economics & Planning will also be conducting research into key worker housing needs, which includes interviews with a range of local businesses to that employ key workers. A Gender Impact Assessment is also underway. Councillors will be briefed on this work at a Councillor Briefing in May.
- A community engagement process has commenced to inform the statutory review of the Community Vision 2040 and develop the new Council Plan 2025-29, which will have the Municipal Health and Wellbeing Plan integrated into it. Officers are working with Conversation Caravan to undertake over 25 engagement events to capture feedback from a representative range of community members, with a Deliberative Engagement Panel commencing from September to November.
- The Nepean Boulevard Master Plan has progressed with detailed strategic transport modelling and analysis is underway in close consultation with DTP to ensure transport network functionality is satisfactorily maintained with any future development scenarios related to the Nepean Boulevard project. This technical transport planning assessment is critical to determining viable improvements to Nepean Highway and will inform development of the Draft master plan. Consultation with the Bunurong Land Council Aboriginal Corporation is underway and continues through various site walks and a Culture Values assessment. Engagement with authorities is ongoing throughout development of the master plan and delivery of the early works. To date engagement is underway with DTP, South East Water, United Energy and Melbourne Water.

A Gender Impact Assessment has been initiated for the Nepean Boulevard project and the findings will be incorporated into the draft master plan.

Early works median planting and gateway signs are progressing at two (2) locations in the north and south of the project corridor. Officers are currently seeking DTP approval for the early works and preparing tender documentation. Works are scheduled to commence in August 2024 pursuant to DTP approval. Updates were presented to Councillors at briefings on 14 February 2024 and 27 March 2024.

- Following Council endorsement in Quarter Two, the Frankston Public Toilet Action Plan implementation has commenced. Planning and design is progressing for the Seaford Road, Armstrongs Road and Witternberg Reserve public toilet upgrades. Design progressed for a new public toilet at Sandfield Reserve and construction is underway at Carrum Downs Recreation Reserve play space.
- Planning for Open Space improvements continued in Quarter Three. Scoping was completed for district level play space upgrades in Langwarrin. This will inform a preferred location for further community engagement in Quarter Four. Due diligence activities for Lisa Beth Mews and 250 Wedge Road commenced, following some delays related to the planning amendment and land transfer process.
- Local Park Action Plan and Frankston Play Strategy implementation continued in Quarter Three. Concept designs were completed and community engagement undertaken on Heysen Reserve - Skye, Brunel Reserve - Seaford and Lucerne Reserve - Karingal. Due diligence activities commenced for Athol Reserve and Pindara Reserve, Langwarrin. Construction commenced at Kareela Reserve-Frankston, Pratt Reserve-Frankston South and Lavender Hill Reserve – Carrum Downs.
- Wayfinding Strategy and Style Guide implementation continued with Primary Gateway sign prototypes and authorities' approvals being finalised for installation at the first sites in Seaford and Karingal. Updates were presented to Councillors at a briefing on the 14 February 2024.
- Sandfield Reserve Master Plan Implementation progressed with completion of Stage 3 concept design including a Gender Impact Assessment funded by the Federal Government. On site activation was held with the What Bus on the 20 March 2024 with a focus on consulting with young people to vote on a preferred approach for the Youth space multi-purpose court surface artwork. Detailed design of the playspace was finalised to progress to tender documentation stage. A State Government funding application progressed ready for submission in April 2024 following detailed design of the new play space.
- Lighting Frankston Plan implementation continued in Quarter Three with development of lighting concepts for pedestrian orientated lighting for the main circuit path at Beauty Park. DEECA approval was provided for integrated pedestrian orientated lighting for the dune boardwalk between the Pier forecourt and Olivers Hill. Scoping progressed and Councillor Updates provided for tree illumination at Ballam Park and Peninsula Aquatic Recreation Centre as resolved at the 20 November 2023 Council meeting.
- Local Shopping Strip Action Plan implementation continued in Quarter Three with due diligence and planning underway for Mahogany Avenue Shops in Frankston North. Final designs were prepared for Fairway Street Shops in Frankston.
- Preparation of the Environment Significance Overlay (ESO) Mapping report for the Planning scheme amendment continues (Biodiversity Action Plan Action S15) is nearing completion and will be submitted within next quarter.
- Virtual fencing surrounding Langwarrin Flora and Fauna reserve has been installed and monitoring options being discussed with local Fauna experts and Wildlife careers.
- Environmental Planning and Natural Reserves teams collaborated on prescribed burn at Robinsons Park Bushland for ecological regeneration purposes with 30 officers in attendance including Royal Botanic Gardens Cranbourne staff. Burn was executed accordance with plan with objectives met.

- Draft Coastal Marine and Management Plan engagement closed after 6 weeks on public exhibition with 77 submissions. Met with 6 different agencies and still working with the Bunurong Land Council.
- The Coastal Resilience project is progressing through Stage 1 - scoping and gap analysis.
- First Foreshore Advisory Committee meeting for the year was held in March 2024.
- Investigations for the establishment of a Native Vegetation Offset Site continue with private land holders contacted and plans to engage consultant to assess potential of Downs Estate conservation area as Native Vegetation Offset site. Possible collaboration with City of Casey discussion in very preliminary stages.
- Preparations for National Tree Day and Schools Tree Day are underway. Seaford wetlands has been identified as location for 2024 plantings.
- Lower Sweetwater Creek wayfinding and path network consolidation project scoped, and consultant appointed. Currently undertaking internal and external stakeholder engagement.
- Targeted business and business representative group engagement on the draft *Economic Development and Skilled Community Strategy*, supporting Background Paper and Action Plan took place from 4 February – 4 March 2024. The engagement reached:
 - 609 businesses via in-person engagement;
 - 8 key stakeholders; and
 - Over 6,400 Social Media followers.

