

Chief Executive Officer's Quarterly Report

July to September 2022 (public version)



Lifestyle Capital of Victoria

I am pleased to present the Chief Executive Officer's Quarterly Report for the period ending 30 September 2022 (public version).

This public report gives greater transparency and a more comprehensive view of the organisation and its key activities. The information within this document represents the period in time from July to September 2022 inclusive and the comments below reflect this 'date stamp'.

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.

As a mark of respect, I would like to acknowledge during this reporting period, Queen Elizabeth II, aged 96, after a reign of 70 years, passed away. During the Queen's reign, Her Majesty visited more than 100 countries and thousands of cities, Frankston was lucky to welcome Her Majesty to Frankston in March 1986, with more than 2,000 students from Ballam Park Technical School (now Ballam Park College) and Ballam Park Primary School welcomed The Queen and Prince Philip.

Thank you to Council's staff, volunteers, contractors and Councillors 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

An informative all-staff email is distributed by the CEO on Mondays providing advice on key achievements, sections thanking staff and well done commentary, along with other news and items relating to Council briefings/meetings. The email is then uploaded onto Council's internal website portal called Grapevine. COVID-19 updates are distributed to staff as required.

Future Ready Frankston – Excellence Awards

In late July 2022, the overall Future Ready Excellence Award winners were announced. A total of 74 nominations were received across the four Directorates with staff nominating peers in both their relevant Directorate and other Directorates.

Award categories included:

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

The award ceremony was held virtually with Mayor Conroy participating and over 180 staff attending. There were 7 winners and 13 CEO commendations across the above six categories. It is a testament to the incredible teamwork and collaboration within our organisation.

Part of the ceremony including recognition of years of service and this time around over 79 reached a jaw-dropping service milestone (more than 1225 years of commitment in total for this group). We had 40 staff who were presented with a 10 years of service certificate, 20 staff reaching the 15 year milestone, 2 at 20 years, 9 employees with 25 year anniversary, 4 marking 30 years, 2 for 35 years, 1 for over 40 years and an exceptional over 45 years' service by one member of staff from the Operations Centre.

Planning is underway for the end of year Directorate Excellence awards with nominations open to staff in late September 2022 with announcements scheduled for early November 2022.

Cultural Awareness training

Council is offering Cultural Awareness training to all employees. The first workshop is scheduled on Friday 28 October 2022 and will help staff build productive and responsive relationships with Aboriginal communities to help build greater understanding of local Aboriginal issues, culture and ways of doing business. There are more workshops going to be offered into the future.

Skills Builder Graduation

A cohort of Skills Builder participants graduated recently. Receiving training continuous improvement and data plus reporting.

COVID-19 vaccine for eligible staff

All Council staff are now fully vaccinated (double dose) or have a valid medical exemption in line with our Vaccination Policy. In line with the Government advice, staff are being encouraged to have their 1st and 2nd booster injections when eligible.

All Staff Survey 2022

We continue to further understand and analyse the results of the 2022 All Staff Survey that was completed by staff in May 2022. In July 2022, Directorate Staff Survey Results meetings were held across the organisation providing staff with a high-level understanding of the results for their directorate. We continue to work with departments and teams to help them further understand the survey results and what they mean for them. To ensure we continue to strengthen our organisational culture, teams, Departments and Directorates will now focus on creating culture improvement plans. These plans will allow staff to clearly identify areas for opportunity and allow for action on areas identified as needing intervention. Department and team plans are due for submission in November 2022. These plans will then be used to inform our organisation-wide culture improvement plan which will seek endorsement from the Executive Management Team later in the year.

ORGANISATIONAL HIGHLIGHTS

External Awards

Frankston won 'bronze' at the Victorian Top Tourism Town Awards in early July 2022 out of 30 submissions with Bendigo taking out the top spot followed by Echuca. This is a real bonus for our city with our award winning street art tours, vibrant arts culture, breathtaking nature reserves, open spaces, flora and fauna reserves, restaurants, retailers, major infrastructure and community support services continue to demonstrate just how wonderful our municipality is to work, live and play.

In mid-August 2022, Council received a highly commended award for its E-Bike trial under the collaboration and partnership category of the MAV Technology awards for excellence 2022. The Council's Business Transformation team worked with Neuron Mobility, Monash University, Peninsula Health, Victoria Police as well as State Government bodies and officials to achieve this positive outcome.

In early September 2022, PARC and the Pines Pool scored top honours at the Aquatics and Recreation Victoria (ARV) industry night. PARC took out the Facility of the Year award and The Pines was recognised as Seasonal Pool of the Year.

Unfortunately, Frankston City Council did not make the finalist category in this year's Premier's Sustainability Awards. This is still a fantastic achievement as it is a highly competitive process. The three projects submitted included the LED Bulk Street Light Project, the Brighton Street Reconstruction Project and the Pedal-Assisted E-Bike Trial.

Awards/Certificates (internal)

Years of service awards were presented as part of the Future Ready Frankston Awards in late July 2022. The certificates were co-signed by the Mayor, Cr Nathan Conroy to recognise their continuous service and awards presented over 25 years were sealed with the Council's Common Seal.

Corporate donations and fundraising

Council staff held a 'wear your AFL footy team colours day' on Wednesday 21 September 2022. Many staff participated and were encouraged to donate a little extra the next time they gave to a charity. At the Civic Centre offices \$500 was raised for Kids with Cancer as part of the day. A number of staff still contribute personally to fundraising activities including the Black Dog Ride – Red Centre Tide and Liptember Foundation. Council employees were encouraged to take part in the annual Lifeblood Challenge this year, where staff could donate blood and plasma to help Australians when they need it most.

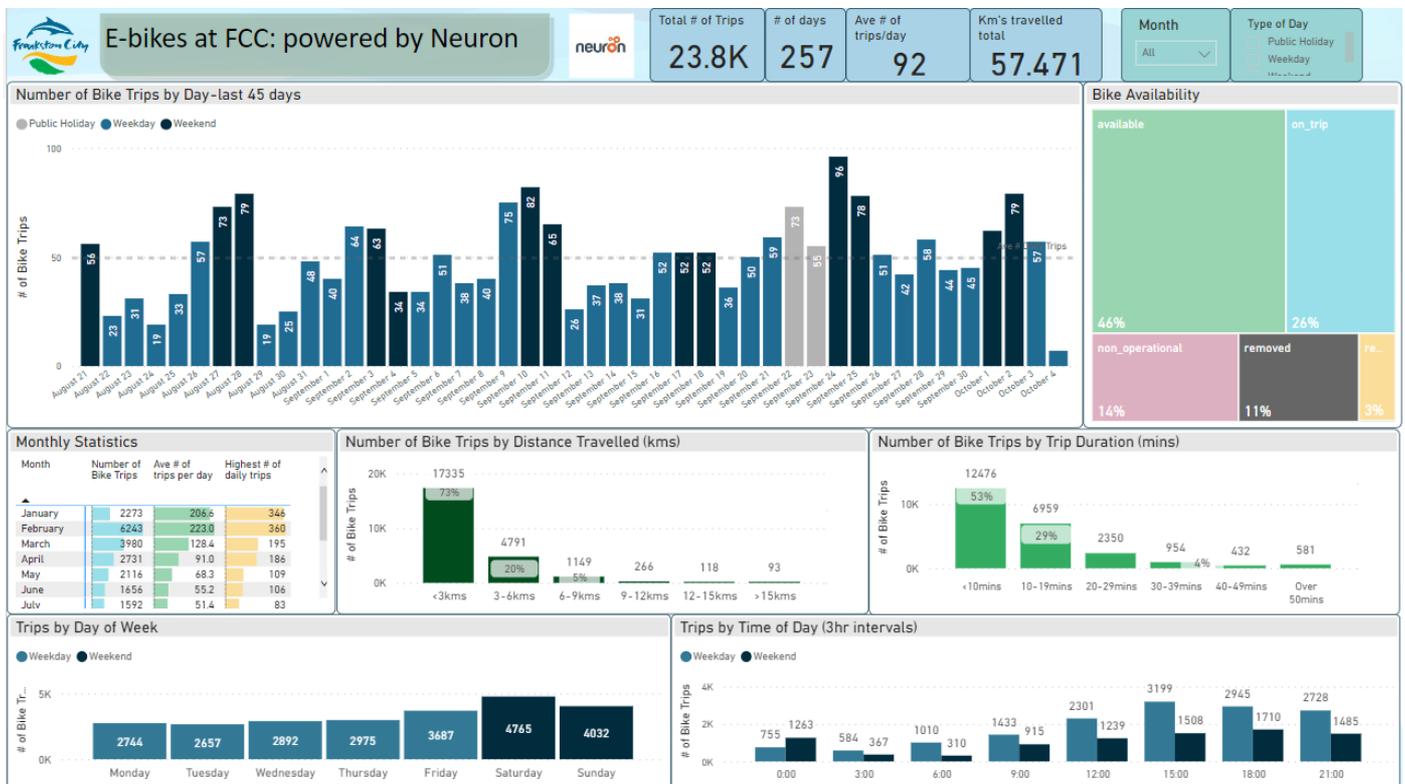
BUSINESS TRANSFORMATION

Council's Websites

Since the last reporting cycle, Council have continued rewriting its content, 60% of which has been completed and published. A new design and improved information architecture has also been launched making it easier for you to find the information you need. Simplicity and accessibility have been the key drivers in this update.

Smart Cities initiative

Frankston is still in the midst of its 12-month e-bike trial, an update of the dashboard is below. All parties involved in the trial are committed to improving the trial and are using customer feedback to help address some of the lag times for when bikes have finished a trip to go back to their starting locations.



In other Smart Cities news, we have commenced a Smart Parking trial to make parking easier and more convenient. Following an increase in residents and visitors driving to Frankston City every year, we are committed to decreasing congestion while also providing quality parking for both visitors and residents. We first announced Smart Parking in the Council Plan 2022-2025 following public consultation which called for more efficient and easier parking solutions in our City. More information is available on Council's website at <https://www.frankston.vic.gov.au/Community-and-Health/Transportation-and-parking/Smart-Parking-Trial>

Finally, we have launched Frankston City Council's Transparency Hub, offering the Community unprecedented access to a wide ranging and insightful City data. The new user-friendly tool helps ratepayers understand how their money is spent. Users can find everything from capital works schedules and awarded contracts to traffic movements and animal registrations.

