



Public - Chief Executive Officer's Quarterly Report

Period reporting – January to March 2025 (public version)

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

The information within this public document represents the period of time from 1 January 2025 to 31 March 2025 inclusive providing transparency and a more comprehensive overview of the organisation and its key activities.

Key topic areas include:

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

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

Regards

Phil Cantillon

Chief Executive Officer

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



PEOPLE AND CULTURE

Weekly communication

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

Work Ready Program

The Work Ready Program continues to empower individuals across the Frankston municipality by providing the skills and experience needed for rewarding careers. Now in its fifth year, the program offers a range of opportunities, including work experience placements for Year 9 and 10 students, practical student work placements, apprenticeships, traineeships, and school-based apprenticeships.

In the past quarter, the program supported 15 Work Experience students across various departments, including Environmental Health, Community Strengthening, Information Management, Library Services, Arts, and City Futures. These placements provide valuable hands-on experience, helping students explore career pathways and develop essential workplace skills.

Leadership Development

Frankston City Council is proud to announce the successful launch of the **2025 Fit for the Future Kickstart Program** in February. This internal leadership development initiative is designed to equip our emerging leaders with the skills, knowledge, and mentorship needed to thrive in their careers.

A key feature of this year's program is the introduction of a new mentoring component, supported by our experienced Managers and Coordinators. This initiative fosters meaningful professional relationships, providing participants with guidance, insights, and support as they progress through their leadership journeys.

We are excited to see the impact of this initiative and look forward to sharing updates on their progress in the coming months.

'Your Voice, Your Workplace' Staff Engagement Pulse Survey 2025

Following the 2024 Engagement Survey, leadership teams and their departments have been actively working towards the goals outlined in their Cultural Improvement Plans. The Executive Management Team has identified key areas of organisational culture to focus on, and over the past year, employees have seen multiple improvements communicated and implemented.

In June 2025, Council will launch a Pulse Engagement Survey to provide staff with an opportunity to share feedback on our progress. This survey will be more targeted, focusing on key areas such as workplace culture, communication, and employee engagement.

ORGANISATIONAL HIGHLIGHTS

External Awards and Recognition

During this period, Council did not receive any external awards.

Internal Awards

Council's Directorate Excellence Awards for 2025 is well underway with the first award ceremonies booked for Tuesday 27 May 2025 (held bi-annually next day booked 21 October 2025). Officers are encouraged to nominate their peers across Council. The day's ceremonies will be held in the Frankston Arts Centre with cross over breaks to allow for two Directorates to network with each other helping to build relationships and connections across Council.

Corporate donations and fundraising

At Frankston City Council, staff can elect to donate an amount directly from their pay to the Frankston Community Support Fund with new staff provided information on this option during induction. Council's staff social club are running an Easter competition to raise funds for the Good Friday Appeal. Planning is underway for staff to participate in the Biggest Morning Tea event to fundraise for the Cancer Council.

BUSINESS TRANSFORMATION

Council's Websites

The corporate website delivered 2.1 million pageviews and served 710,000 unique users during FY 24/25, with Q1 2025 showing typical seasonal patterns (55,814 pageviews, 33,494 users). While overall traffic has remained relatively stable, we've observed notable shifts in user behaviour, with bounce rates improving from 44% to 32.34% and engagement rates increasing from 57% to 67.66%. These metrics suggest that recent content refinements and navigation improvements are enabling visitors to find information more efficiently.

Content performance data reveals changing community priorities, with waste management pages showing significant growth (Bin Collections up 30% in FY 24/25, Free Annual Hard Waste Collection up 149%). This increase aligns with our recent waste services campaign and digital form improvements for these services. Meanwhile, previously popular sections like planning, infringements, and online payments have decreased in traffic. This shift may indicate seasonal variations in service needs, changing community priorities, or opportunities to reassess and refresh these content areas to better meet user expectations.

It might also be of interest to understand why previously high traffic areas such as planning, and payments have dropped to understand if we need to uplift these areas or have these requirements been met by some other resourcing.



Corporate Website FY 24/25

Pageviews

2.1 Million

Stable from last FY

Users

710,000

4% decrease from last FY

Bounce Rate

44%

5.7% increase from last FY

Engagement rate

57%

Slight decrease from last FY

ePathway clicks

97, 000

20% increase from last FY

ePwy form submission

637,834

3% increase from last FY

Top Pages	Views	% Change	Users	% Change	Bounce Rate	% Change	Engage Rate	% Change
Bin collections	118,186	▲ 30%	61,482	▲ 13%	46.14%	▼ 3.78%	53.86%	▲ 5.9%
Content search	94,000	▼ 10.68%	46481	▼ 9.49%	4.6%	▼ 90.36%	95.36%	▲ 3.4%
Free annual hardwaste	59,090	▲ 149.26%	38,388	▲ 128.32%	28.4%	▼ 17.24%	71.6%	▼ 5.51%
Employment Opportunities at Frankston City Council	56,184	▲ 17.53%	29,822	▲ 11.63%	33.69%	▼ 31.53%	66.31%	▲ 30.54%
Accepted items and prices	47484	▼ 1.78%	30,833	▼ 3.52%	23.23%	▼ 46.41%	60.14%	▲ 35.5%
Frankston Regional Recycling and Recovery Centre (FRRRC)	42,837	▼ 3.79%	29,777	▼ 3.52%	15.95%	▼ 8.41%	84.05%	▲ 1.77%
Hard waste collection	32,230	▼ 16.82%	24,585	▼ 17.11%	11.8%	▼ 37.59%	88.2%	▲ 8.77%
How to pay your rates	30,510	No change	19,431	▼ 3%	13.04%	▼ 71.4%	86.96%	▲ 59.85%



Corporate Website October- December 2024

Overall website data compared to previous year

Pageviews

503,837

0.2% increase



Users

171,793

8% decrease



Bounce Rate

42%

Stabilised bounce rate



Engagement rate

59.58%

7.6% increase



Most popular website section data compared to Quarter 1

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

Transparency Hub updates

The new Transparency Hub on Frankston Corporate Website is now live, a key project as part of the Fit for the Future (F4F) program. This project demonstrates our commitment to the community to continue to proactively be transparent with our decision making and our data. This can be accessed using the following link:

<https://www.frankston.vic.gov.au/Council/Governance-and-transparency/Transparency-Hub>

Key features of the new hub:

- Interactive dashboards with a better user experience;
- Fully automated update for some datasets coming from our corporate systems;
- A Data catalogue for easy search;
- Registers are centralised;
- GIS visuals can be integrated easily;
- First in-house developed data platform for Victorian LG;
- A zero-cost implementation leading to significant savings on development cost;
- A highly reusable product for other councils at negligible implementation cost;
- Financial ongoing saving of 60K/year.

With this project now complete we will be refocusing on the existing pipeline of new datasets to be added to the hub. A campaign will be launched in May to hear from the community around what data they would like to see.

Fit for the Future Program Efficiencies

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

The intention of this new strategy is to guide our transformation over the next three years and to ensure we continue to remain responsive to the changing needs and expectations of the community we serve.

The key priorities include: - optimising our services, improving our customer experience, leveraging our information and technology, and enhancing our organisational culture and capability. Each project identified as part of the program will be delivering key benefits such as financial savings, process and time efficiencies, capability uplift and enhanced customer experience. Each project has an estimated desired benefit which will be confirmed upon the delivery of the project.

Key projects in progress in Q3 include:

- Residential Parking Permit approval;
- Improving the User Experience of our online transaction portal;
- Transparency Hub migration – gone live;
- Uplift of customer notifications and acknowledgment emails;
- Pathway digital enhancements (customer request system).

Pathway enhancements

Our digitisation efforts have resulted in 97,000 ePathway clicks (20% increase) and 637,834 form submissions (3% increase) during FY 24/25. The practical impact of these improvements includes reduced processing times for applications, decreased administrative overhead, and more consistent service delivery for residents interacting with Council services.