7 survey responses were received to the online survey, overall supporting the Strategy and Action Plan and valuable feedback was received from a local health provider which provided further insight into how Council and this sector can bridge the gap and work together towards attracting skilled workers to the area. The Draft strategy will be presented to Council for consideration for adoption at the 13 May 2024 Council meeting.

The following Programs and Events were delivered during January– March 2024:

- Council’s annual ID training was held in March to support officers and the community to use our online demographic tools to gain a greater understanding of our community and emerging trends that can be used for evidence-based planning and programming. A total of three training sessions were delivered.
- Council officers supported the Gardens for Wildlife Volunteers who undertook 11 gardens for wildlife visits/ 44 volunteer hours) to help residents prove an area of habitat in their garden to support local wildlife. Training of new guides undertaken, with 4 new guides on-boarded.
- The back yard pollinator program continues, involving 12 participants and will run from December 2023 to January 2025, with observations recorded in ‘I-Naturalist’. - 2,274 observations have already been made with 451 species identified.
- The Environmental Education school holiday program has been planned for the next 12 months with environmental educators engaged. The summer program was successful and autumn program has begun with 32 attendees to date.
- The Economic Development team delivered Council’s first Think Local Month in March, with both promotion and Think Local program activities delivered across the municipality. Think Local Month included an Event Launch, with 60 businesses attending; 22 business workshops, with over 160 participants; local shopping strip activations, with ten local performing artists; a Small Business Expo, with 46 local business exhibitors and 130 visitors; and 100 Think Local \$1,000 grants being awarded to local businesses – contributing towards a total business to business spend of \$162,675. Feedback from participants, workshop facilitators’ expo exhibitors and visitors were collected throughout the month and will be used to inform future programs.

- Twenty-five business workshops were delivered to support both current and aspirational local business operators this quarter and included the *Business Accelerator Workshop, Hiring outside the box* as well as twenty-two workshops delivered as a part of Think Local month.
- Council's Business Mentoring program offers two free 1-hour support session with experienced business operators across a range of sectors. This quarter, seven participants received business mentoring support and nine business operators participated in a Business Health Check with a Business Mentor as a part of the Think Local Month program.
- Council's Business Concierge program responded to 74 requests this quarter. The majority of requests were related to hospitality businesses, including supporting Council's Safer Communities team with Footpath Trading enquiries, and most requests were from businesses located in Frankston.
- Planning for the delivery of a Local Careers & Jobs Expo, to be held across four locations in the municipality, has begun with an expression of interest invitation sent to all local secondary schools. The purpose of the EOI is to ascertain each school's interest in involvement and/or hosting one of the Careers & Jobs Expo locations as well as preferred dates and times. EOI responses are expected to be completed by 8 April 2024. Officers have also reached out to FMPLLEN to request their involvement and additional stakeholders will be engaged with in the coming weeks.
- The Economic Development Team has been actively seeking solutions to address vacant shopfronts in the Frankston city centre. Council officers have engaged "Plan 1 Project Management and Consultancy together with Ginnane & Associates" on a reactivation and shop improvement project in Young Street, Frankston. The aim of the 'Young Street Vacant Shopfront Activation Project' is to fill two vacant shops in Young Street with quality tenants to breathe new life into this key city centre location, whilst increasing the vibrancy of the area for both businesses and the community, within three months.

Frankston Business Collective

The first quarter of 2024 focussed on consolidation of memberships and reaching out to high value prospective members currently being investigated. New membership fees and tiers were communicated to members with a current price offer provided. The following results are outlines for prospective, new or renewed members:

- Two new members gained through our reputation and website.
- Six members have taken advantage of the membership rollover offer following the mail out.
- Frankston Football Club discussing an upgrade to their membership at their March 2024 Board meeting.
- Educational sessions: FBC Women in Business in February 2024, and March 2024 session by Timefix very well attended. Solid bookings for April session on business strategy and planning. May is just starting to be promoted and will be a practical use session on AI facilitated by James Eling.
- Networking evenings: Seventy-four attendees in February at Wagalot pet friendly event with a speaker from Judo Bank. Seventy registrations for our March 2024 evening at the Laughing Lark Café with a speaker from Workforce Australia. Both were sold out events.
- McClelland College, 31 Belar Ave, Frankston. FBC CEO was invited to participate in Year 10 student career discussions with students facilitated by The Smith Family on 28 February 2024.
- Monash University students have discussed possibility of hiring students to assist in administration, marketing etc. for the FBC as a mutually beneficial arrangement. A meeting was held with positive outcomes noting a few conditions would be required eg. Student safety etc.
- FBC participating in the Frankston City Council 'March Local Expo', Tuesday 26 March 2024 at the Frankston Arts Centre.