The Transparency Hub is a key initiative of the Council Plan 2021-2025, and is the latest initiative of the Accountability and Transparency Reform actions which Council has been implementing since 2018.

You can view and interact with the Transparency Hub at <https://data.frankston.vic.gov.au/pages/home/>

Future Ready Frankston Efficiencies

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

- Digitising a number of forms which have aided in speeding up our processes and made it easier for the form users (customers and staff) to submit specified information;
- Launched Council's Transparency Hub which has given the community access to a number of data sets often requested via a Freedom of Information request;
- Integrated Council's website with an engagement platform to reduce the requirement for double handling of information;
- Reduced manual processing of customer request reporting resulting in 60 hours of saved resource time;
- Seasonal tenancy solution results in 168 hours of processing time saved a per-year.

Discover Frankston

Visit Victoria has acknowledged the Discover Frankston social pages as an effective example of how Council's should be engaging with and inspiring both residents and visitors. The pages have approximately 30,000 followers and the website receives approximately 150K hits per annum.

Destination Event Attraction Program (DEAP)

The Council's new event partnership program has been progressing well. Applications for Round 1 grants successfully awarded funding to Pixar Putt mini-golf, Sunset Twilight Markets, Lucky Entertainment for a NYE Festival and a Country music festival all to be held in Frankston in 2022-2023.

Round 2 grants closed in August 2022 with 2 more events to be recommended by the panel. Recommendations will be presented to Council at the end of October 2022. At the end of year one, it is anticipated the program will result in 70,000 attendees; \$9.085m economic impact for the community and a number of jobs will be created as a result of the program.

Victorian Top Tourism Award

Frankston won Bronze in the Victorian Top Tourism Award in July 2022, the only entrant and finalist to represent Greater Melbourne in the awards. This followed the GOLD Australian Street Award for Best Street Art Tour in early 2022.

Led by the Council's Tourism and Campaign Marketing team, entering these awards are a fantastic way for the organisation and City to build its reputation as a destination for visitors in addition to a great place to live and for businesses to invest.

Public Art Strategy

Council recently engaged a Public Art Consultant to undertake a Public Art Strategy to continue to elevate it's positioning as an Arts & Culture destination. Stakeholder and community consultation has recently been undertaken which will guide the content of the Strategy. The Strategy will include long-term vision against short and medium term initiatives, prioritizing recommendations aimed at generating a clear action plan to achieve the best outcomes for the municipality.

Frankston Arts Centre

This quarter saw utilisation of the Arts Centre increase to 75%, which is pleasing to see the community coming back to the Centre and enjoying the wonderful shows on offer. Over 37,100 tickets were sold in the quarter.

Frankston Libraries

Children's programs have been extremely popular with 7,880 attendances for the quarter which is now exceeding pre-COVID visits for these programs, in addition there has been 116,132 physical book loans.

Council's Corporate Customer Service Update

The Customer Service and Experience team have once again been busy this quarter. Operationally, our call centres had high volumes of calls with our annual rates notices going out this quarter. Calls were increased due to the added interest onto rates notices for the first since the start of the Pandemic. This generated a larger than expected call volume. Our customers also like to be served face to face, this has remained consistent throughout the quarter, but increased during the Rates period.

Our new Live Chat platform was implemented this quarter. We also see a customer service presence at our Visitor Information Centre, it started off slowly but as we build knowledge, we should see an increase in patronage to the center. We also continue to complete our successful Street Art Walking Tours, with an increase in people attending. The program will be increased to include package deals, which will see rolled out in the warmer months.

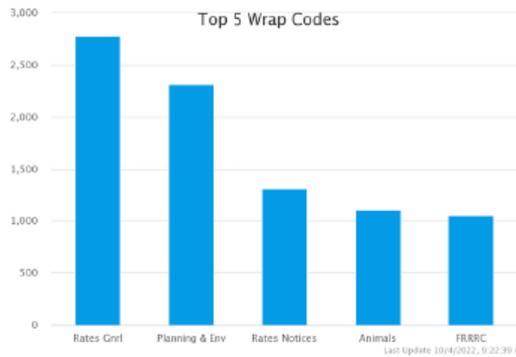
The team celebrated a milestone with our Customer Experience Strategy being adopted and positively received by Council.

CEO REPORT JUL-SEP CUSTOMER SERVICE & EXPERIENCE



25,840
Total incoming
calls to 1300
< from 26,762

6%
% of calls that
create a PCS
> from 10%



3,368
Transactions
processed over
the counter
< 5,161

% Abandoned
Calls
6%
- from 11%

Number of
Live Chats
2,807
< from 2,807

Grade of
Service
65%
< from 44%

Average wait
before answer
65SEC
> from 125 seconds

CEO REPORT JUL-SEP CUSTOMER SERVICE & EXPERIENCE



3,156
Snap Send
Solve Req's
< from 1,928

2,310
Pathway Req's
by CSO's
< from 2,607

1,510
ePathway
req's
< from 1,170

Top Customer Request Types





Social and media engagement - Frankston City Community

The second half of the year tends to be busy with end of financial year and the preparation for the release of rates notices. The Communications team worked on the explainer material for rates which included a mailed-out flyer and an explainer video. This was also supported with web material and frequently asked questions for Councillors.

The Community Satisfaction Survey results were release and were shared via media and LinkedIn – the positive results were celebrated with a video highlighting key outcomes.

As a first for Council, a wrap up video of the September Council meeting was shared on social media. We will continue to develop this concept for future meetings.

The launch of the new Betty’s Burger restaurant trended well on social media as did the continued support of the downstairs of the yacht club, Oliver’s Corner.

Other social pieces of interest were the signal box 100th birthday, the birth of the Mayor’s son and a general post promoting the breadth of Council services.

The team supported Mayor Conroy and the promotion of the Mayor’s Family Picnic, which unfortunately was cancelled. We also celebrated National Citizenship Day.

Community Engagement

The Community Engagement team has been very busy planning and running engagement events. There were a number of major initiatives taken to the community this quarter, including the Advanced Waste Processing engagement, which then moved into the Waste Circularity engagement.

The team also worked across continues to work with DWELP on the engagement for Seaford Wetlands.

Other key project undertaking engagement in this quarter include:

- Integrated Transport Strategy;
- Coastal and Marine Management;
- Expression of Interest for CALD Network;
- Safer communities.

Work is currently underway on engagement for:

- Strategy Plan for FMAC;
- National Centre for Healthy Ageing;
- Kindergarten Capacity Planning;
- Expression of Interest for CALD Network.

Building Frankston's Future (BFF) Capital Works Awareness

A number of BFF branded signs continue to be in situ throughout the Municipality (Jubilee Park, Stotts Lane, Monterey Soccer Pavilion, Pat Rollo Reserve, RF Miles, Eric Bell Reserve).

New signage has been added to:

- White Street Mall Upgrade;
- Carrum Downs Recreation Reserve;
- Carrum Downs Tennis Club;
- Ballam Park;
- Lloyd Park Pavilion.

For other Communication channels:

- Social media postings for all capital works and some revitalisation projects continue to reference "Building Frankston's Future"/#BuildingFrankstonsFuture such as Lady Emily Reserve and Evelyn Street;
- Building Frankston's Future branding and messaging continues to be showcased in Frankston City News and eNews;
- Ministerial Openings at Evelyn Street and Sandfield Reserve featured the Building Frankston Future tear drop banners as a backdrop to the speaker lecterns.

BFF was also featured in the communications for the Rates material.

REM/Pathways data update

As part of the CEO's quarterly update, the following statistics on two key channels of communication with the community are provided.

1. Customer requests logged with Council by Community members via our customer service team.
2. Correspondence (both emails and paper-based letters) sent to Council.

Trend analysis of how we are performing compared with the same time last year is also be provided. This is because many requests we receive are seasonal such as animal registration renewal, so simply comparing month to month or quarter to quarter does not paint the full picture.

Table below highlights Customer Requests Jul - Sept 2022



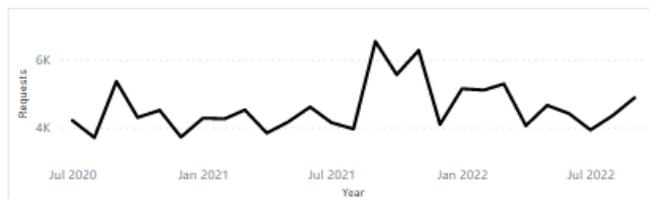
Customer Request Activity - Quarterly Report

Data as at: Monday, 3 October 2022

Requests Received (Opened)

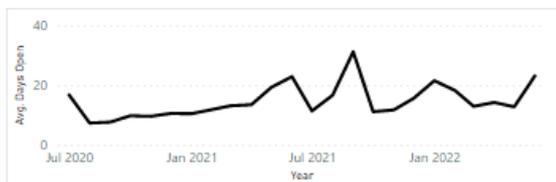
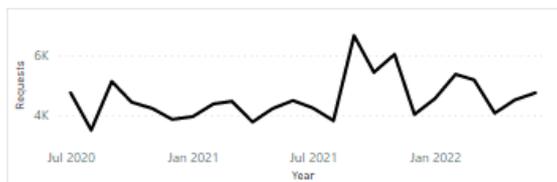
Currently Open	Jul 2022	Aug 2022	Sep 2022	Qtr 1. This FY	Qtr 1. Last FY	This FYTD	Prev FYTD
3115	3.94K	4.36K	4.88K	13.17K	14.65K	13.18K	14.65K

134.88
Avg Days Open



Requests Closed

Jul 2022	Aug 2022	Sep 2022	Qtr 1. This FY	Qtr 1. Last FY	This FYTD	Prev FYTD
3.86K	4.41K	4.79K	13.05K	14.72K	13.05K	14.72K



Jul 2022	Aug 2022	Sep 2022	Qtr 1. This FY	Qtr 1. Last FY	This FYTD	Prev FYTD
15.42	14.24	9.71	12.93	21.75	12.93	21.75
Avg Days Open	Avg Days Open	Avg Days Open	Avg Days Open	Avg Days Open	Avg Days Open	Avg Days Open

Average number of days requests were open for those requests that have been closed in each of the above time frames, but may have been received much earlier.