Key enhancements driving this adoption include the digitisation of Statutory Planning forms, simplified request processes for Social Policy and Planning, and a new digital triage system for complaints handling. The complaints system now provides valuable data on resolution timeframes and escalation patterns, informing service improvement opportunities.

Health services digital forms are currently in testing with stakeholders, representing the next phase in our ongoing digital transformation program. The e-Pathway adoption metrics indicate that residents are increasingly more comfortable with digital service channels with a high volume of interaction and engagement and continued uplift and resourcing is delivering constant growth.

Customer Experience

The Voice of Customer program continues to provide valuable insights into customer sentiment and uncover underlying issues that may not be explicitly stated. A notable example of its impact is the use of feedback data to adjust service offerings at in-person centres. Operating hours were adjusted in response to feedback, which highlighted that negative sentiment regarding counter opening and closing times were linked to specific days and times. These changes were reported last quarter, and we have seen a significant improvement in customer sentiment.

Customer Experience (CX) scores have remained consistent, with a slight increase from 8.7 to 8.8 over the past quarter, demonstrating the effectiveness of these adjustments in better meeting customer needs within operational constraints. Additionally, a "flex up" approach has been trialled to manage the increase in in-person visitation during peak periods, such as when rates are due.

This proactive approach to allocating resources has also contributed to the improved CX scores, ensuring that customer needs are met more efficiently during busy times. A key focus for quarter four is the continued expansion of the Voice of Customer program. This will involve increasing the volume of feedback received and diversifying the channels used to collect input, enabling a more comprehensive understanding of customer needs and supporting further service enhancements based on data from the community.

Public Art

Sculptures As One, Those That Run with Dingoes, Marsh Boat, and High Tide were purchased. The replacement leased sculptures Daydream and The Wind is Blowing have been confirmed. The Kananook Commuter Car Park sculpture Meander was installed. The Mile Bridge Gateway Sculpture has completed the prototyping stage this quarter. The sculpture Sentinel underwent restoration and received a fiberglass coating treatment. The Frankston Peninsula Boon Wurrung mural was decommissioned and removed.

The Frankston Regional Art Trail (FRAT) delivered its first Art Node at Mitre 10, Karingal, with a locally inspired mural. The Frankston Pier EOI received 19 submissions, and an artist and design have been selected. The Corridors & Connectors EOI opened this quarter and is closing soon. Community consultation for the Hastings Road sculpture site was conducted through an online survey. A Wayfinding consultant for FRAT has been assigned, and signage development is underway.

An artist has been selected to replace the external artwork on the Frankston Arts Centre (FAC) facade. The Victor the Goat memorial mural was commissioned and completed. At Carrum Downs Library, discussions began with stakeholders and artists for a new public art mural. The Frankston Street Art Festival featured seven new murals and one projection. Fringe events included a solo exhibition, a Block Party, and live painting in the Glass Cube.



Frankston Major Events

Approximately 40,000 attendees enjoyed the 26th Waterfront Festival on Friday 7 & Saturday 8 February, held at the Frankston Waterfront. With a revised event model being implemented to include Friday night and Saturday day/night, this proved successful with a high attendance and engagement rate across both days.

Destination Events and Tourism

Carlsberg Beach Club was launched in January and completed at the end of March. Final statistics around attendance and sentiment are still being compiled, however early indications are that approx. 12,000 people attended as well as significant online reach and engagement. Survey data is showing very strong positive sentiment for the event and its impact on the perceptions of Frankston.

The Destination Event Attraction Program for the 2025/2026 season was launched, with Stage 1 applications assessed and Stage 2 applications underway.

Initial investigation and meetings around improvements to the UX of ImagineFrankston.com have taken place, with the tourism team, the webhost company and the Business Transformation/IT team.

Frankston Arts Centre

Frankston Arts Centre programmed a successful season of Hot Arts for Cool Kids which saw 160 young people and their families take part in hands on art and craft activities in Cube 37. February saw the Season 2025 program underway with a performance of Arterial by Na Djinang Circus. This First Nations work included engagement with local community, including a workshop at Frankston High School, community lunch at Nairm Marr Djambana and a Walk on Country. The quarter also saw the 2025 South Side Festival launch to a sold-out audience of 178, including members of Council, Sponsors, artists, media and members of the community.

Ticketing Services experienced an exceptionally strong quarter, with theatre usage exceeding the seasonal average. This was driven by a number of high-profile, sold-out performances. These successful events not only increased theatre attendance but also contributed to a significant boost in revenue.

To expand our reach and engage new audiences, we have established strategic partnerships with the Stellar Film Festival and the Wild Women in Business Awards, allowing us to connect with diverse communities. Additionally, we exhibited at Monash Peninsula as part of Student Open Week and are collaborating with them on further promotional opportunities.

A major highlight has been the success of our Gold Membership program, introduced to celebrate our 30th anniversary. This initiative has exceeded expectations, nearly doubling our membership revenue.

The Arts Centre technicians engaged in their main maintenance period in preparation for the busy periods ahead.

Despite the quarter traditionally being a quiet period for the Centre, our Dinner and Show events consistently drew full houses. The inaugural Secret Headliner Comedy Night was a fantastic activation, attracting over 200 attendees and providing an affordable midweek entertainment option. The Hospitality Department collaborated seamlessly with multiple Council departments, including Youth Services, Integrated planning, Corporate and Commercial Services, Governance, and Marketing, to ensure the smooth execution of a variety of events.



We also worked with the Frankston Business Collective, which has led to five future bookings, as well as a well-received Citizenship Ceremony and Australian of the Year celebration.

Frankston City Libraries

Frankston City Libraries celebrated Harmony Week and Cultural Diversity Week through March 2025, with the Love your Library in Your Language campaign taking place. More than 200 people attended a cultural dance and displays from local groups in the Library forecourt, as part of the Lunar New Year celebrations.

Frankston City Libraries participated in the state-wide Big Summer Read. This program is supported by all libraries in the state to encourage children to continue to read in the long summer school holidays. This year saw more than 600 children participate in scavenger hunts in the libraries, 800 children came to library events, and 355 children completed the challenge.

There were 18 Storytimes at the Library and other locations per week since early February 2025, with attendance figures at 5392 for the quarter.

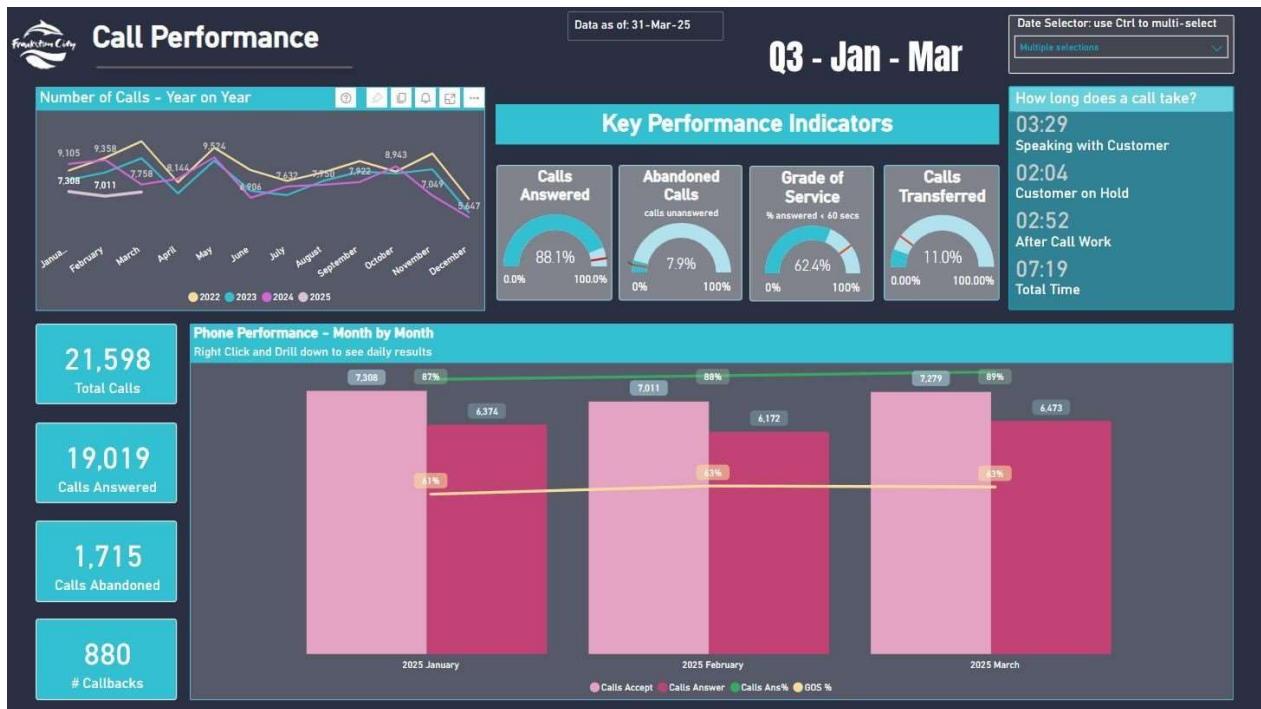
Newspapers are now available to read online for free. Since 1 March 2025, people have accessed 1110 items online, including newspapers from across the globe.