Events Calendar:

- Frankston Local Month Expo on 26 March 2024 at the Frankston Arts Centre.
- April:
 - Education with Jack Farrell, Business Coach, facilitating a program on business strategy at the Frankston Library
 - FBC Board meeting at Extreme Networks offices
 - Networking joint event with main local BNI Chapter at the Frankston Football Club
- May:
 - Education session on AI practical uses etc. facilitated by James Eling at Extreme Networks offices
 - Networking evening hosted by Vicinity Bayside on the level 2 refurbished area

FINANCIAL AND INTEGRATED PLANNING

Integrated Planning and Reporting update

The Quarter 2 performance report for October to December 2023 and the mid-year forecast were endorsed by Council on 19 February 2024. The next quarter for this period (January to March 2024) is scheduled to be presented to Council in May 2024.

Service Planning update

Year 4 Council actions proposed for the 2024-25 planning cycle for the development of the annual budget and the draft financial position were presented to a Council briefing on 14 February 2024 and will be incorporated into the Draft Budget being presented to Council at its meeting on 22 April 2024. Councillors were also briefed on the impact of the new Ministerial Guidelines on the Waste Charge that were issued in December 2023. Frankston City council will seek to reflect these new guidelines in 12 months' time in preparation for the 2025-26 budget. Deliberative engagement on the Vision, new Council Plan, Financial Plan and Asset Plan commenced in March. This will continue over the next few months and is being led by Conversation Co engagement experts along with an internal project group.

Council's finance system update

Recently, Council implemented a new and improved finance system upgrade – TechOne CiA (Procure to Pay). The new system comes with improved speed and performance, new features and improved navigation. Staff were provided regular briefing sessions to ensure they were across the new system including self-learning guides and tutorials.

Update on Federal Parliamentary Inquiry into Local Government Financial Sustainability

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

The Legislative Council adopted an inquiry into local government funding and service delivery (sustainability) on 21 March 2024 following a referral from the Minister for Infrastructure, Transport, Regional Development and Local Government, the Hon. Catherine King MP. The terms of reference include the effects of cost-shifting from the State and Federal governments, whether Councils are delivering on their core service objectives and the overall revenue structure of local government.

The Committee is seeking written submissions by 3 May 2024. The MAV are working closely with the sector to coordinate a response.

ACCOUNTABILITY AND TRANSPARENCY

Interstate Travel Public Register (Councillor and Staff)

During the January – March 2024 quarter, there was no interstate travel undertaken by a Councillor and one instance of interstate travel by an Officer. 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 (01/01/2024 - 31/03/2024) there were 2 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	Customer, Innovation & Arts	Job Specific Technical Training	1/2/24-2/2/24	\$1980	Job Requirement
People & Culture	Customer, Innovation & Arts	Leadership Development	15/2/24 – 25/6/24	\$10,684	Identified in Performance Review

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.

There were no Notice of Motions tabled by Councillors for the January – March 2024 quarter.

Public petition process

The Governance Rules, adopted and amended by Council on 5 September 2022, include amendments to Rule No. 58 for Petitions. This expresses Rule No. 58.10 “*Electronic or online petitions, joint letters, memorials or like applications must contain the name and email address of each petitioner or signatory, which details will, for the 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. Chapter 3 of the Rules were deferred from release for community engagement in February 2024 and only Chapter 8 Election Period Policy was released, due to the pending announcement of the reforms to the Local Government Act 2020 for the introduction of a Model Governance Rules. Further updates on the timing of these reforms are awaited from Local Government Victoria.

There was one petition lodged or tabled with Council in the last quarter, January – March 2024. 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.

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 Quarter 3, January to March 2024, one Councillor Appreciation Award was presented to a member of the community. The register of Councillors nominations for Councillor Appreciation Awards is available on Council’s website.

Accountability and Transparency Reform document update

Cr Bolam’s Accountability and Transparency Reform (ATR) commenced in May 2018 with 160 items. These were considered by Officers and where relevant were implemented. 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. Almost all of these registers have been added since then, with at least one remaining Lobbyist and Developer Register.

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 a lobbyists’ register for Councils. Since then, the Minister for Local Government has announced reforms for the Local Government Act will be coming in 2024 including a Model Councillor Code of Conduct. Council made a submission in response to the proposed reforms in February 2024 and are awaiting further updates on the timing.</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.</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 quarter 3 (January – March 2024) there were three (3) Council Meetings and 11 Councillor Briefings.

Following the resignation of Cr Steve Hughes and the countback for North West Ward, Cr Glenn Aitken was elected to the Office of Councillor. The tables and charts below have been updated accordingly. Cr Glenn Aitken has a long history with Frankston City Council, having served 16 years, first being elected in 2006. He held the term of Mayor for 2006 to 2007, and then Deputy Mayor from 2014 to 2015.

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

Councillor Attendance at Meetings and Briefings - January to March 2024

Councillor	Council Meetings Attended	Councillor Briefings Attended	Total Attended	Attendance
Cr David Asker	3	11	14	108%
Cr Sue Baker	3	10	13	100%
Cr Kris Bolam	3	11	14	108%
Cr Nathan Conroy	1	5	6	46%
Cr Claire Harvey	3	9	12	92%
Cr Brad Hill	3	11	14	108%
Cr Liam Hughes	2	5	7	54%
Cr Glenn Aitken*	3	9	12	92%
Cr Suzette Tayler	3	7	10	77%
Total	24	78	102	87%

* Cr Glenn Aitken was elected to the Office of Councillor as a result of the countback for the North West Ward, which was held on 15 January 2024.