Council received 13,170 requests over the last quarter, which is 1480 less over the same period last year. This is a 10% decrease in comparison. During this time, Council officers closed 13,050 requests. The average number of days a request was open for during this period was 13 days*, which is 9 days* lower than the same time last year.

At the end of the reporting period, Council had 3,115 requests open with an average number of day's open of 135*. This is up from last quarter where the average was sitting at 103*. This higher number than the quarterly figure is due to the fact it also contains more complex long-term requests that require a longer than average time to resolve. This is an area where Council will continue to strive to improve and reduce this number quarter on quarter by improving our internal processes, especially for the requests that are hard to resolve.

Table below highlights Correspondence Jul - Sep 2022



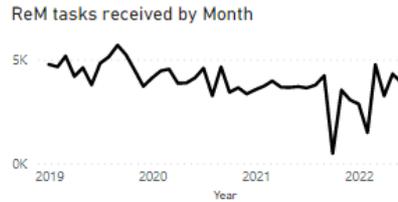
ReM Requests - Quarterly Report

Directorate: Department:

Requests Received (# Opened)

2526
Currently Open

11.48K
Qtr 4 This FY



39.33K
This FY

96.62
Avg Time Open

11.05K
Qtr 4 Last FY

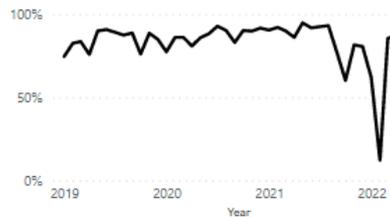
45.26K
Last FY

Requests Completed on Time (%)

ReM tasks Completed on Time% by Month

82.50%
Qtr 4 This Yr

81.25%
This FY



90.11%
Last FY

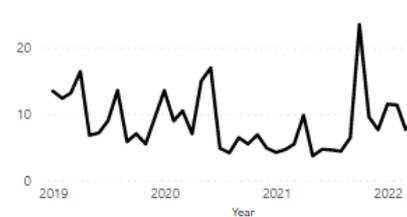
90.71%
Qtr 4 Last Year

Average Time to Complete Requests (# Days)

ReM tasks Average Time to Complete

11.55
Qtr 4 This FY

8.73
This FY



9.04
Qtr 4 Last FY

5.51
Last FY

*Data sourced from ReM which is mail through the post and emails that are sent through to info@frankston.vic.gov.au



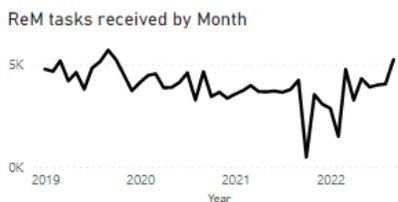
ReM Requests - Quarterly Report

Directorate: Department:

Requests Received (# Opened)

2929
Currently Open

13.28K
Qtr 1 This FY



13.28K
This FY

112.25
Avg Time Open

11.65K
Qtr 1 Last FY

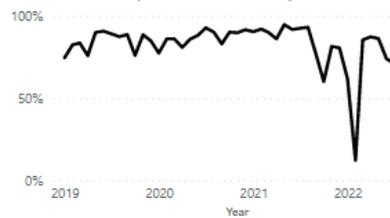
11.65K
Last FY

Requests Completed on Time (%)

ReM tasks Completed on Time% by Month

77.42%
Qtr 1 This Yr

77.42%
This FY



87.55%
Last FY

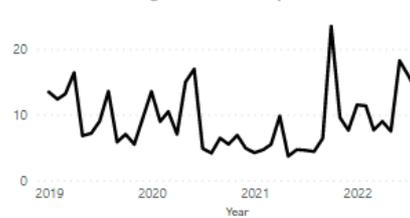
87.55%
Qtr 1 Last Year

Average Time to Complete Requests (# Days)

ReM tasks Average Time to Complete

12.50
Qtr 1 This FY

12.50
This FY



9.16
Qtr 1 Last FY

5.13
Last FY

*Data sourced from ReM which is mail through the post and emails that are sent through to info@frankston.vic.gov.au

Council received 13,280 pieces of correspondence last quarter which is an increase from the same time last year from 11,650. Council aims to respond to correspondence within 10 days and we achieved this target for 77% of correspondence. This is a decrease of 5% from the last reporting period. The average number of days to respond to correspondence was 12* days for this reporting period which is an increase compared to last year. Overall, the performance for the quarter was poorer than this time last year and is something we are actively addressing to ensure we can meet the expectations of the community. This drop in performance can in part be attributed to the increase in volume of correspondence from the same period last year.

** Figures are rounded to the nearest whole number.*

Statutory Planning data updates – Quarter 1 (2022-23)

Statutory planning on-time delivery for Q1 at 58 percent was below the target of 70 percent. Timeframe performance continues to be impacted by higher application lodgements, resource retention issues and accumulated outstanding application load. Whilst it remains a very tight market to recruit statutory planning staff, Council was recently successful in recruiting to two senior level positions.

Additional resource support through consultants and contractors is continuing to assist in progressively reducing the outstanding application load, by deciding outstanding applications. Recruitment for remaining vacant roles is also ongoing.

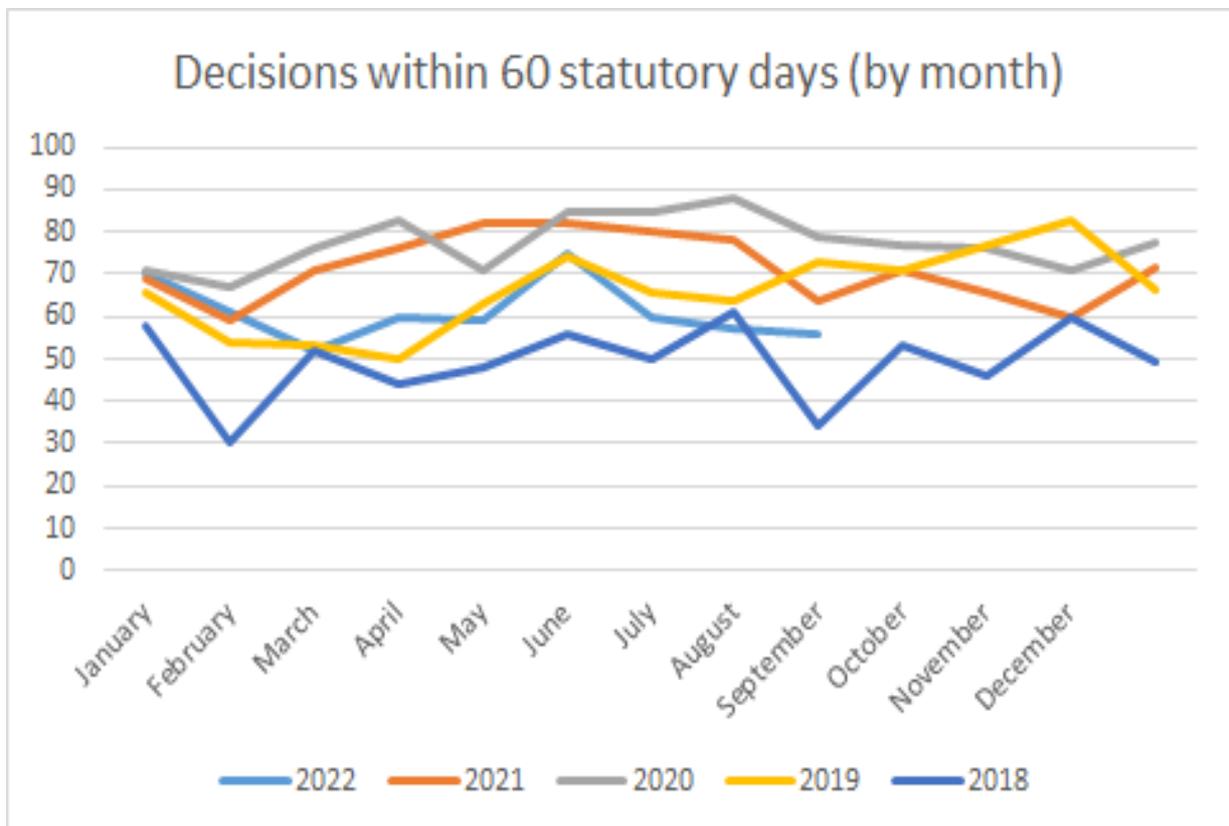
As at the time of preparation of this report, there are 329 undecided planning permits, amendment to planning permits, and plan approval applications currently with Council. It is expected that once the staffing profile is settled and application workloads reduced, decision volumes within statutory timeframes will consistently improve. The timing for consistent improvement is likely to be progressive in the second half of financial year 2022-23.