Council's Corporate Customer Service Update

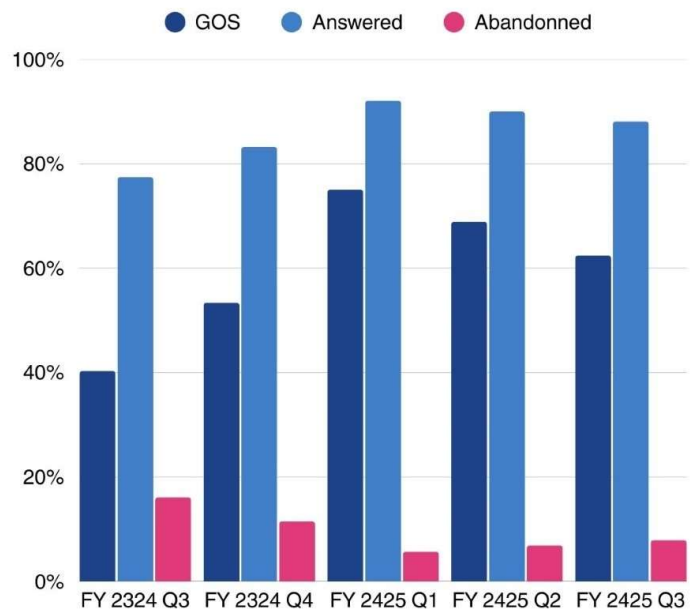
From quarter two to the last quarter, the call centre's Grade of Service (GOS) declined by 6.5% to 62%. This decrease is primarily attributed to operational challenges. Despite this, the results represent an improvement compared to the same period last year, with a 0.22% increase in performance for the phone channel.

Additionally, the total length of interactions increased slightly from 6:41 minutes in the previous quarter to 19 minutes in Q3. This trend aligns with the top call reasons for the quarter, which were less transactional in nature and required more detailed discussions. These factors have likely contributed to the slight decline in GOS.

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



CALL CENTRE PERFORMANCE



Why do our customers call? TOP 10 Reasons

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

Topic	# Calls	%
Waste	1,970	18%
Planning & Env	1,802	17%
Animals	1,510	14%
Facilities	964	9%
FRRRC	877	8%
Parking	802	7%
Compliance Gnrl	775	7%
Trees	767	7%
Operations	709	7%
Rates Notice	700	6%

What calls take the most time? TOP 10 Longest calls

Topic	# of Calls	AVE TotalTime
Rates Valuation	33	11:46
Call Back – NFA	13	11:00
Operations	709	09:45
Rates St No Enq	9	09:43
Health	385	09:30
Graffiti	57	09:29
Trees	767	09:23
Compliance Gnrl	775	09:04
Rates Other	347	08:57
Cemeteries	90	08:55

Call trends and Opportunities

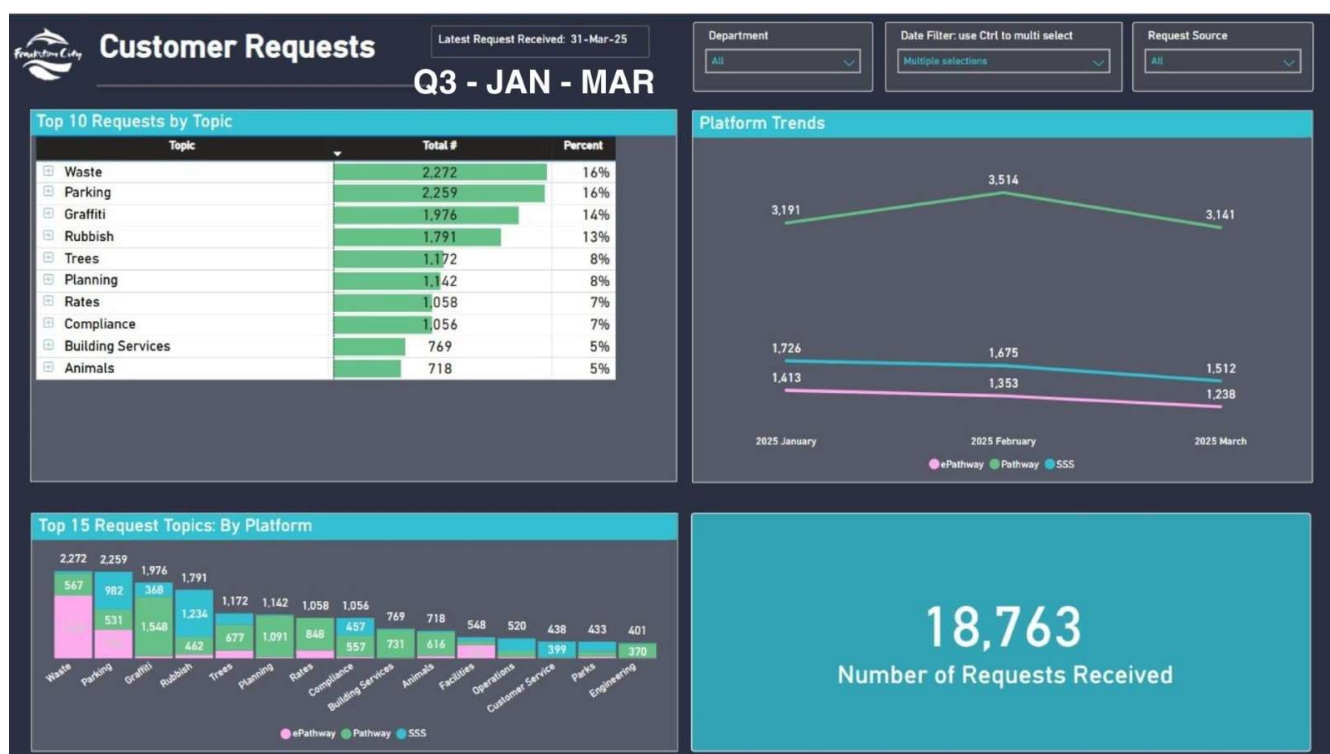
During the third quarter, Waste and Planning & Environment continued to be the dominant call categories, each accounting for 17-18% of the total calls received by the customer service team. Together, these two areas made up 35% of all calls. This trend has remained consistent compared with quarter two, where there was only a marginal decrease in the volume of calls related to these topics.

Calls concerning Safer Communities have taken the top position in the longest call category. This trend is related to the upcoming animal registration renewal deadline.

Requests Logged

Over the quarter, a total of 18,763 service requests were logged, submitted either by officers, through the website, or via Snap Send Solve. Interestingly, Snap Send Solve usage is 22% higher this period than the website.