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

**Councillor Attendance at Briefings only
January to March 2024**

Councillor	Councillor Briefings	Attendance
Cr David Asker	11	110%
Cr Sue Baker	10	100%
Cr Kris Bolam	11	110%
Cr Nathan Conroy	5	50%
Cr Claire Harvey	9	90%
Cr Brad Hill	11	110%
Cr Liam Hughes	5	50%
Cr Glenn Aitken*	9	90%
Cr Suzette Tayler	7	64%
Total	78	87%

11 Briefings were held between October-December 2023

* Cr Glenn Aitken was elected to the Office of Councillor as a result of the countback for the North West Ward, which was held on 15 January 2024.

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 meetings 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 3 (January-March 2024), there were no decisions made in Council Meetings closed to the public. During this time, 32 reports were presented to Council Meetings open to the public. There were no Notice of Motions and one (1) 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

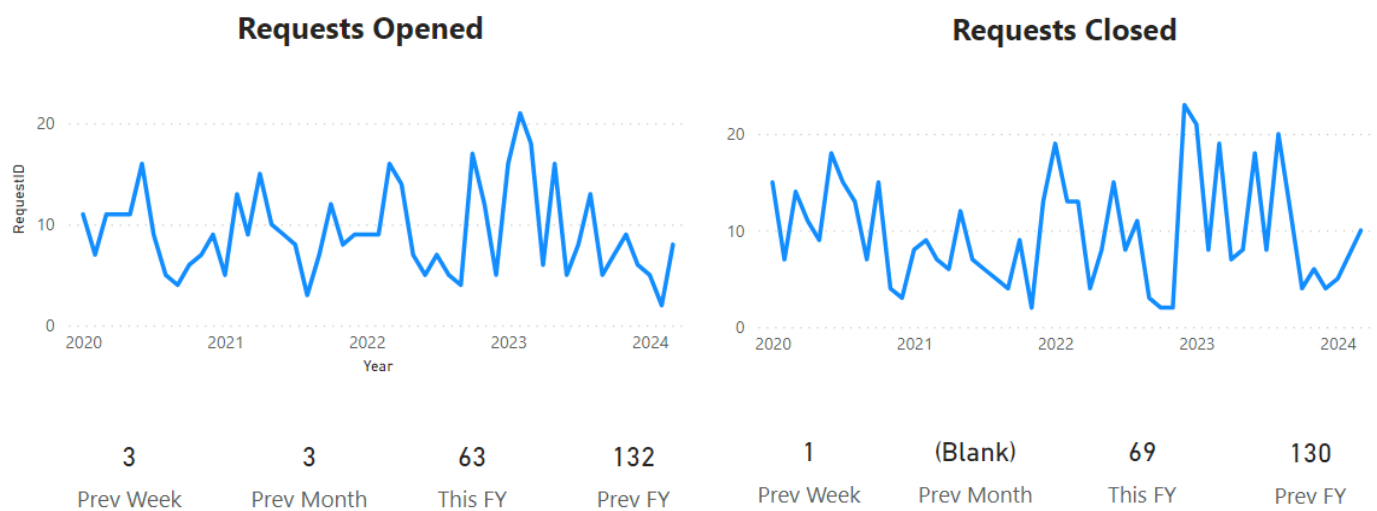
During 2022-2023 there were four policies on the Policies Register selected for review to assess their effectiveness. A survey was conducted with 29 responses received and feedback provided indicated the selected policies were effectively implemented.

A report has been prepared to the Audit and Risk Committee to provide an update on the overall status of the Policy Register, an improved approach to reviewing the effectiveness of policies and a review of the Policy Framework.

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

The 'Procure to Pay' module of Council's financial management system, TechnologyOne was successfully implemented on 18 March 2024. Officers are now focusing on reporting and data analytics to ensure compliance with purchasing procedures and the Procurement Policy. To promote accountability and transparency, the following reports are provided:

Contracts awarded under Financial Delegation between 1 January and 31 March 2024.

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

Contract No.	Title	Award Date	Supplier	Contract Value (ex GST)	Awarded By
CN11261	Austin Reserve Playground and Reserve Refurbishment	23/01/2024	Sustainable Landscaping	329,940	CEO
CN11262	Kareela Reserve Playground and Reserve Refurbishment	23/01/2024	Sustainable Landscaping	319,771	CEO
CN11272	Whistlestop Reserve - Construction Works	7/02/2024	Open Playscapes Pty Ltd	398,660	CEO
CN11277	Mechanics Institute Hall Floor Renewal	19/01/2024	Eastern Property Services Pty Ltd	269,526	Director