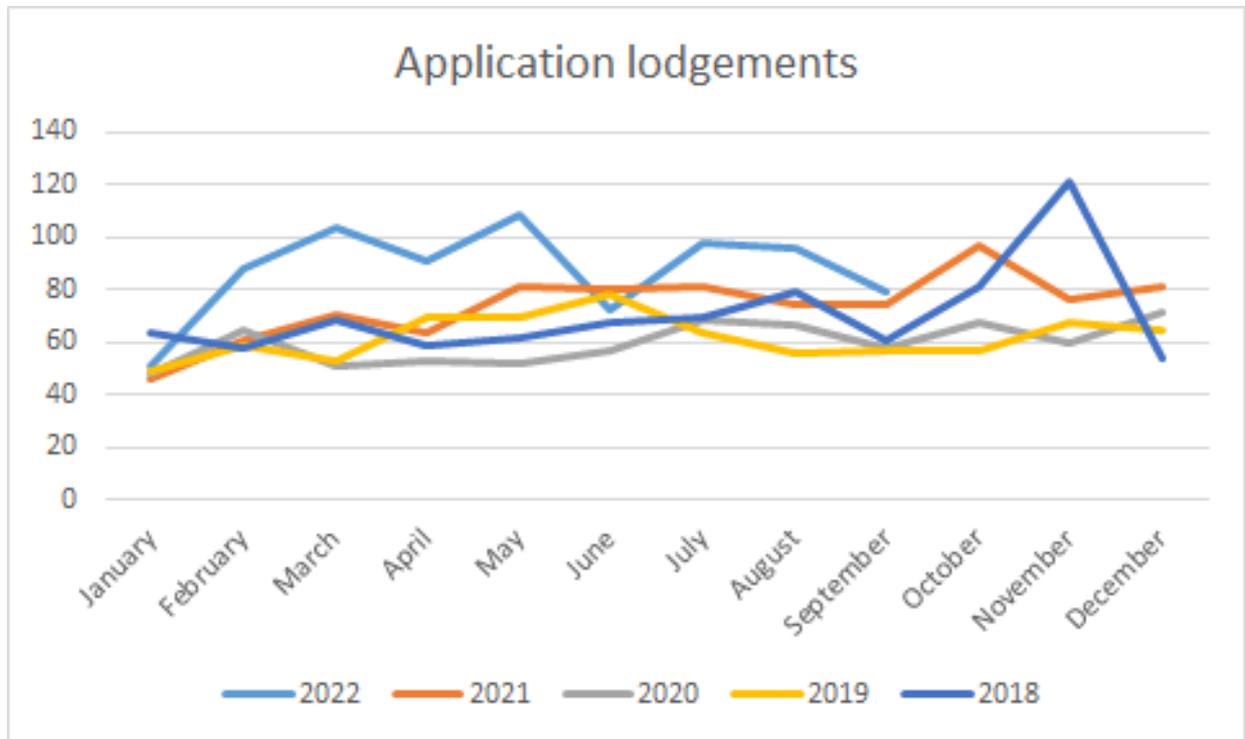
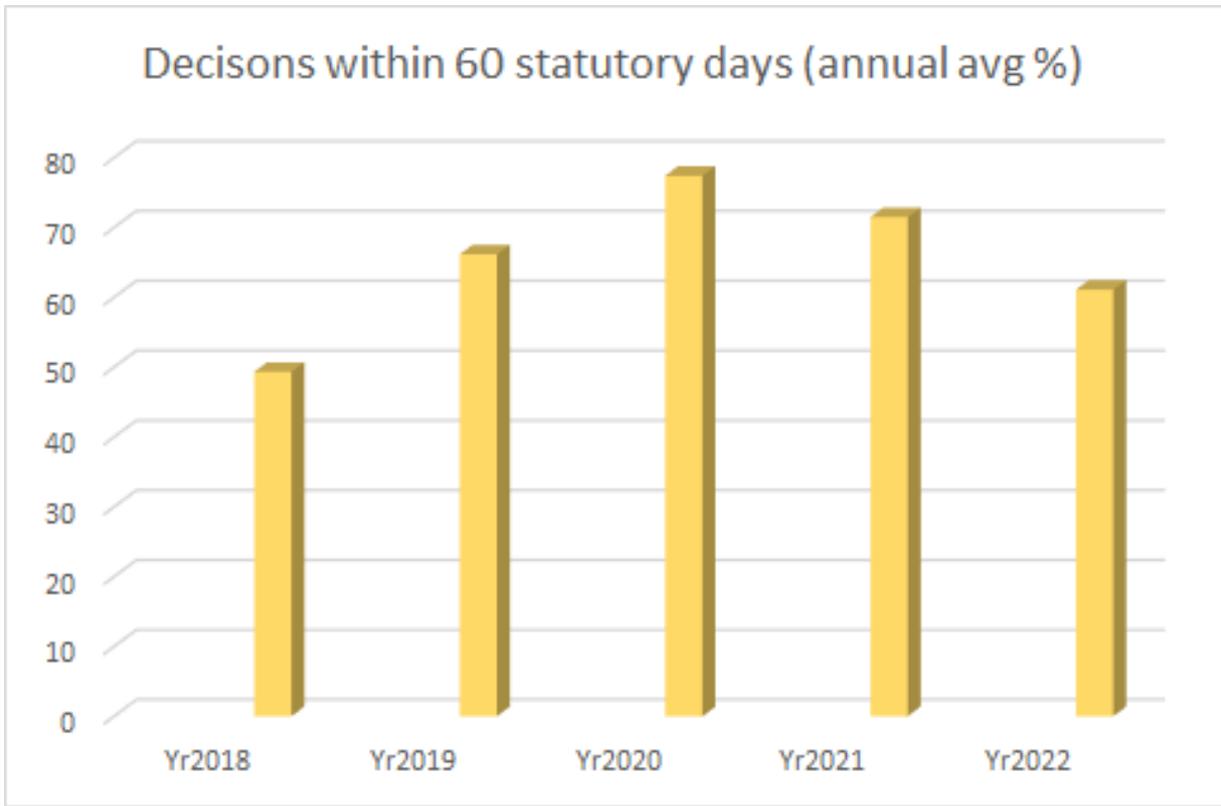
The on-time delivery data is illustrated in the charts below (calendar year) as well as the volume of applications received per month over the last five years. This demonstrates the consistent volume of applications received each month, noting that the lodgement volume includes new permit and amendment applications and other consent types, but is still not reflective of all work undertaken in the processing of planning permit applications. We are receiving higher application volumes in 2022, with an average of 86 per month, and two months over 100.

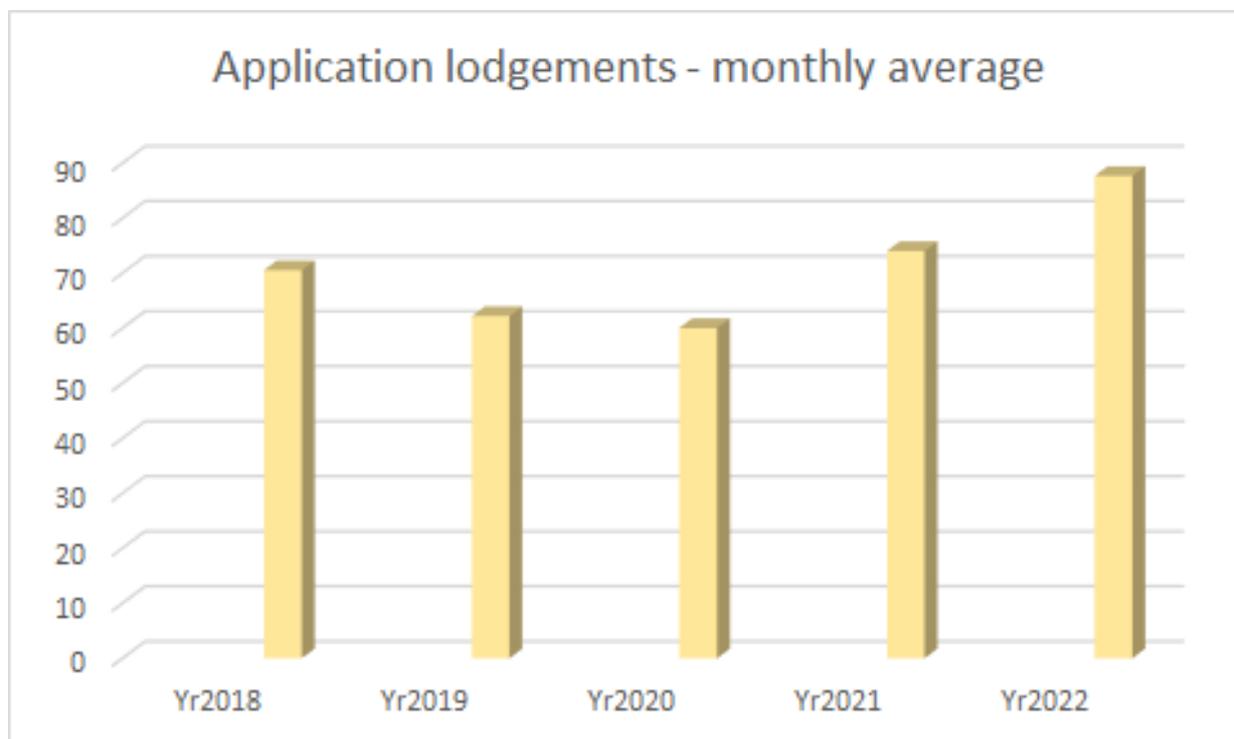
A summary of developer financial contributions received within the quarter is also detailed below.

It should be noted the data for Q1 was calculated manually as the State Government Planning Permit Activity Reporting System (PPARS) does not publish the monthly or quarterly data until approximately the middle of the following month. There may be a minor discrepancy with the manually calculated on-time delivery data and the published PPARS data.

Developer Financial Contributions- Quarter 1 (2022-23)	
Contribution Type	Total Amount Received
Open Space Contributions	\$433,825
Car Parking Financial Contributions (cash-in-lieu)	\$0.00







City Futures Department update

The following Policy & Strategy Development work was undertaken during July - September 2022:

- Frankston City Industrial Precincts – Discussion Paper (May 2022) was taken to the community between 13 July to 23 August, seeking submissions. An industry briefing was held on 16 August which was attended by ten (10) community members (business owners and residents). At the conclusion of the engagement period nine (9) written submissions were received. These will inform the development of the Draft Frankston Industrial Strategy which is being developed during the final part of this year;
- Community consultation undertaken on the Climate Change Strategy (16 July - 13 August 2022). Three community workshops were held with 157 participants making 175 contributions to the online survey and ideas board. Community feedback will inform the prioritisation of the Climate Change Action Plan and help shape Council’s response to climate change;
- Targeted stakeholder consultation commenced on Councils Coastal and Marine Management Plan (CMMP). Seven workshops were held with State Agencies, community groups and the Foreshore Advisory Committee. 65 participants generated 641 comments relating to values, issues and opportunities that will feed into the development of our CMMP.
 - Monday 15 August - PWG & Council staff;
 - Tuesday 30 August - State Agencies;
 - Tuesday 30 August - Community stakeholders;
 - Thursday 1 September - Community stakeholders;
 - Thursday 1 September - Foreshore Advisory Committee;
 - Tuesday 6 September - Secondary Colleges; and
 - Tuesday 13 September - Conservation and Research Organisations.