What stands out, however, is the distinct nature of queries submitted through these channels. Snap Send Solve remains the primary channel for reporting public space-related issues, such as parking, dumped rubbish, trees over footpaths and graffiti. In contrast, the website was mostly used for property-related requests, such as waste services and bin orders. This quarter, we also had an increase in website entries disputing fines. This differentiation highlights the tailored use of each channel based on the type of service need.



Data and Smart Cities - Customer Requests

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

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

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

1. Customer Requests:

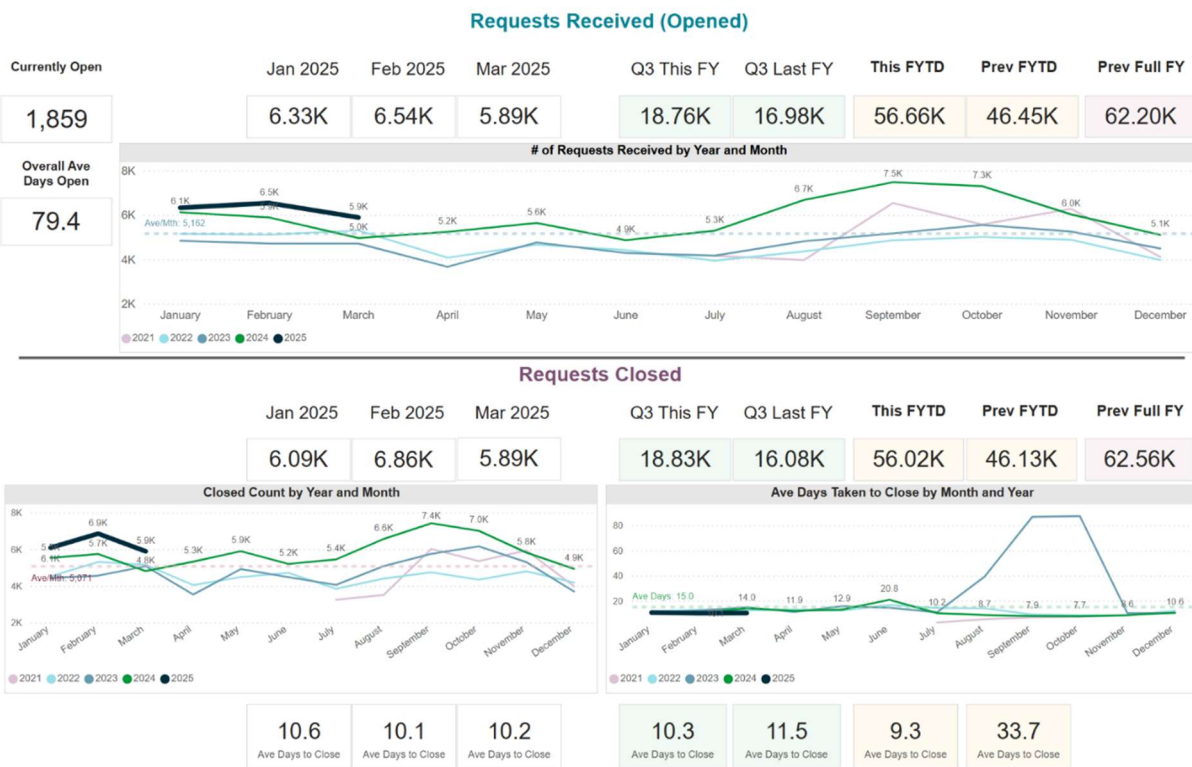
Council received 18,763 requests in Q3 which is an increase of 10% from the same time last year (16,982) and slightly above Q2 which had 18,438. Council closed 18,830 requests, up 17% from the same time last year (16,081) and above Q2 (17,764).

At the end of Q3, Council had 1,859 requests still open, which is a decrease over Q2 (2,149) despite receiving consistently more requests over the past 12 months (compared to last year). The average number of days a request stays open was 79*. Information about open requests is more widely available now as part of the Customer Experience (CX) PowerBI Reporting. This report aims to inform and manage open requests via a monthly reminder email that accompanies the CX Report.

Council aims to close requests within 10 days and the average number to close this financial year to date is 9*, holding steady each quarter. Work continues to close long standing FAMIS related requests.

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

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



2. ReM Requests:

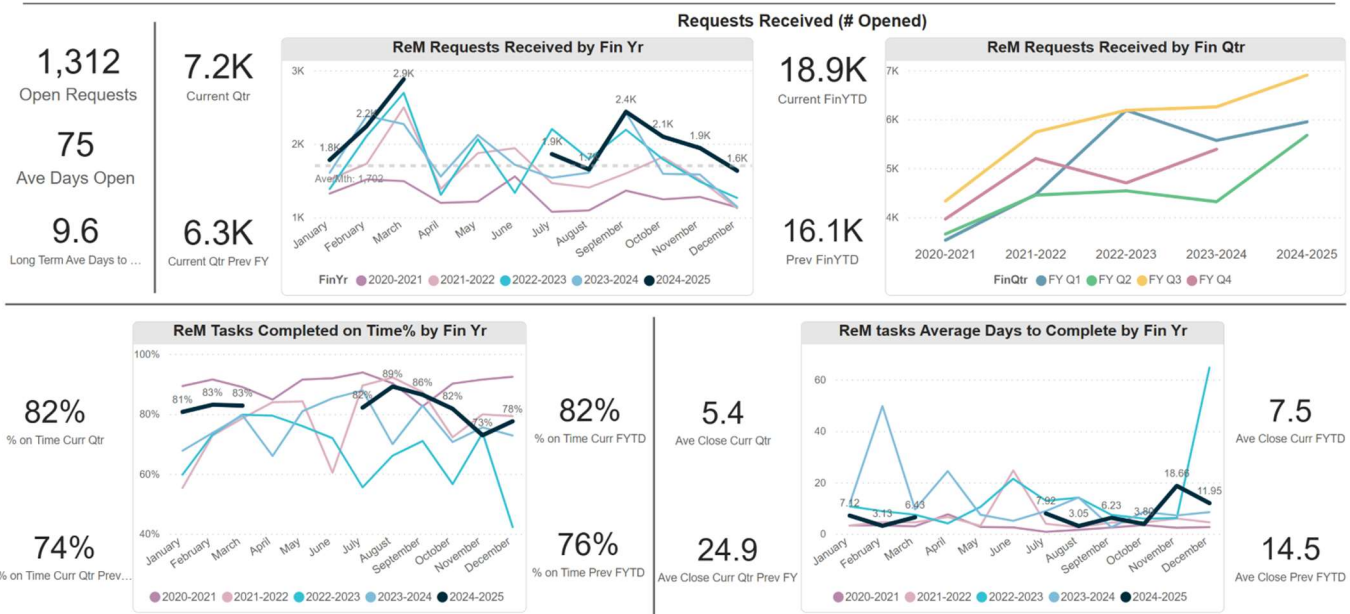
Around 40% of ReM requests get actioned in Pathway and are counted in the above Customer Request figures)

Council received 7,233 pieces of correspondence in Q3 which is a 16% increase from the same time last year (6,254). Council closed 6,213 requests, on par with the same time last year (6,236) and above Q2 (5,551).

At the end of Q3, there were 1,312 open ReM requests, up 38% from 949 in Q2 but down 1% from 1,334 in Q1. Internal communication about timely closure has occurred recently as part of a more widely available Customer Experience Report. Council aims to respond to correspondence within 10 days - we met that benchmark in Q3 82% of the time (76% for Q2).

The average number of days to respond to correspondence decreased to 5* days for this reporting period which is a decrease of 78% compared to last year (25* days) and a decrease of 52% over Q2 (11* days).

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



Social and media engagement - Frankston City Community

This quarter the media and social presence has been largely focused on the 2025 Frankston City First Advocacy campaign, and the upcoming Federal Election. There has been extensive communication on the two key priorities – Bruce Park Pavilion and the Nepean Hwy redevelopment – this has also been supported by material on supporting vulnerable communities and the connectivity of the City.