CN11291	Frankston Basketball & Gymnastics Stadium "Cost Management Services"	5/02/2024	TURNER & TOWNSEND PTY LTD	149,500	Director
CN11311	Frankston City Coastal Resilience 2100	2/02/2024	Water Technology Pty Ltd	142,500	Director
CN11331	Seaford Child and Family Centre - Architectural Services	9/01/2024	James O. Millar Pty Ltd	96,915	Manager
CN11379	Frankston City 43B Office - Furniture Replacement / Office Renewal	26/03/2024	11629 Backcare and Seating Dandenong	223,420	Director
CQ11183	Supply and Installation of Retaining Wall at Frankston Croquet Club	19/03/2024	Gilmore Civil PTY LTD	124,880	Director
CQ11263	Long Island Tennis Club Upgrade	1/03/2024	Melbourne Chainwire Fencing	101,468	Director
CQ11267	Frankston Arts Centre Cube Forecourt - Upgrade Design	15/03/2024	Pollen Studio Pty Ltd	137,174	Manager
CQ11324	Design Services for Toilet Construction	31/01/2024	Dock4	110,525	Manager
CQ11337	Facilities Plant Maintenance Services Civic Centre	2/01/2024	Broadway Plantscapers	49,999	Manager
CQ11353	Architectural and Structural Design Services - Dame Elisabeth Murdoch Arboretum	22/02/2024	SITE IMAGE VICTORIA PTY LTD	43,000	Manager
CQ11360	Frankston Park (Kinetic Stadium) Female Friendly Shower Conversion	19/01/2024	Studio106 Architecture Pty Ltd	65,000	Manager
CQ11362	2024 Street Tree Planting Program	25/01/2024	PENINSULA ADVANCED TREES	89,300	Manager
CQ11370	VCAT Representation - 89 Young Street, Frankston	1/02/2024	Maddocks	90,000	Manager
CQ11371	Yamala Park Tennis Court Lighting Upgrade	8/03/2024	11404 Wallgates Pty Ltd	53,014	Manager
CQ11375	Supply & Deliver - Light, dropside tipper truck with crane swap over	14/03/2024	Patterson Cheney Pty Ltd	155,739	Director
CQ11380	Legal Services for VCAT	20/02/2024	Marcus Lane Group	160,000	Director
CQ11385	Affordable Housing Background Analysis and Technical Report	7/03/2024	SGS Economics & Planning Pty Ltd	55,880	Manager
CQ11391	FAC Small Moving Light Package	19/03/2024	ASL Systems	53,772	Manager
CQ11395	Nutanix software	12/03/2024	PERFEKT PTY LTD	69,363	Manager
CQ11396	Yamala Site Plan	8/03/2024	Graeme Bentley Pty Ltd	57,400	Manager
CQ11397	Nutanix software	8/03/2024	PERFEKT PTY LTD	70,000	Manager
CQ11401	Replacement of two Switchboards at PARC	15/03/2024	Roejen Services Pty Ltd	444,846	CEO
EOI11026	Oliver's Hill Offshore Sculpture	15/01/2024	Robert Michael Young	110,000	CEO

Contracts granted exemption by CEO from Procurement Process between 1 January and 31 March 2024

Contract	Title	Award Date	Supplier	Contract Value (ex GST)
E11325	Kars Street Easement Drain Upgrade	15/01/2024	APS Drainage and Civil	227,273
E11354	Peninsula Aquatic Recreation Centre Boiler 1 Replacement	10/01/2024	Precision Mechanical Services (Australia) Pty Ltd	525,000
E11386	Frankston Sth Community and Recreation Centre " Sewer works	29/02/2024	Provic Plumbing Pty Ltd	23,533
E11389	Neon Fields - Southside Festival - Volter International Pty Ltd	5/03/2024	Volter International Pty Ltd	56,475
E11390	Neon Fields - Southside Festival - Resolution XI Pty Ltd	5/03/2024	Resolution X	31,866
E11394	MCH Family Partnerships Training	3/03/2024	Murdoch Children's Research Institute	16,000
E11403	Digital Mail	20/03/2024	Bing Technologies Pty Ltd	150,000

KEY PROJECT UPDATES

At the end of the third quarter, the 2023/24 Capital Works Program is progressing well, and while we continue to manage a significant capital works budget in a cost escalated environment, Council remains committed to delivering key infrastructure and vital services to the community.

As of 3 April 2024, Council has delivered actual expenditure of \$48.37M, with a forecast expenditure of \$90.36M against the Adjusted Capital Works Budget of \$93.86M; which equates to 96.3% delivery of the Annual Capital Works Program.

Lloyd Group Liquidation

The Lloyd Group went into liquidation in April 2023, at the time, 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 March 2024 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.

Eric Bell Pavilion

The construction of the Eric Bell Pavilion is progressing, and on track for completion in late April 2024.

Lloyd Park Senior Pavilion

Works recommenced onsite with the newly appointed builder Harris HMC. The construction of the Senior Pavilion completed in late March 2024 and the club has moved into the facility.



Kananook Commuter Car Park and Signalisation

In 2021, Council 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 the future expanded Basketball & Gymnastics 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 completed. First Floor Precast Panel Installation commenced in early December 2023 with works to form the concrete slab levels. Works are expected to be completed by September 2024.

A tender for construction of the Wells Street and Bardia Avenue intersection signalisation was awarded in December 2023 to Healey Infrastructure Pty Ltd and works are pending Department of Transport approvals to enable construction to commence in May 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

Play Space 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. Implementation of the second stage of the Play Space will commence shortly for completion in the next quarter.

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 is progressing well, with much of the earthworks completed. The anticipated completion timing for the project remains 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 in 2023/24 and is being reviewed to determine if the proposal will meet the aspirations of the master plan.

KEY MEETINGS AND ACTIVITIES

During this quarter (January to March 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. The CEO was also on annual leave from 23 December 2023 until mid-January 2024 with Ms Kim Jaensch appointed Acting CEO during this time. Participating in many internal meetings with staff from across Council is a priority for the CEO.