- Universal Design Grant application submitted seeking funding for the delivery of a new accessible public toilet at the Carrum Downs Recreation Reserve play space.
- Quotations received for a review and refresh of Council's Footpath Trading and Parklet Guideline.
- Election promise funding announcement made for Sandfield Reserve. Successful funding application for the Victorian Governments Creating Safer Places Grant Program for Sandfield Reserve Youth space.
- Frankston Revitalisation Program underway including:
 - White Street Mall construction commenced and due for completion by December 2022; and
 - Frankston Pier Lighting Installation commenced and due for completion by November 2022.
- Fletcher Road Revitalisation (greening, lighting and public art) installation commenced and due for completion by November.

The following *Programs and Events* were delivered during July – September 2022:

- The final Invest Frankston Business Networking Nights. This function will be taken over by the new Frankston Business Council;
- Biodiversity Blitz (iNaturalist event for Biodiversity Month- September) - 2 online events (31st July – iNaturalist for beginners and 15th September Community Champions) were held in collaboration with the nine partnering Councils. Frankton finished 3rd behind Mornington Peninsula with 3,117 observations (including 994 individual species);
- 15 Gardens for Wildlife Visits were undertaken by volunteers;
- National Tree Day was held on Sunday 31st July at Jubilee Park where the Mayor and approximately 200 residents attended including a local Scout group to plant 1,400 plants along Nursery Avenue to improve the habitat corridor;
- 22 schools registered to receive 50 plants for School Tree Day with two schools Rowellyn preschool and Kananook Primary applying for 500 plants and a talk from the Westernport Biosphere's Biodiversity in Schools program;
- Wednesday 28 September Ministerial visit for the official opening of the new Evelyn Park;
- Wednesday 28 September Ministerial visit and photo opportunity to celebrate new Witternberg Reserve play space and final grant milestone submitted and approved.

Frankston Business Collective

The Frankston Business Collective (FBC) was successfully launched on 20 July 2022. Over 175 business owners and entrepreneurs registered to build important new connections, exchange insights and unite in shared vision for our City.

There are now 98 members and the general mailing list is 500 plus - we are working on converting other interested businesses into members.

Additional events conducted include:

- 'Mental Wellbeing of Business Communities' program - \$15,000 Vic Government grant received and 70 attendees at the event which has received very positive post event feedback;
- September networking evening, SK8HOUSE, Carrum Downs – 65 attendees registered.

Plans are now well advanced for October for a number of events including:

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

FINANCIAL AND CORPORATE PLANNING

2021-2022 Performance Statement

The 2021-2022 Performance Statement was presented to Council on 3 October 2022. This statement has been prepared to meet the requirements of the Local Government Act 2020 and Local Government (Planning and Reporting) Regulations 2020. The performance statement includes the results of the prescribed sustainable capacity, service performance and financial performance indicators and measures together with a description of the municipal district and an explanation of material variations in the results.

Key Performance Statement highlights include:

- Waste diversion from landfill decreased to 52%, down from 56% in 2020-2021. This is as a result of increased contamination of the recyclables stream and confirmation of contamination through increased bin audit scheduling;
- The number of Council decisions upheld by the VCAT remained consistent (75%) compared to 2020-2021 due to on-going improvements in Council's work processes and systems;
- Satisfaction with Council decisions rose again from 63% in 2020-2021 to 71%. Council's decision making has delivered priorities to the community through advocacy, partnerships, funding commitments and community engagement.

2021-2022 Financial Report

The 2021-2022 Financial Report was presented to Council on 3 October 2022. The Financial Statements have been prepared in accordance with the Local Government Act 2020, the Local Government (Planning and Reporting) Regulations 2020, Australian Accounting Standards and other mandatory professional reporting requirements.

Financial Report highlights include:

- The COVID-19 pandemic has had a significant impact on our residents, businesses and organisations. In response to those impacts Council reframed its hardship policy and introduced a relief and recovery program to provide support to the community, including waiving of interest on outstanding rates, jobseeker rate relief, business and community grants, waiving of fees and charges that will help sustain residents who are living in a new reality;
- The net operational surplus as presented in the Comprehensive Income Statement is \$13.568m (\$8.713m in 2021-2022);
- The "underlying" deficit – which is the operating result adjusted for transactions which are either 'non-recurring' or not operational in nature is \$6.047m (Budget was \$1.197m deficit);
- Some of the key variations between the 2021-2022 financial year and the prior year are:

- User fees and charges increased by \$5.89m due mainly to increased utilisation of Frankston Regional Recycling and Recovery Centre and re-opening of a number of Council facilities previously closed in 2020-21 due to COVID-19 pandemic;
- Capital Grants has increased by \$10.594m as a result of funding being received for projects such as Hall Road reconstruction, Pat Rollo Pavilion, RF Miles Pavilion and Jubilee Park Indoor Multipurpose Netball Complex;
- Non-monetary contributions has decreased by \$4.149m due to less contributed assets being received by developers;
- Materials and services have continued to increase due mainly to the waste collection and disposal contract rates and tonnage variables;
- Depreciation expenses has increased due to the delivery of a large capital works projects and an increase to the asset base through asset revaluations;
- Grants and Contributions has decreased by \$0.769m from the prior year due to Council issuing grants to COVID affected groups and organisations that were part of the 2020-21 Relief and Recovery Package. These grants amounted to \$0.900m. In 2020-21 Council also increased Business Grants by \$0.114m to help attract further business to the municipality;
- \$65.197m capital works program delivered against a budgeted \$64.855m.
- Council's working capital ratio is 1.95: to 1, which depicts a satisfactory financial position.
- The balance of rates receivable has increased by \$2.116m over 2021-2022. This can be attributed to Council's decision to waiver of interest on outstanding rates to 30 June 2022 and ceasing debt collection on outstanding rates to 30 June 2022. The deferment provisions provide relief until 30 June 2022 and the rates receivable balance is expected to return to be consistent with previous years.
- Council performed a full revaluation on the Land, Buildings and Drainage asset class in 2021-2022 resulting in an increase to the value of the asset base by \$311.609m. This significant increase is mainly due to land and building market values rising over the past two years;
- Council's debt ratios remain significantly below prudential guidelines and repayment costs have been factored into Council's Annual Budget and Financial Plan.

Integrated Planning and Reporting update

Planning has commenced for the 2023-2024 Planning cycle including a number of improvement initiatives and better alignment of Operating and Budget requests. The Integrated Planning and Control Group continues to oversee the alignment of key strategic work across Council and has commenced a number of key projects that will be continued in 2022-2023.

Service Planning update

The 2023-2024 planning cycle commenced with the establishment of a Service Governance Structure to ensure better collaboration and accountability for the delivery of services to our community. Service Plans are used to inform our strategic long-term outlook, helping us to ensure we consider what is important to the community with future service demands and resource requirements each service plan will be reviewed and updated with a view of preparing a 4-year program of service initiatives which will be reviewed annually to inform the annual budget process.

Community Satisfaction Survey

From May-July 2022, Council engaged independent research company, Metropolis Research to undertake our annual Community Satisfaction Survey. 803 residents were visited face to face. The survey is intended to assess Council's performance across a range of measures and to identify areas where we can improve. Full results were released in September 2022 and Council's overall satisfaction was up 6% to 71.1%, outperforming both the average for Melbourne Metropolitan Councils and the average for Councils in the South-East region. While there are always opportunities for further improvement, these results are a testament to the hard work of Council on behalf of the Community. Council also produced a video featuring the Mayor, CEO and staff to communicate the results.

COVID Package

At its 25 July 2022 meeting, Council resolved that '*any noteworthy, future updates relating to COVID-19 recovery including financial updates will be reported in the CEO Quarterly Report*'. A total of \$437,425 from the 2021-2022 Relief and Recovery Package was transferred to the 2022-2023 financial year to deliver activities that were not able to be completed in the previous year and an additional \$647,000 was committed to extend activities for a further year, plus \$175,000 in 2023-2024. Subsequently, the budget set aside for a program of COVID-19 recovery activities for 2022-2023 totals \$1,084,425. A total of \$304,937 has been spent to 30 September 2022 including:

- \$90k in continued support to the 'Frankston Business Collective';
- \$88k payment of invoices for Invest Frankston Business grants awarded in 2021-2022;
- \$50k in 2 hours of free car parking at selected FMAC car parks.

ACCOUNTABILITY AND TRANSPARENCY

Transparency Hub

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

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

These matters were covered in a Councillor Briefing Held on 4 November 2021. A Councillor refresher on Governance is scheduled for the Councillor Briefing on 10 October 2022. Further guidance material is being prepared for Councillors to highlight the key points. Councillors are encouraged to contact the Manager Governance in the first instance, for any governance, legal or administrative enquiries.

Notice of Motion process

As previously reported, options to amend the notice of motion process in Governance Rule 24 were discussed with Councillors in the context of the Governance Rules Review briefing in March 2022. The Mayor has since advised that Councillors discussed the matter further after the briefing and Councillors do not wish to pursue amendments to the notice of motion process at this time.

Public petition process

The Governance Rules, adopted on 31 August 2020 and amended on 5 September 2022, included 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.”*

Benchmarking of petitions processes used by other councils was undertaken by officers and presented to Councillors at the Governance Rules Review briefing in March 2022, and options were discussed. Councillors expressed a preference for online petitions to be accepted only if they can be hosted on Council’s website in a way that will enable risks (e.g. duplicate or fraudulent signatures) to be managed. Subsequent investigations have indicated that none of Council’s existing corporate systems are suitable for hosting online petitions.