The campaign included a series of advocacy-related rich content for social media and print collateral, and a pre-election edition of Frankston City News, containing a four-page wrap-around about Frankston City First.

The quarter also saw a focus on key events with continued concentration on the Young Street Action Plan and key initiatives such as the Citizen of the Year for 2025 plus communication for key community engagement, including the Budget for 2025/26. The Community Connectors campaign was launched at Frankston Train Station, generating metro-wide media interest.

There has also been a lot of social media about the recent event season which continues, including supporting the Carlsberg Beach Club, Waterfront Festival, and the Street Art Festival.

Strategic communications has also managed issues that have arisen in the media which have had a lot of community interest.

City Positioning and branding

There were several Destination Events Activation Program (DEAP) events and a major Council Festival which took centre stage as the catalysts for City Positioning this quarter.

The Carlsberg Beach Club generated huge interest from metro audiences, with mass reach and engagement on Imagine Frankston's social media channels, and a number of social posts being shared by metro community.

The overwhelming majority was in favour of the initiative, expressing interest in a similar event within their own Municipalities, so Frankston City was seen as an innovative game changer in the visitor attraction space. The Waterfront Festival was also hugely popular amongst locals and visitors, with high attendance figures and positive community sentiment. The Hospitality sector was a key focus for investment attraction because of the summer season, and Frankston City's strong credentials in luring visitors to our restaurants, cafes and bars. A number of hospitality videos were created for social media, showcasing new and existing brands. Family entertainment establishments was another key focus area, to entice additional businesses in this space.

Frankston City Council's sponsorship of the recent The Urban Developer's Hotel Forum in Melbourne was announced, was a fantastic opportunity to present a case study on Frankston City as a key destination for hotel investment.

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

Corporate Branding continues to be adopted across the organisation, streamlining departments under one branded house, to enhance Council's accreditation of key initiatives.

Community Engagement

Community engagement over this quarter has achieved significant participation, with over 1900 contributions to strategically important projects, including Council's role in delivering aged care services, and affordable and social housing.

The Community Engagement Team has also coordinated delivery of several local-level engagements, including Banyan Reserve playspace and pump track, two re-naming projects, two local play space projects, and a Skye Local Area Traffic Management project. This high volume of projects has required participation from all demographics and wards, requiring online and in-person engagement, delivered via Engage Frankston, nine pop ups and intercept surveys.

The Community Engagement team has also continued to focus on an integrated engagement approach to the Community Vision, Council and Wellbeing Plan, Budget, Asset Plan and Financial Plan.

In January 2025, we coordinated engagement on the Annual Budget 2025-2026, and in March 2025, we supported representatives of our deliberative Community Panel's participation in the Councillor Workshop. Work is now underway to plan for Stage 3 engagement on the draft Council and Wellbeing Plan, launching on 24 April 2025.

Planning is also well underway for high-interest community engagement projects in quarter four, including Domestic Animal Management, Community Engagement Framework and the Road Management Plan.

Building Frankston's Future (BFF) Capital Works Awareness

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

They include opening events at Baden Powell Kindergarten and Ballam Park Athletics Pavilion as well as general communication updates for Kananook Commuter Car Park, lighting upgrades across the City (including PARC and Balla Park) Council's new way finding and suburban signage, Frankston Stadium, Frankston Oval upgrade, Monash Greenlink, Sandfield Reserve Revitalisation, Heysen and Lucerne Reserve play space upgrades, State and Federal funding announcements for Council infrastructure projects and more.

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

Other channels:

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

PLANNING PROGRESS

Statutory Planning data update – Quarter 3 (Q3) (2024-25)

Statutory planning on-time delivery for Q3 at 72 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 259 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.

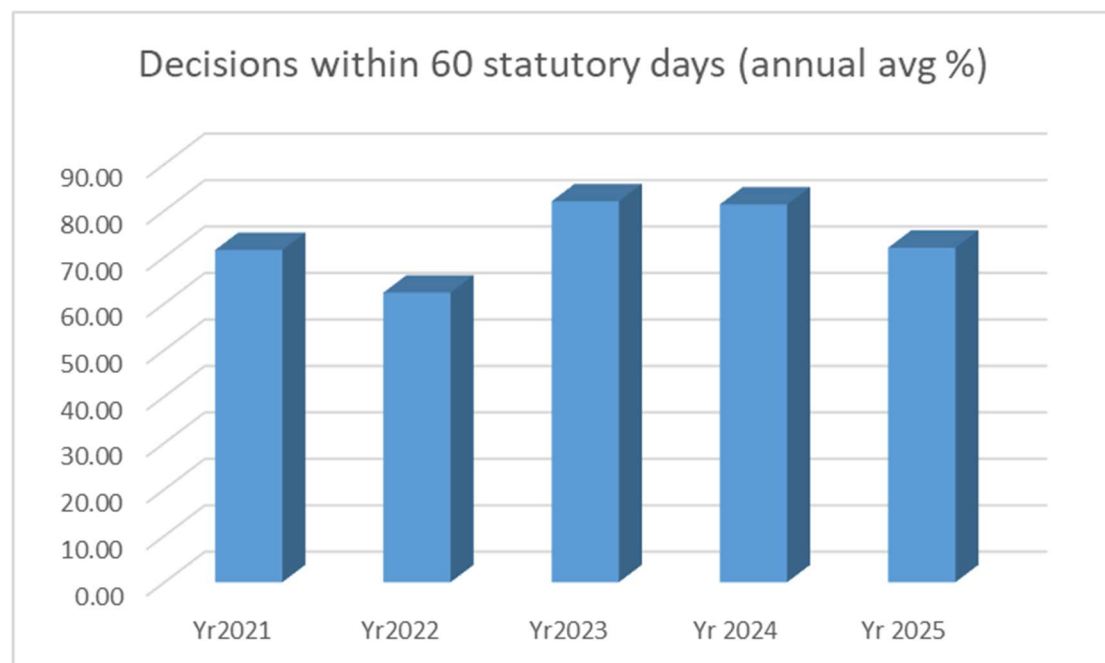
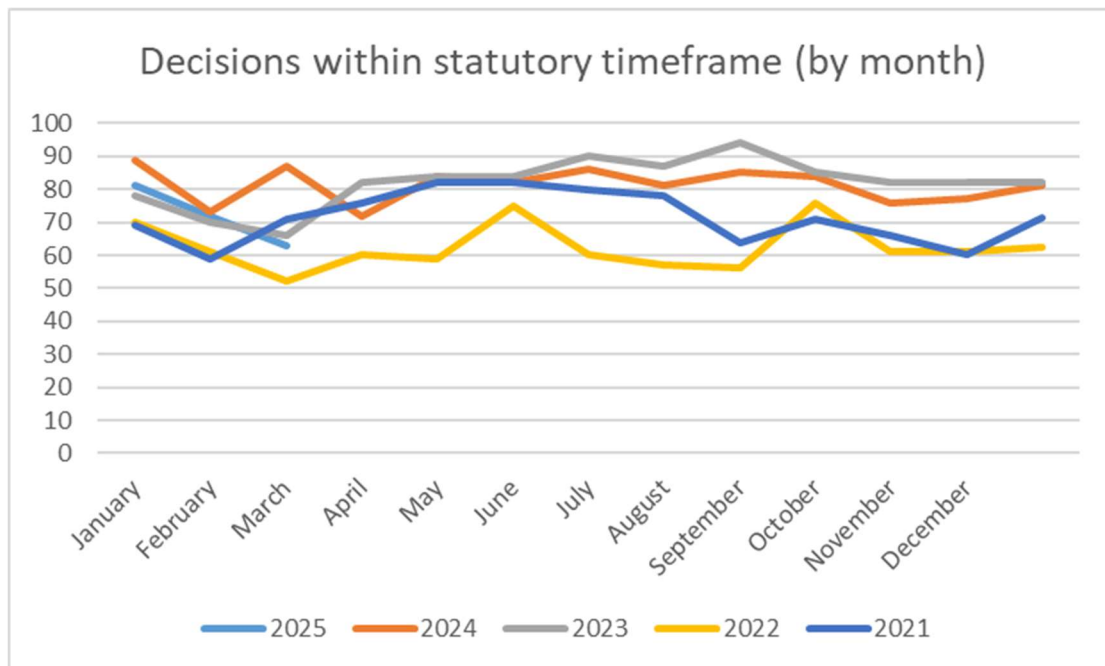
So far, lodgements during 2025 have been lower than average 2024 volumes.