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

- ACEO participated in the 'countback' of the new Councillor (Cr Glenn Aitken) for North-West Ward;
- Meeting with the newly elected Councillor (Cr Glenn Aitken);
- Weekly meetings with the Mayor covering topics such as Advocacy, Communications, Developers matters and Economic Development, Investment & Activation;
- Participation Waste Board meetings;
- 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 Corporate Induction program;
- Participation in FMAC Coordination Group meetings;
- Participation in the Council's Audit and Risk Committee meeting;
- Participation in Joint State/Local Government Monthly CEO forums;
- Participation in the MAV Metropolitan South Regional meeting;
- Participation in the LG Reform consultation session;
- Participation in the Frankston Basketball & Gymnastics Stadium Redevelopment Project Advisory Group meeting;
- Chaired a Frankston Suburban Revitalisation Board meeting normally jointly chaired by Member for Frankston and the Mayor of the day.
- Various meetings during the Dunkley By-Election period with both Federal Ministers, Shadow Ministers and Candidates for Dunkley;
- Meeting with Peninsula Leisure Chair and CEO along with a presentation at the Peninsula Leisure Strategic Plan Workshop;
- Meeting with the Chair of Integrated Water Management Forum group (Dandenong area);
- Meeting with Parks Victoria representative;
- Meeting with newly appointed SECCCA CEO;
- Meeting with CEO of Committee for Frankston & Mornington Peninsula;
- Meeting with representatives from Monash University;
- Meeting with representatives from Federation University;
- 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;
- Attendance at the GSEM hosted event at Parliament House, Victoria;
- Attendance at the February CEO Frankston Business Chamber luncheon;
- Attendance at the MAV Metro CEO Networking event;
- Attendance at the 'Shaping Metro Melbourne & Regional & Rural Victoria – A call for Action (MAV) event;
- Attendance at the launch of South Side Festival 2024 program;

- Attendance at the internal event 'Hackathon' - ideas' forum;
- Attendance at the official opening of the 2018 MPavilion at Monash University Peninsula Campus by the Governor of Victoria;
- Attendance at the Think Local Month – Business Expo;
- Attendance at the International Women's Day – Schools Forum hosted by Minister Kilkenny;
- Attendance at the internal run Multicultural Lunch;
- Visits to Council's 43 Davey Street office;
- Visits to the Council's Operations Centre;
- Visit to the Frankston Library;
- Visit to the Horizon Building in Frankston;
- Filming of a CEO message on an Emergency Management Video;
- Speech at the Annual School Crossing Supervisors meeting;
- Guest speaker at the Frankston Development Forum held at the REA Group venue;
- MC role for the opening of Riviera Kindergarten;
- MC role for the celebration of upgrades to Overport Park;
- MC role conducted at several Australia Citizenship Ceremonies hosted by Council including the Australia Day Ceremony which includes presentations of the Citizen of the Year Awards.

ADVOCACY

Much of the focus from Advocacy this quarter has centred on the Dunkley by-election held on 2 March 2024 following the sad passing of Peta Murphy, MP (previous Member for Dunkley).

During this time, there was a number of meetings between Councillors, officers and candidates. Ultimately, Jodie Belyea, the Labor candidate was elected as the new member for Dunkley and was sworn in on 18 March 2024.

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 funding agreement executed (\$1.3 million) and Victorian Government (\$1.3 million, still awaiting outcome);
- Langwarrin Skate Park – still awaiting Victorian Government Sport and Recreation Victoria Local Sports Infrastructure Fund Community Facilities (\$170,000, expected outcome in June 2024).

Greater South East Melbourne Group (GSEM)

During this period, meetings were held monthly with the GSEM CEO group enabling opportunities for Frankston to advocate for better outcomes (includes shires of Cardinia and Mornington Peninsula, and the cities of Knox, Casey, Frankston, Greater Dandenong, Kingston and Monash). The vision is for job creation, job retention, future proofing the community and ensuring liveability and sustainability. The GSEM Employment Precincts meetings chaired by Phil Cantillon CEO over the past 18 months has finished its tenure.

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. It is anticipated that Council will be briefed on this project in late April 2024.

The CEO along with Mayor Conroy attended a GSEM event at Parliament House, Melbourne in mid-March 2024. The focus of the event was to bring together Mayors, CEOs, key stakeholders and Members of Parliament from the region to highlight the group's objectives and to encourage Members of Parliament to include the group in any future discussions regarding policy about the region.