Councillor Appreciation awards process

A Councillor Appreciation Awards Protocol was developed to provide guidance on the nomination process for Councillors and the Community. A ‘Terms of Reference’ for an independent Awards Selection Panel was adopted by Council on 3 October 2022. The approach was refreshed and presented to Councillors at a Briefing on 11 April 2022 as part of the Citizen of the Year Process and was supported by Councillors. Community engagement was undertaken and feedback on the process was received which has informed the final version of the Protocol. The awards process will now include nominations submitted by community members via an online form.

Accountability and Transparency Reform document

The Accountability and Transparency Reform (ATR) document commenced in May 2018 with 160 items identified. Items were considered and implemented by the relevant Managers. Council resolved at its Meeting on 29 June 2020 to finalise the ATR document and monitor the remaining ongoing items via a quarterly status report. The remaining 26 items were reviewed in March 2022 and 20 items were closed off with four items requiring monitoring until December 2022. The final report was attached to the CEO’s Quarterly Report in July 2022.

Supplementary items to the ATR were identified by Cr Bolam in March 2022. Meetings were held recently and the new items proposed were provided as a separate report to the Council meeting on 24 October 2022. One of the items identified in the original ATR was to provide a quarterly status on the attendance of Councillors at Briefings in a quarterly period. The overall status is included in the Annual Report every year and updated quarterly on Council’s website.

The status of Councillor Attendance at Council Meetings is also recorded and included in the Local Government Performance Reporting Framework indicators as part of the reporting to Local Government Victoria (LGV). These are provided to the community via LGV’s Know Your Council website and in the Council’s Annual Report every year.

Table 1 titled, 'Councillor Attendance at Meetings and briefings (July to September 2022)' below provides an overview of attendance for this period.

Councillor Attendance at Meetings - July – September 2022

Councillor	Council Meetings Attended	Councillor Briefings	Total Attended	Attendance
Cr David Asker	5	11	16	94%
Cr Sue Baker	5	12	17	100%
Cr Kris Bolam	5	12	17	100%
Cr Nathan Conroy	5	12	17	100%
Cr Claire Harvey	5	12	17	100%
Cr Brad Hill	5	12	17	100%
Cr Liam Hughes	2	6	8	47%
Cr Steven Hughes	2	3	5	29%
Cr Suzette Tayler	3	12	15	88%
Total	37	92	129	84%

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

Councillor Attendance at Briefings only July - September 2022

Councillor	Councillor Briefings	Attendance
Cr David Asker	11	92%
Cr Sue Baker	12	100%
Cr Kris Bolam	12	100%
Cr Nathan Conroy	12	100%
Cr Claire Harvey	12	100%
Cr Brad Hill	12	100%
Cr Liam Hughes	6	50%
Cr Steven Hughes	3	25%
Cr Suzette Tayler	12	100%
Total	92	85%

* 12 Briefings were held between July - September 2022

Tally on tracking reports presented to Closed Council

In 2020-2021, Council's result for the Local Government Performance Reporting measure 'Decisions made in Closed Council' was 8.92%, which achieved Council's aspirational target of 10% and has demonstrated better transparent decision making for the community. The average for all Victorian Councils has been less than 10% since 2016 (reference 'Know Your Council' website).

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

During Quarter 1 (July - September 2022) only 1.92% of decisions were made in Closed Council. During this time, there have been 52 reports in both Open and Closed Council with 1 being considered in Closed Council (1.92%). There have been 2 Notices of Motion and 1 Urgent Business items raised to date this financial year.

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

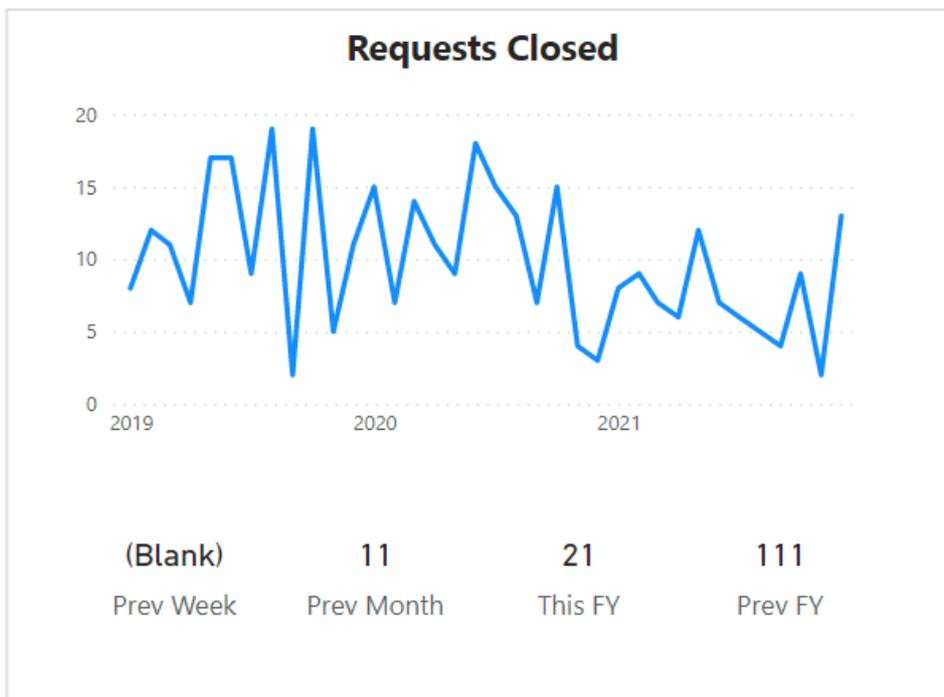
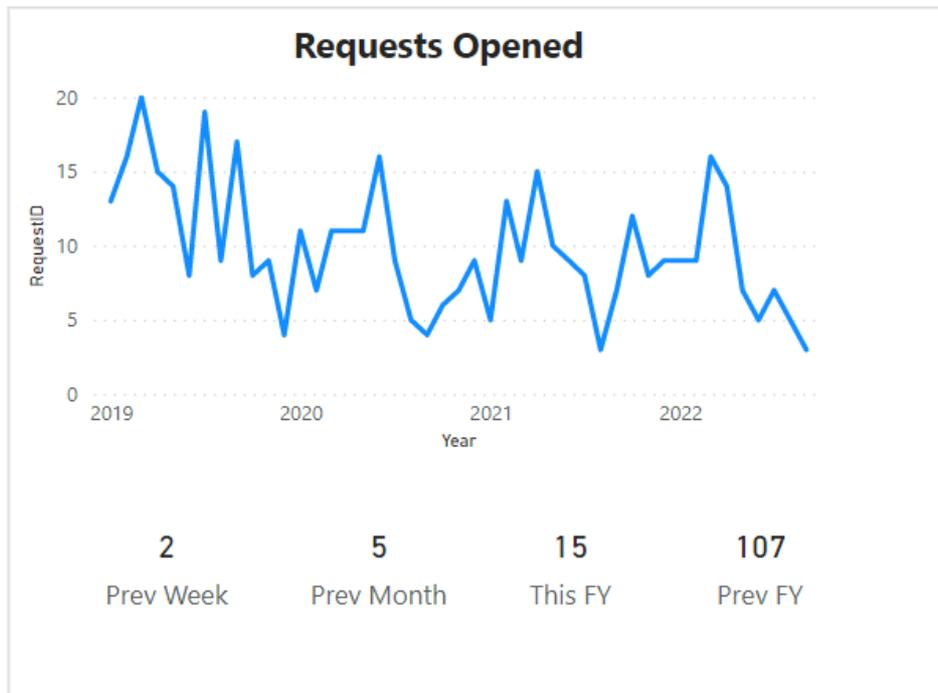
A review of the effectiveness of the Council's key policies from the previous financial year will commence in quarter two of 2022-2023.

Reports on progress against Councillor requests

There are currently 22 open Councillor requests, with 11 requests closed off last month and a total of 15 requests raised this financial year.

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

Table 3 & 4 below notes Councillor Requests open and closed since July 2022 as follows:



Procurement update

Council was represented at the Social Enterprise World Forum hosted at Frankston Social Enterprise Hub on 29 September 2022. Panelists shared their experience of social procurement and learnings from their participation in the Network.

South Eastern Metro Council's have collaborated to establish a Social Enterprise Panel. This objective of this panel is to improve the awareness and accessibility of social enterprises for the participating Council's and their contractors.

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

Contracts awarded under Financial Delegation between 1 July 2022 and 30 September 2022

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

Contract #	Contract	Award Date	Supplier	Contract Sum (ex GST)	Awarded By
CN10760	Supply & Install Solar Photovoltaic (PV) System Peninsula Aquatic Rec Centre	12/08/2022	ENERGY MAKEOVERS PTY LTD	815,551	CEO
CN10827	Memorial Park Toilet Building Refurbishment Construction	25/08/2022	Johns Lyng Makesafe Emergency Builders (Victoria) Pty Ltd	404,754	CEO
CN10842	Kaon Incident Management Blanket Order	30/09/2022	Kaon Security Limited	50,000	Manager
CN10872	Sustainable Design Fact Sheet Suite	5/07/2022	MAV Procurement	Schedule of Rates	Manager
CN10879	MAV SL 8010 - Street Lighting Installation Project Management	18/07/2022	Ironbark Sustainability	34,540	Manager
CN10881	Software as a Service REMPLAN	1/08/2022	Compelling Economics Pty Ltd	80,000	CEO
CN10882	Supply and Deliver One New Compact Road Sweeper	1/08/2022	BUCHER MUNICIPAL PTY LTD	276,887	CEO
CN10891	Probity Advisor for Commuter Car Park	23/08/2022	Landell Probity Pty Ltd	Schedule of Rates	Manager
CN10893	DocuSign	11/08/2022	Insight Enterprises Australia Pty Ltd	66,318	Manager
CN10929	Kaon Incident Management Blanket Order	30/09/2022	Kaon Security Limited	Schedule of Rates	CEO
CQ10832	Frankston Revitalisation Action Plan Frankston Pier Creative Lighting	25/07/2022	HIGH ACCESS CABLING PTY LTD	201,050	Director