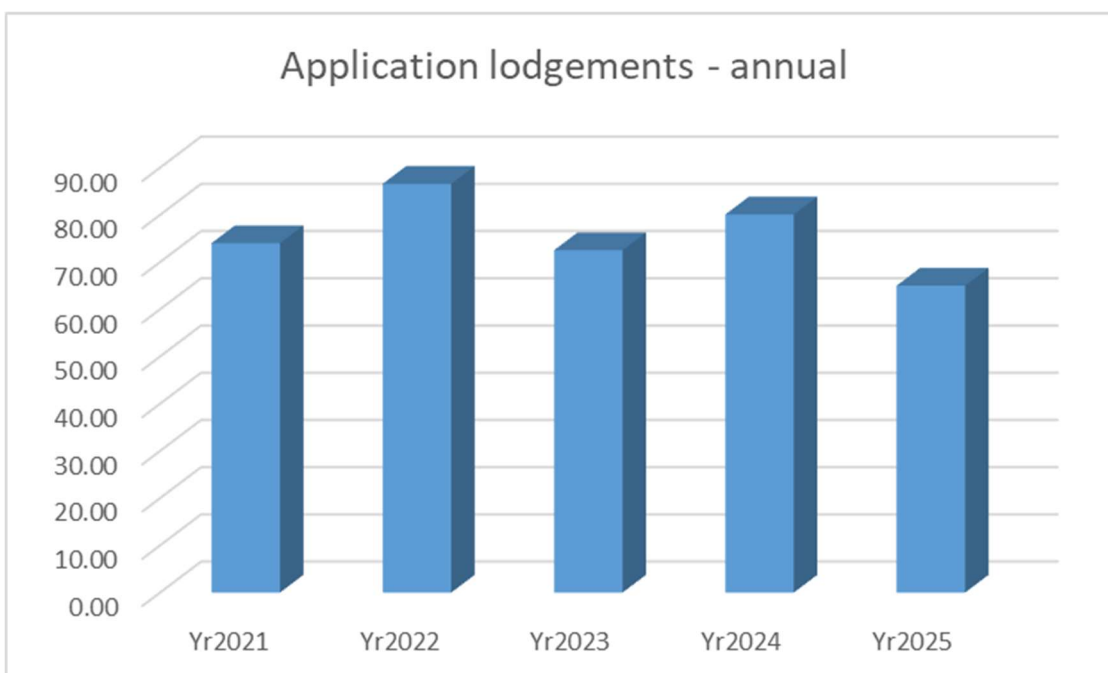
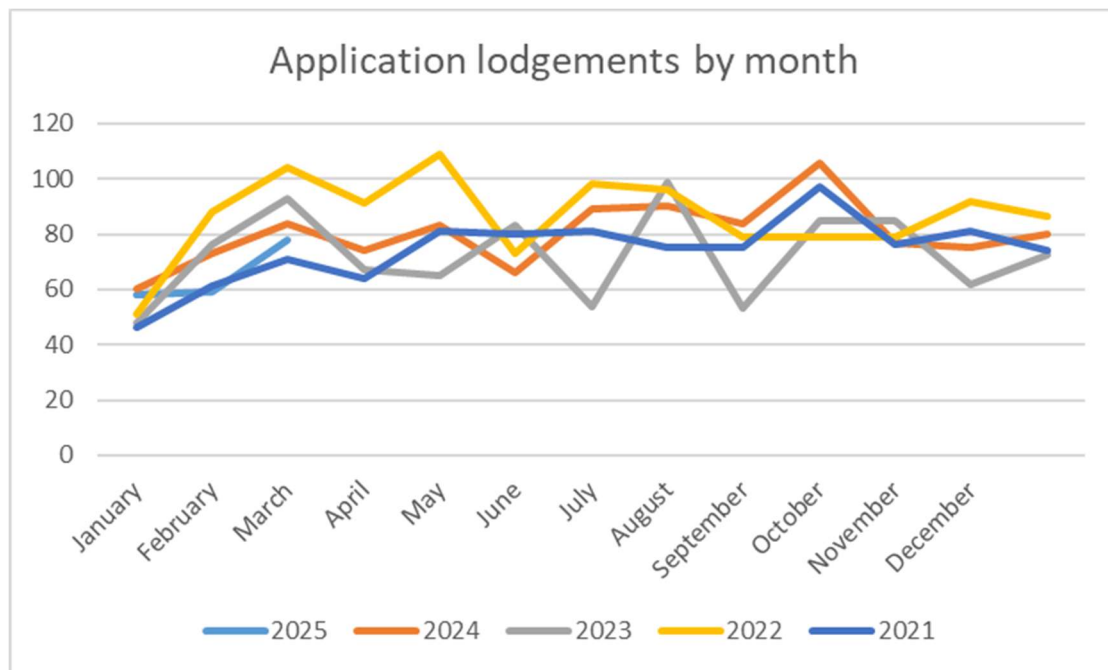
A summary of developer financial contributions received within the quarter is also detailed below.

It should be noted the data for Q3 was calculated manually as the State Government Planning Permit Activity Reporting System (PPARS) does not publish the monthly or quarterly data until the middle of the following month or later. There may be a minor discrepancy with the manually calculated on-time delivery data and the published PPARS data.

Work continued to progress on implementation of new 'workflow' processes which will improve the functionality of Council's application processing software and allow for efficient tracking of applications and reporting of live data and application statuses.

Developer Financial Contributions- Quarter 3 (2024-25)	
Contribution Type	Total Amount Received
Open Space Contributions	\$1,311,000.00
Car Parking Financial Contributions (cash-in-lieu)	\$0





Environmental Health update- Food Business Inspection and Enforcement Outcomes Quarter 3 (Q3) (2024-25)

Food business inspection and enforcement outcomes for Q3 are summarised in the tables below, with 166 inspections undertaken in the quarter at a compliance rate of 88 percent, down from 96 percent in Q2. This is 19 percent of statutory food inspections and assessments undertaken in the quarter. Also, 100 percent of critical and major follow-ups were completed, with six Food Act Orders and Directions issued and 15 infringement notices issued.

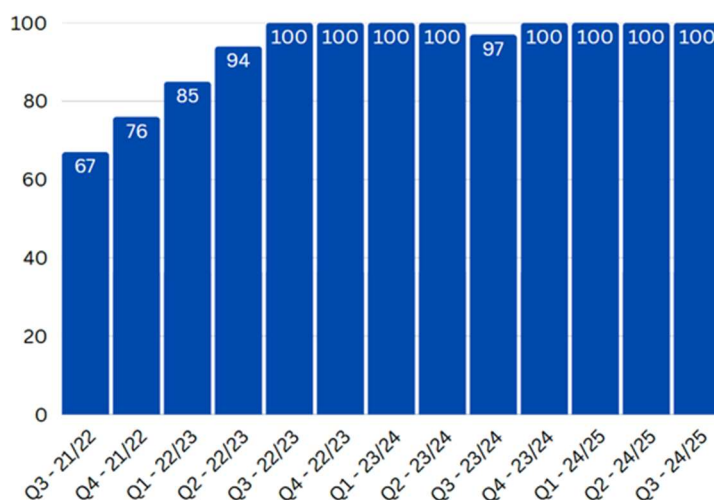
Environmental Health QUARTERLY FOOD SAFETY OUTCOMES

19%
statutory food
inspections &
assessments
completed in Q3

166
statutory food
inspections &
assessments
completed
(171 in Q2)

88%
compliance rate
at statutory
inspections &
assessments
(96% in Q2)

Percentage of all Critical and Major non-compliances followed up



Our Environmental Health Officers are dedicated to keeping our community safe with a proactive, risk-based approach to food safety. Their professionalism and commitment ensure the highest standards across all food businesses in Frankston City.