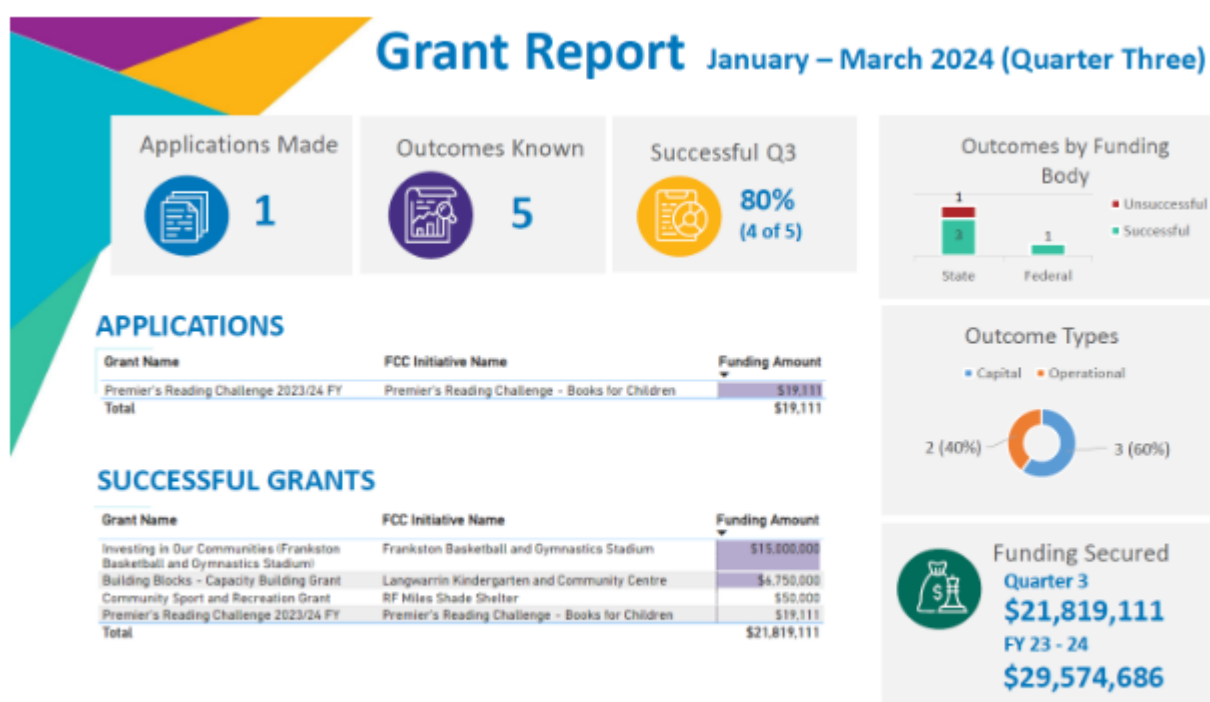
Advocacy and engagement with Members of Parliament, candidates and key stakeholders

- Council had numerous engagements with locally elected Members of Parliament, Ministers, candidates and other key stakeholders, including:
- Letter (incoming) – 7 January 2024 - Letter from Sonya Kilkenny for CEO - Response on FSRB;
- Letter (outgoing) – 18 January 2024 – Letter from CEO to Nathan Conroy Liberal Candidate for Dunkley - Election signage policy requirements;
- Letter (outgoing) – 18 January 2024 – Letter from CEO to Chrysten Abraham Libertarian Candidate for Dunkley - Election signage policy requirements;
- Letter (outgoing) – 19 January 2024 – Letter from CEO to Jodie Belyea Labor Candidate for Dunkley - Election signage policy requirements;
- Letter (incoming) – 25 January 2024 – Letter from Minister Horne to Mayor Conroy - Response to Nov 23 letter on City presentation and beautification;
- Event – 1 February 2024 – attended a visit from the Federal Minister for Social Services, Amanda Rishworth MP, and ALP Candidate for Dunkley to Community Support Frankston;
- Meeting – 7 February 2024 - between FCC and Liberal Candidate for Dunkley Nathan Conroy;
- Letter (outgoing) – 9 February 2024 – Letter from CEO to Reem Yunis Victorian Socialists Candidate for Dunkley - Election signage policy requirements;
- Letter (outgoing) – 9 February 2024 – Letter from CEO to Darren Bergwerf Independent Candidate for Dunkley - Election signage policy requirements;
- Letter (outgoing) – 9 February 2024 – Letter from CEO to Bronwyn Currie Animal Justice Party Candidate for Dunkley - Election signage policy requirements;
- Letter (outgoing) – 9 February 2024 - Letter from CEO to Heath McKenzie Australian Democrats Candidate for Dunkley - Election signage policy requirements;
- Letter (outgoing) – 9 February 2024 – Letter from CEO to Alex Breskin Greens Candidate for Dunkley - Election signage policy requirements;
- Event – 9 February 2024 - funding announcement for Monterey Reserve, Liberal Party Candidate for Dunkley;
- Event – 10 February 2024 - Seaford Wetlands Site Visit and Photo Op with Steve Dimopoulos, Minister for Environment;
- Meeting – 15 February 2024 - between FCC and ALP Candidate for Dunkley Ms Jodie Belyea;
- Event – 15 February 2024 – funding announcement for Len Phelps Pavilion, Liberal Party Candidate for Dunkley;
- Event – 18 February 2024 – funding announcement for Bruce Park Pavilion, Liberal Party Candidate for Dunkley;
- Letter (outgoing) – 20 February 2024 – Letter from Deputy Mayor to Leigh Mackender - Peninsula Link Necessary Maintenance and Beautification;
- Letter (incoming) – 23 February 2024 - Letter from Paul Edbrooke to CEO Phil Cantillon - Request for investigation;
- Event – 28 February 2024 - Ministerial visit and announcement for Langwarrin Community Centre Kindergarten with Lizzie Blandthorn and Paul Mercurio;

- Event – 28 February 2024 - Official opening for Riviera Kindergarten with Minister for Children Lizzie Blandthorn and Sonya Kilkenny;
- Letter (outgoing) – 6 March 2024 - CONFIDENTIAL Letter to Mr Paul Edbrooke MP Member for Frankston from CEO Frankston City Council - response to potential breaches matters;
- Letter (outgoing) – 14 March 2024 – Letter from Mayor and CEO to Jodie Belyea – Congratulations on your Election.