CQ10844	Frankston City Civic Centre Furniture Replacement Stage 1	23/08/2022	BACKCARE & SEATING (DANDENONG)	69,449	Manager
CQ10873	Frankston Yacht Club Lift	4/08/2022	Shotton Lifts	68,650	Manager
CQ10876	Home Handyman Subcontractor 2022-2023	22/08/2022	Pristine Homes and Gardens	Schedule of Rates	CEO
CQ10880	Standard Details and Technical Drawings	25/07/2022	Pollen Studio Pty Ltd	67,980	Manager
CQ10887	Tourism and Events Videography Program 2022-2023	8/09/2022	Mind Society Studios	53,000	Manager
CQ10911	Frankston Yacht Club Goods Lift Installation Builders Works	28/09/2022	Joven Building Services Pty Ltd	149,759	Director
CQ10915	Pat Rollo Reserve Fitness Hub Installation of fitness items	27/09/2022	Open Playscapes Pty Ltd	96,158	Director
CQ10917	McClelland Drive Shared User Path Upgrade	20/09/2022	ULTIMATE CIVIL PTY LTD	84,407	Manager

Contracts granted exemption from Procurement Process between 1 July 2022 and 30 September 2022

Contract #	Contract	Award Date	Supplier	Contract Sum (ex GST)
E10871	Spendmapp by Geografia	4/07/2022	GEOGRAFIA PTY LTD	23,500
E10874	Reading Trails	25/07/2022	Canine Comprehension Pty Ltd	19,200
E10875	Snap Send Solve	11/07/2022	SNAP SEND SOLVE PTY LTD	160,377
E10884	TechOne Ci Anywhere System Review and Planning Roadmap	27/07/2022	Galaxy 42 Pty Ltd	69,449
E10897	Aged Services Software	17/08/2022	TELSTRA HEALTH PTY LTD	111,604
E10898	Valuation - 490R-504R Nepean Highway Frankston	12/08/2022	WESTLINK CONSULTING	10,500
E10899	Elevating ESD Targets Project	15/08/2022	MAV Procurement	18,100
E10902	Waste Circularity Plan - Community Engagement	25/08/2022	Kismet Forward	23,100
E10914	SmartyGrants	19/09/2022	Our Community Pty Ltd	20,000
E10920	Open Windows Upgrade	15/09/2022	Open Windows Software Pty Ltd	20,400
E10921	Freegal Music	14/09/2022	Library Ideas LLC	16,480
E10923	Final FMAC Structure Plan and Planning Scheme Amendment documents	28/09/2022	TRACT CONSULTANTS UNIT TRUST	107,000

E10926	Community Engagement Consultant Waste Circularity Plan	21/09/2022	CT MANAGEMENT GROUP	26,485
E10927	Intramaps TechOne	29/09/2022	Digital Mapping Solutions	70,000

KEY PROJECT UPDATES

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

Key principles and funding strategies have been developed to manage unfavorable market conditions and ensure delivery of Council's strategic priorities in 2022/23. Officers are currently reviewing the Annual Capital Works program with a view to apply the funding strategies via the adoption of the 10 Year Long Term Infrastructure Plan (2022-2032).

As at 4 October 2022, the actual expenditure is \$10.58M and the forecast expenditure \$ 104.13M against the adjusted Capital Works Budget of \$104.56M, however these figures are subject to the review and adjustment of the 2022/23 Capital Works Program.

Key project updates below:-

- **Lloyd Park Pavilion:**

Footings have recently been installed and the ground floor slab has been poured. Blockwork piers (to support the first floor) have been installed and preparation of the first-floor concrete slab is underway. The project is anticipated to be completed by April 2023.

- **Jubilee Park Stadium:**

Works are progressing well on the stadium structure. The building envelope is 90% complete with Pre-cast panels installed and the roof close to completion. Significant progress has been made with rough-in of all services – mechanical, electrical and hydraulic. Ceiling and wall linings are underway throughout the amenities precinct and glazing continues to be installed. Court slabs will be poured throughout October with the first slab scheduled to be poured early October. The overall project is expected to be completed by March 2023.

- **Ballam Park Improvement works:**

Playspace and Landscape Project

- The construction of the Ballam Park South PlaySpace and Landscape Project is well progressed with completion envisaged mid-December 2022.

Integrated Water Treatment/Lake Feature Project

- Draft concept plans have been developed for a new Bio-retention scheme, ornamental lake and integrated landscape featuring new water-sensitive urban design rain gardens, picnic shelter and barbecue, jetty, viewing platform, path connections, seating, LED lighting, landscaping and sculptural elements.
 - These concepts will inform a planning Permit application process and also be used to seek grant funding from Melbourne Water.
 - The concepts will be presented to Council as part of the November Major Projects Advisory Committee (MPAC) and following endorsement will be presented to the Community for comment.
 - The project concepts will then be progressed to detailed design phase to enable tenders to be sought in March 2023 from Contractors and progressing to Council's ordinary meeting in June/July 2022 seeking the Award of a Contract.
 - Construction is then envisaged to commence September 2023 and be completed in early 2024.
- **CN10650 Facilities Management & Security Services Contract and CN10651 Cleaning Services Contract Update**

Council awarded two new contracts at its meeting held on 25 July 2022, for the provision of Facility Management & Security Services and Cleaning Services for Council owned and managed facilities across the municipality.

Contract CN10650 to Campeyn Group Pty Ltd for the programmed maintenance works for an annual payment of \$2,660,481.07 GST exclusive, and an estimated \$500,000 GST exclusive per annum for reactive works and provisional services as per the tendered schedule of rates.

Contract CN10651 to Alpha Corporate Property Services for the programmed cleaning services for an annual payment of \$2,088,862.67 GST exclusive and an estimated \$100,000 GST exclusive per annum for reactive cleaning works and provisional services.

Both contracts will commence on 14th October 2022 with an initial contract term of 4 years and an option to extend for another 2 + 2 years.

- **Kananook Gardens Project update**
 - The Project Team met on site with Representatives of the Kananook Creek Association (KCA) to discuss the construction details for the planned pathways and confirmed scope.
 - Cultural Heritage Management Plan (CHMP) finalised and amended by Bunurong Land Council (BLC) – awaiting final edition.
 - The procurement process to engage Contractors to undertake the delivery of the new pathways and boardwalk section completed with construction works planned to commence early November 2022 with completion early 2023.
 - Interpretative and wayfinding Signage component installation to commence in early 2023.

KEY MEETINGS AND ACTIVITIES

During this quarter (July – September 2022), the CEO attended meetings either face to face or via video-conferencing.

Over this period in early July 2022, the CEO was on annual leave and Shweta Babbar acted in the CEO role for 2 weeks.

The CEO performed the role of Master of Ceremonies at official openings, sod-turning and other significant events during this time.

The CEO participated in an impromptu tour of Jubilee Park building works with the Victorian State Premier, the Hon. Daniel Andrews MP joined by the Member for Dunkley, Peta Murphy MP, Member for Frankston, Paul Edbrooke MP along with Mayor Conroy and Club Presidents. The new facility will change the face of our sporting capabilities with the new elite training facilities.

During this time, the CEO was able to attend a Directorate end of financial year lunch at the Operations Centre with the Infrastructure and Operations staff.

Listed below is a snapshot of the meetings attended by the CEO during July to September 2022:

- Weekly meetings with the Mayor covering topics such as Advocacy, Communications, Developers matters and Economic Development, Investment & Activation;
- Participation in ‘meet the Mayor and CEO’ sessions with various community groups/representatives including the Langwarrin Men’s Shed;
- Participation in the Affordable and Social Housing sub-committee meetings;
- Participation in the Destination Events Working Group;
- Participation in various meetings managed through the Mayor and CEO session format;
- Participation in various meetings with Council’s Management Team;
- Workshop held with Executive Management Team regarding Staff Survey results;
- Participation in the Council’s Audit and Risk Committee meeting;
- Participation in the Frankston Revitalisation Board meeting;
- Meeting with Uncle Shane and CEO Steve Helberg of the Bunurong Land Council Aboriginal Corporation;
- Meeting with Paul Edbrooke MP, Member for Frankston;
- Meeting with Peta Murphy MP, Member for Dunkley;
- Meeting with Liberal Candidate for Frankston;
- Meeting with Liberal Candidate for Carrum;
- Meeting with Tracey Cooper, Chair Southern Metropolitan Partnership;
- Meeting with Justin Burney, Director Suburban Revitalisation;
- Meeting with Alex Green, Executive Director – Greater Metropolitan Region, Department of Transport;
- Meeting with Frankston District Netball Association;
- Meeting with Frankston Basketball Stakeholders hosted by Peta Murphy MP;
- Tour of the Casey Stadium followed by a meeting with the Bayside Gymnastics;
- Attendance at the Ministerial Visit by Minister for Suburban Development, the Hon. Melissa Horne MP – Chisholm Institute site and outdoor dining area along Wells Street;