Environmental Health

QUARTERLY FOOD SAFETY OUTCOMES

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	-	-	-	100%	100%
Compliant statutory food premises inspections	25	68	52	145	165
Non-compliant statutory food premises inspections	4	2	15	21	6
Food Enforcement - Food Act Orders & Directions Issued	5	0	1	6	2
Food Enforcement - Penalty Infringement Notices Issued	13	2	0	15	0

City Futures Department update

The following Policy and Strategy Development work occurred from January to March 2025:

- On 17 March 2025, the Directions Hearing was held for Planning Scheme Amendment C148fran – Frankston City Industrial Strategy and Design Guidelines, with the Panel Hearing to be held in Quarter 4.
- On 13 January 2025, Council received the *Frankston Planning Scheme Amendment C161fran Frankston Metropolitan Activity Centre Development Contributions Panel Report* which recommended that the *Frankston Planning Scheme Amendment C161fran* be adopted as exhibited, subject to two (2) recommendations.
- On 28 January 2025, Council made the Panel Report public by publishing it to its website and e-mailing a copy to all parties to the Panel Hearing and submitters to Planning Scheme Amendment C161fran.
- On 24 March 2025, Council resolved to receive and consider the Panel Report, Adopted Planning Scheme Amendment C161fran with changes and authorised officers to submit the amendment to the Minister for Planning for approval.

- At the 24 March 2025 Council Meeting, Council considered all the submissions received (8) to Planning Scheme Amendment C156fran (Environmental Amendment) and resolved to request that the Minister for Planning appoint an independent Planning Panel to hear the submissions.
- From 30 January 2025 to 3 March 2025 Planning Scheme Amendment C165fran (Corrections Amendment) was placed on exhibition and received five (5) written submissions. The Amendment and next steps will be considered by Council mid-2025.
- Key elements of the Nepean Boulevard project which are in progress or complete to March 2025 include:
 - At the 20 January 2025 Council Meeting, the Nepean Boulevard was confirmed as one of four advocacy priorities for the upcoming Federal election. At the 29 January 2025 Council Meeting, a more detailed report on this Advocacy Priority was presented. This detailed report highlighted six (6) Key Signature Projects, totalling \$20 million, which comprise this advocacy priority.
 - These Key Signature Projects build upon the early works that Council completed in August 2024, comprising landscaping in the central median strip along Nepean Highway near Mile Bridge, and near the waterfront.
 - Since adopting this position, Prime Minister the Honourable Anthony Albanese MP announced on Sunday 16 March 2025, the Australian Government has allocated \$50 million of budgeted funding through the Road Blitz program towards the upgrade of the Overton Road and Nepean Highway intersection and improved footpath and cycling connectivity to the Kananook Creek Trail. Council is seeking to work collaboratively with the Department to ensure the best possible outcomes for Frankston City including consideration to other strategic transport and urban infrastructure improvements aligned with the Nepean Boulevard Vision.
 - This is a remarkable investment in our local community and a great acknowledgement of the significant amount of work undertaken by the Department of Transport and Planning (DTP) and Frankston City Council over recent years. This collaborative and considered approach has been instrumental in identifying the opportunities available for revitalising Nepean Highway.
- In order to progress these important works, Urban Design is currently assisting in the process of compiling key information from our strategic documents to inform allocation of the funding. This will also guide project prioritisation and community engagement.
- Early Works Median Tree Illumination Project - Design was completed by Urban Design team including DTP approval. The project is being delivered in partnership with the Victorian Government Suburban Revitalisation Program.
- Officers continue to collaborate with the Department of Transport and Planning to develop a strategic transport improvement plan identifying FMAC transport network changes needed to support the Nepean Boulevard outcomes. This work, aligned with the master plan, is key to delivering road functionality upgrades.
- The Frankston Public Toilet Action Plan (PTAP) won the Award of Excellence in the Community Wellbeing and Diversity Category at the 2024 Planning Institute of Australia (PIA) Victorian State Awards and officers were notified that this project will now progress to the PIA National Awards in May 2025. Urban Design also prepared two further award nominations for the PTAP as follows;

- LGPro Awards of Excellence, Diversity and Inclusion Category submitted on the 3 March 2025.
- Australian Urban Design Awards; Strategic Design and Policy Category submitted on the 7 February 2025. Notification was received on the 25 March 2025 that the project was not successful in making the shortlist.
- Urban Design also prepared several award nominations for the Frankston Play Strategy and Let's Play Implementation in the as follows: Australian Institute of Landscape Architects (AILA) Awards; Landscape Planning Category submitted on the 12 March 2025. Parks and Leisure Australia (PLA) Awards of Excellence; Strategic and Master Planning Category submitting on 16 March 2025.
- Open space planning due diligence activities progressed for a new district level open space in Skye with a Cultural Heritage Standard Assessment complete in accordance with legislative requirements. Funding required to continue through to Complex Assessment phase is not fully budgeted and will commence in future years once funding is available through the LTIP.
- Community engagement was launched in relation to the Banyan Reserve Playspace and Pump project and an on-site pop-up held at Banyan Reserve on the 18 March 2025. This project will be delivered through a Council and Victorian Government partnership and feedback received is important to inform the final concept plan and Melbourne Water approvals.
- Targeted community and stakeholder engagement was launched for the Monterey Reserve Master Plan Stage One Implementation (Youth space) with two on site pop-ups held at Frankston North Community Centre on the 25 March 2025 and Pines Aquatic Centre on the 28 March 2025.
- Gender Impact Assessments (GIAs) have been completed on both the Economic Development and Skilled Community Strategy and a range of programs including Council's Business Concierge service, Grants and the Investment Attraction program. These GIAs aim to support officers understanding of female representation in local business operations, ensuring that inclusive programs and services continue to be delivered.
- The Economic Development team are now using a new Customer Relationship Management (CRM) system to better engage with our local business community. The team recently transferred all Business eNews subscribers to the new CRM and is also using this to better target information to specific Frankston businesses and industries. This approach is proving extremely popular with our local businesses who tell us that receiving information especially targeted to them is appreciated.
- Community engagement was undertaken for the Draft Affordable Housing Policy from 21 February to 23 March 2025 to seek the community's level of support for the proposed policy. The Engage Frankston page received 558 visits and 96 surveys were completed. In addition to the survey, four community pop ups were held, targeted conversations were held with Council's advisory groups, and an independently facilitated online engagement workshop was held with the homelessness and community housing sector. Other groups were also reached out to, such as the Bunurong Land Council, developers and businesses.
- The reviewed Community Vision 2040 was adopted by Council on 17 February 2025 and will now be incorporated into Council's Integrated Planning and Reporting Framework and is being used to guide the development of the Council & Wellbeing Plan 2025-29. The next step is for Council to provide a formal report back to the community panel advising on how its recommendations have been used for the Council & Wellbeing Plan. This will take place as part of the public exhibition of the Council & Wellbeing Plan.