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 first meeting of the locally managed Frankston Suburban Revitalisation Board took place on 29 February 2024. It was chaired by Mr Phil Cantillon, CEO of Frankston City Council due to the unavailability of the Mayor, Cr Nathan Conroy and Mr Paul Edbrooke MP, Member for Frankston.

Key topics discussed included:

- Focus to move from small to larger infrastructure projects defining needs, wants, aspirations, purpose and vision. Partnership with State Government and importance of advocacy and relationships.
- South East Water indigenous mural project presented and learning outcomes shared.
- FMAC presentation with key components including planning scheme amendment noting timeline and significant decision making/contracts on hold during caretaker period.

- Upgrades to buildings discussion with façade improvement grants and recent collaboration with Chisholm design students with grants information.
- Positioning of Frankston City initiative that aims to tell a story that represents the future of Frankston aiming to change perceptions.

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

Further internal and external minor building works are ongoing to enhance building safety, including staff and volunteer access. This has included modifications to the back gate access which is now the primary access point for staff, volunteers, deliveries, and visitors. Additional intercoms have also been installed to improve building communications.

AUDIT AND RISK

Homelessness update

- The Housing Advisory Committee met on 26 February to monitor progress with its annual work plan and discuss matters relating to housing affordability. The Committee heard a presentation from 'HomeGround' Real Estate, a social enterprise and registered real estate agent that incentivises private rental providers to rent their properties at affordable and subsidised rates with the proceeds being donated as a tax offset to Launch Housing to support homelessness services. The Committee commended the social impact being achieved by social enterprise based real estate agencies encouraging the availability of affordable housing options in the private rental market and resolved to make a recommendation to the Council Meeting on 22 April 2024 through the Governance Matters Report.
- The Strategic Housing and Homelessness Alliance met on 6 February 2024 to provide stakeholders from across the homelessness and social housing sector with a forum to discuss local solutions to homelessness and social housing. The Alliance heard a presentation from Aboriginal Housing Victoria on the need to increase the supply of social and affordable housing for eligible Aboriginal and Torres Strait Islander community members.
- The Frankston Zero Executive Group met on 27 February 2024 to reflect on 2023 and identify priorities for 2024, which includes: supporting the newly appointed Project Officer (employed by Launch Housing with State Government funding) to deliver projects that improve the collective impact model and strengthen relationships with Peninsula Health and NDIS providers; investigate opportunities to collaborate with Mornington Peninsula Shire Council in tackling homelessness; and develop collective advocacy priorities across the six Functional Zero sites.

Audit and Risk Committee update

The Audit and Risk Committee met once during this period being Friday 16 February 2024. The agenda included an internal audit review of Climate Change and Adaptation processes along with risk reports and an update for the Audit Strategy for 2023-24. The next meeting for the Audit and Risk Committee is scheduled for 3 May 2024.

Aged Care Reform & Current Community Need

In December 2023, the Minister for Aged Care announced 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 2023 and officers have prepared a submission to the Commonwealth Government. Officers will continue to deliver high quality services to our community as per our agreement. Details pertaining to the further extension to Frankston's Commonwealth agreement for 2024-25 have been received, which includes indexation on all funding and it is anticipated the formal variation will be processed prior to 30 June 2024.

All Community Care services are operational, the challenges experienced for home maintenance services have been resolved, additional casual staff have been employed to attend to requests. The gutter cleaning service and contract was 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. It was determined that client fees would be increased to cover the additional costs to allow continuation of service. The gutter cleaning service will be available to community from July 2024.

There are currently 126 service requests in the My Aged Care Portal (MAC) for Community Care services. The domestic assistance service continues to temporarily be closed and the team are now working with the Aged Care Assessment Service (ACAS) to prioritise a set number of requests each month. This will be monitored and the number of new requests will be amended accordingly and in line with staff capacity.

Update on Kindergarten Reform

Planning for the Kindergarten Reform continues to be progressed. The Kindergarten Strategy has been finalised and was presented to EMT in March 2024 and is due to Council in June 2024 for draft adoption.

Council officers formally applied for Building Blocks Capacity funding for the Baden Powell and Langwarrin Kindergarten projects and were successful for both. The announcement regarding the funding, along with the Building Blocks Partnership Agreement was made in February 2024 by the Minister for Children, Lizzie Blandthorn, at the Langwarrin Community Centre, where the new kindergarten and maternal and child health services will be located. Council will receive \$6,750,000 for the Langwarrin project and the Victorian School Building Authority (VSBA) will deliver a 3-room modular kindergarten to the value of \$3,000,000 for Baden Powell Kindergarten in Frankston South.

The Riviera Kindergarten in Seaford is now fully operational. Kindergarten programs commenced in February 2024 and the grand opening was officiated by the Minister for Children, Lizzie Blandthorn on 28 February 2024. The Riviera Kindergarten is the first of the kindergarten expansion projects to be opened under the new Partnership between Frankston City Council and Department of Education.

Update on Waste Levy matters

On 27 February 2024, the Minister for Environment, the Hon. Steve Dimopoulos MP being the responsible Minister for administering the Environment Protection Act 2017 gave notice under the Act of a waiver of the requirement to pay a waste levy. Frankston City Council is one of the affected areas meaning that the waste levy is waived for all disaster waste taken to affected landfills from the date of the notice (27 February 2024) until 30 April 2024.

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

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