- Meeting with Vicki Ward MP, Parliamentary Secretary for Transport;
- Participation in State election announcements at the Frankston Basketball Stadium and Sandfield Reserve;
- MC role at the Citizenship Ceremony in July 2022 and two citizenship ceremonies held on 17 September 2022 in Carrum Downs Recreation Reserve – Community Pavilion;
- MC role at the Official opening of the Monterey Reserve Soccer Pavilion;
- MC role at the Sculpture unveiling – Eel Race Road;
- MC role at the Official opening of Evelyn Street Pocket Park;
- Participation in various Local Government CEOs COVID-19-19 briefings;
- Participation in various Monash Health – South East Public Health Unit briefings;
- Participation in the Local Government CEO’s biosecurity briefing with Agriculture Victoria;
- Participation in various Joint State/Local Government CEO’s forum including DJPR and MAV;
- Participation in the Southern Metropolitan Regional Partnership meeting;
- Participation in the Local Government forum – the Circular Economy Act and Recycling Victoria meeting;
- Participation at various Jubilee Park Indoor Stadium – Project Advisory Group meetings;
- Participation in a number of meetings with fellow CEO’s regarding South-East Melbourne Advanced Waste Processing (SEMAWP);
- Participated in a tour of Cardinia Civic Centre including meeting with the Mayor and CEO;
- Participated in the National Meals on Wheels Day 2022;
- Participated in the AFLW (Hawthorn Football Club) promotional activity at Frankston Park;
- Participated in the launch of the Kinetic Stadium naming at Frankston Park;
- Attendance at the AFLW Pre Match Function and Game at Frankston Park – Hawthorn vs West Coast;
- Hosted a meeting with the Mayor and CEO from Mornington Peninsula Shire Council with Mayor Conroy also attending;
- Attendance at various Greater South East Melbourne Group (GSEM) meetings involving CEOs;
- Attendance at the GSEM State Election launch;
- Chairing of the GSEM Employment Precincts Sub-Committee meeting;
- Attendance at the South East Airport Regional working group (part of GSEM);
- Attendance at the Frankston CommSafe meeting held at McClelland Gallery;
- Attendance at the USPGA visit to Peninsula Kingswood Country Golf Club;
- Attendance at the Frankston Business Collective Launch;
- Attendance at the future of School Crossing Service virtual meeting;
- Attendance at the SECCA’s Leaders’ breakfast;
- Attendance at the Meals on Wheels Day ‘morning tea’ event with Mayor Conroy;
- Meeting with the builders and project managers of the Frankston Hospital redevelopment project;
- Meeting with the Road Safety Camera Commissioner;
- Meeting to discuss the Public Arts Strategy;
- Meeting with representatives from Vicinity Centres;
- Meeting with the Peninsula Leisure CEO and Chair.

ADVOCACY

Commuter Car Park – Kananook

Officers met with the Federal Department of Infrastructure, Transport, Regional Development, Communications and the Arts to discuss progress on the project, highlighting the detailed design development process and recent community engagement with key stakeholders on the project. Additionally, officers raised concerns regarding the recent unprecedented construction market cost escalations and potential impacts on the project, seeking a commitment from Federal Government to partner in managing any potential project impacts in order to meet key project milestones for construction to commence in early 2023.

Greater South East Melbourne Group (GSEM)

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

Frankston is overseeing the GSEM Project Portfolio for Employment Precincts. The first meeting, chaired by Phil Cantillon CEO was held on 8 September 2022 with presentations from the relevant Council representatives on projects listed below:

- Monash National Employment and Innovation Cluster;
- Knoxfield Employment Hub;
- Kingston Chain of Parks;
- Dandenong National Employment and Innovation Cluster;
- Fountain Gate-Narre Warren;
- Berwick Health and Education Precinct;
- Officer Town Centre;
- Frankston Revitalisation;
- Hastings Precinct.

The purpose of this group is to share ideas, best practices, greater knowledge and collaboration, building a stronger narrative for the regional precincts and interest/buy in from other levels of government and key stakeholders. Another meeting is scheduled for early November 2022.

The CEO is also a member of the newly formed Southeast Airport regional Working Group (part of GSEM), the group will focus on achieving an airport in Cardinia Council. The next meeting is scheduled for early October 2022.

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

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

- Victorian Minister for Environment and Climate Change the Hon Lily D'Ambrosio MP and State Member for Frankston Mr Paul Edbrooke MP visited to officially open the newly redeveloped Witternberg Reserve Playground.

- Victorian Minister for Community Sport the Hon Ros Spence MP and State Member for Frankston Mr Paul Edbrooke MP visited to officially open the new Monterey Reserve Soccer Pavilion.
- Meeting with Creative Victoria to highlight the Frankston Regional Arts Trail project as an opportunity for future investment.
- Meeting with Victorian Minister for Community Sport the Hon Ros Spence MP and State Member for Frankston Mr Paul Edbrooke MP to discuss the Frankston Basketball and Gymnastics Stadium and Pines Forest Aquatic Centre projects.
- Victorian Minister for Suburban Development the Hon Melissa Horne MP and State Member for Frankston Mr Paul Edbrooke MP visited to tour Chisholm Institute Frankston Campus and view city centre revitalisation works underway including Street Art, White Street Mall upgrade and Station Street improvements.
- Meeting with Federal Member for Dunkley Ms Peta Murphy MP regarding local projects.
- Victorian Treasurer the Hon Tim Pallas MP, State Member for Frankston Mr Paul Edbrooke MP and Federal Member for Dunkley Ms Peta Murphy MP visited Frankston High School alongside Council.
- Meeting with Department of Transport to discuss a range of local transport infrastructure projects across Frankston City.
- Meeting with Victorian Parliamentary Secretary for Transport Ms Vicki Ward MP and State Member for Frankston Mr Paul Edbrooke MP to discuss a range of local transport infrastructure projects across Frankston City.
- Meeting with the Federal Department of Infrastructure, Transport, Regional Development, Communications and Arts to discuss the Kananook Commuter Car Park project.
- Victorian Minister for Public Transport the Hon Ben Carroll MP and State Member for Frankston Mr Paul Edbrooke MP visited Frankston Signal Box for the 100th anniversary celebration.
- Meeting with Victorian Liberal Candidate for Frankston Mr Michael O'Reilly to discuss the upcoming state election and key advocacy priorities.
- Meeting with Electorate Officers in State Member for Frankston office Meeting with Victorian Liberal Candidate for Carrum Ms Bec Buchanan to discuss the upcoming state election and key advocacy priorities.
- Meeting with State Member for Carrum the Hon Sonya Kilkeny MP regarding Seaford Kindergarten.
- Meeting with the Victorian Department of Jobs, Precincts and Regions regarding the Frankston Regional Arts Trail project.
- Funding announcement at Frankston Basketball Stadium with State Member for Carrum the Hon Sonya Kilkeny and State Member for Frankston Mr Paul Edbrooke MP.
- Meeting with the Federal Department of Infrastructure, Transport, Regional Development, Communications and Arts to discuss the Kananook Commuter Car Park project.
- Victorian Minister for Environment and Climate Change the Hon Lily D'Ambrosio MP and State Member for Frankston Mr Paul Edbrooke MP visited to officially open the new Evelyn Park.
- Funding announcement at Sandfield Reserve with Premier the Hon Daniel Andrews MP and State Member for Carrum the Hon Sonya Kilkeny MP.

Advocacy Campaign 2022

Five priority projects are currently being lobbied for on behalf of the Frankston City community during the 2022 state election:

- **Frankston Basketball and Gymnastics Stadium redevelopment** – A \$15 million election commitment was made by a re-elected Victorian Andrews Government in September 2022 with the Hon Sonya Kilkenny MP and Mr Paul Edbrooke MP. Council continues to advocate for a matched election commitment from the Victorian Opposition.
- **Pines Forest Aquatic Centre redevelopment** – Officers are investigating opportunities to deliver improvements as part of the Pines Forest Aquatic Centre and Monterey Reserve Master Plans through existing grant programs from Federal and Victorian Governments.
- **Sandfield Reserve Precinct Revitalisation** – A \$1 million election commitment was made by a re-elected Victorian Andrews Government in September 2022 with the Hon Daniel Andrews MP and the Hon Sonya Kilkenny MP. Council continues to advocate for a matched election commitment from the Victorian Opposition.
- **Frankston Regional Arts Trail** – Council has met with numerous peak bodies throughout July-September to raise awareness regarding the project and in seeking feedback on further progressing the project to become successful in securing funding commitments.
- **Enhanced Recycled Water Capacity** – Officers are investigating opportunities to deliver this project through existing Victorian and Federal Government grant programs.

Council also continues to advocate on a number of other local projects of interest to both levels of government, including Nepean Boulevard Revitalisation, Frankston Rail Electrification, Kananook Station accessibility improvement, Beach Street underpass improvements and more.

Grant Tracking Report

Applications Made

July – September 2022 (quarter one)



Outcomes Known

July – September 2022 (quarter one)



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

Frankston Revitalisation Board

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

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

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

Frankston Early Parenting Centre (EPC) Board

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

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

Frankston Metropolitan Activities Centre Car Parking Committee

In Mid-November 2022, drivers in Frankston CBD (Young Street and Young Street car park, Playne Street and Playne Street car park, Wells Street, Thompson Street and Park Lane) will be able to locate available parking through a new App and digital signage, track a countdown of remaining parking time and receive clear notice of when to vacate the space without incurring a fine.

A communication and promotion package are being rolled out.

Homelessness update

The Mayor Cr Nathan Conroy, Councillor Sue Baker, Councillor Claire Harvey along with Johann Rajaratnam Manager City Futures and Rachel Masters Coordinator Social Planning and Policy visited “Viv’s Place” in Dandenong on 18 July 2022 at the invitation of Launch Housing. Viv’s Place is a new social housing development that provides units for people to live in together with wrap-around support for residents. The purpose of the visit was to see how this model of housing works.

At the 15 August 2022 Council Meeting, Council endorsed the establishment of the Housing Advisory Committee and adopted its Terms of Reference. The purpose of this Committee is to monitor, advocate and provide advice on local housing needs within Frankston City. For the period between 15 August 2022 until 17 November 2022, the Mayor Cr Nathan Conroy, Cr David Asker, Cr Sue Baker and Cr Claire Harvey were endorsed as Councillor delegates to this committee.

Council’s Housing Affordable Committee met on 2 and 30 August 2022. This Committee elected Cr Baker as the new chair.

Rachel Masters, Coordinator Social Planning and Policy also supported the Frankston Zero working group on their Forum, to be held in October 2022.

Cancellation of Mayor’s Family Picnic

Council was forced to cancel the Mayor’s Family Picnic scheduled for Saturday 17 September 2022 due to wet and windy weather conditions. A hard decision to make on the eve of the event however it was essential to put safety first.

Audit and Risk Committee update

The Audit and Risk Committee met on 20 September 2022 to approve the end of year Consolidated Financial Report and Performance Statements and Peninsula Leisure Financial Performance Report ending 30 June 2022. The next meeting is scheduled for Friday 14 October 2022.

Update on Aged Care Reform

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

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

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

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

Update on Kindergarten Reform

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

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

Thank you for taking the time to read this report.



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