- A Health & Wellbeing Stakeholder Forum was held in partnership with Mornington Peninsula Shire Council on 13 February 2025 to engage local services in the statutory health and wellbeing planning process, which for Frankston City Council involves the new Council & Wellbeing Plan 2025-29.
- The draft Fauna connectivity report has been provided for Council officer review. Officers have also engaged a specialist report on the findings from a recent Deakin University project that tracked threatened species of Powerful Owl across Langwarrin and Frankston South. This will also inform the Fauna Connectivity report. Quotes are being sought for track improvement works at Lower Sweetwater Creek.
- Cross-departmental officer working group has continued to work on Olivers Hill and Davey's Bay cliff instability issues. Council officers undertook regular on-site visits, including visual and the use of a drone, to detect signs of changing ground conditions. A survey has been conducted along with a geotechnical assessment. In response to identified risks, public access to the affected area has been closed, with additional safety and educational signage installed to highlight the risks to the public from the natural instability of cliffs. Council continues to collaborate with the state government to develop a long-term adaptation strategy for the Olivers Hill escarpment as a whole. The long-term strategy will be guided by the broader Coastal Resilience 2100 project outputs.

The following Programs and Events delivered:

- Council's 2024-25 Business to Business (B2B) Grants were delivered this quarter, with 125 applications received. 100 grants of \$1,000 each were awarded to Frankston City businesses to spend with another Frankston City business equating to a total local spend from the grants of \$207,967.
- Five business workshops were delivered to 62 participants this quarter to support business operators. This included delivery of Council's first Builders and Trades Q&A Session as well as 'Launch or Grow your Small Business', 'Understanding your Numbers – Builders & Trades Business', 'Turn Your Trash into Cash', and 'Understanding your Numbers – Home based & Startups' workshops.
- Council's Business Mentoring program offers two free 1-hour support session with experienced business operators across a range of sectors. This quarter, ten participants received business mentoring support.
- Council's Business Concierge program provides assistance to aspiring, new and existing business operators to navigate through Council processes. The Business Concierge program responded to 95 requests this quarter. The majority of requests were related to Food Services and Beauty businesses and most requests were from businesses located in Frankston.
- Officers continue to support the activation of empty shops in the FMAC area, including continued support of the delivery of the Young Street Action Plan *Action 1.2 Council to fund improvements of business frontages along Young Street*. Recommendations have been developed for Council funded shop frontage improvements.
- Council's Investment Attraction program made outreach cold approaches to 68 unique potential business operators and responded to 45 unique inquiries and referrals this quarter. 27 businesses were provided with research, solutions and investment opportunities for consideration that matched their unique needs.

- 2025 Secondary School Career Insights Q&A sessions have been scheduled. Business Management students will have the opportunity to ask local business owners questions about managing a successful business, business challenges and more. Already scheduled for this year are Q&A sessions at Carrum Downs Secondary College, Flinders Christian Community College, Elisabeth Murdoch College, Nepean School and Patterson River Secondary College
- Council's local 'Frankston Business Directory' continues to grow with 250 local businesses included at the end of the quarter.
- A 'Welcome' to Frankston City email was sent to 83 newly registered businesses this quarter. The 'Welcome' email outlines the various Council supports on offer to them and provides links to further information and contact details.
- The Housing Advisory Committee met on 10 February to discuss matters relating to local housing needs in Frankston City. At this meeting, the Committee agreed its amended Terms of Reference and updated Work Plan for 2025, which will go to Council in April for endorsement as part of the Governance Matters Report. The Committee also heard an updated data report on housing and homelessness and recent activity pertaining to Frankston and Mornington Peninsula Zero.
- Frankston & Mornington Peninsula Zero met on 11 March 2025, with the Executive Group confirming that the official launch of the expanded project will be delayed allowing time to address key service system requirements. The group reflected on the past 12 months and set priorities for 2025, including advocacy efforts for the upcoming Federal Government Election. While homelessness continues to rise, currently affecting 50 individuals (28 of whom are sleeping rough), Frankston City is nearing functional zero for individuals over the age of 55, marking significant progress in this area.
- A workshop was held early February for private landowner to assist them in development land management plans to improve biodiversity values and encourage tree planting on their land. This workshop was also run to assist resident in applying for the landowner grant component of Councils Environmental Sustainability community grant. Round 2 of the Environmental Suitability community grant 3 February 2025 until 28 February 2025.
- 7 gardens were visited as part of the Gardens for Wildlife program.
- Council continued its involvement with the Council Alliance for a Sustainable Built Environment (CASBE) with attendance at 6 meetings over the last quarter, focusing on the pursuit of zero-carbon buildings and the development of revised daylight requirements for Victorian buildings.
- The Summer School Holiday Rangers program was held on 22 January 2025, three sessions were held at Keast Park Seaford Beach to learn about our native flora and fauna, the value of biodiversity conservation, how to help care for our coastal dunes and keep our beaches clean.

Frankston Business Collective (FBC)

This quarter has been marked by the advocacy work of the FBC in support of Council's key advocacy priority – the redevelopment of the Nepean Highway.

The FBC created a petition and heavily marketed this to identify the ongoing support from the Frankston City business community about the need for improving a key entry and location for the City.

Events

The FBC has opened the year with monthly networking events, and an education session on sales and the art of cold calling.

Upcoming education seminars will focus on inclusive employment practices for recruitment and marketing program for entrepreneurs.

The first few sessions of the year had good numbers attended, including a high non-member attendance at the Hotel Lona event. There has been some reasonable conversion of members joining from all events. All events generated a small surplus, assisting to meet our financial targets.

Memberships

March showed positive growth across all membership tiers, especially within the Frankston Community tier. The FBC successfully retained over 90% of the Essential members by transitioning them to the Frankston Community tier. These members had previously used FBC's services occasionally and preferred to remain as free members rather than commit to a full membership fee.

Membership Snapshot

Membership Level	Member # as at 31/1/2025	Member # as at 28/02/2025	Member # as at 31/3/2025	Growth for the month
Strategic	13	13	13	0
Executive	39	39	41	2
Essential	181	170	154	-16
Frankston Community	25	42	67	+25
Totals	258	264	275	11

FBC is in the process of updating their membership offer and have collated a new data base with over 2,500 businesses that have previously not been contacted.

FINANCIAL AND CORPORATE PLANNING

Service Planning update

Community Engagement on the 2025/26 budget was open from 20 January to 19 February and 55 written submissions were received. A public submissions meeting was held on 24 February to hear from the community on their input into the budget 2025-26 development and these were considered in detail at a Councillor workshop on 1 March 2025 and where appropriate will be reflected in the budget scheduled for adoption in June 2025.

The feedback from all the community engagement helped Councillors at that workshop to develop their Council and Wellbeing Plan for the next four years and this is being finalised ready for public exhibition in late April 2025.

ACCOUNTABILITY AND TRANSPARENCY

Councillor Induction Program – mandatory training

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

The new term of Councillors commenced on Monday 18 November 2024 and took their oath/affirmation on Wednesday 20 November 2024.

A comprehensive mandatory Councillor Induction training, which addresses seven (7) key themes, was conducted via Councillor Briefings and workshops held weekly over four months until 20 March 2025. The Mayor and Deputy Mayor also attended the two-day Municipal Association of Victoria's (MAV) mandatory Mayoral Training on 12 & 13 December 2024, which was required to be completed within one month of being elected Mayor and Deputy Mayor.

At the conclusion of the training, all Councillors signed a declaration of completion on the four (4) month mandatory training, which was witnessed by the CEO and acknowledged the success of the program.

The following outlines the training undertaken in the Councillor Induction program by 20 March 2025:

Mandatory Theme	Mandatory Training content	Date held	Councillor attendance
1. Working Together in a Council	Role of CEO, Council, Mayor and Councillors	27 November 2024	All
	Working Together as a team, Councillor Aspirations, Overview of Council	23 November 2024	All
	Leadership workshop	19 February 2025	All
2. Decision Making, integrity and accountability	Governance Rules overview and types of Committees	25 November 2024	All
	Local Government fundamentals and Councillor obligations	27 November 2024	8 attended, 1 watched recording
	Complaints management and roles of key integrity bodies	9 December 2024	8 attended, 1 watched recording
	Privacy	9 December 2024	
3. Community representation	Advocacy	9 December 2024	8 attended, 1 briefed/recording
	Councillor enquiries and requests	9 December 2024	
	Engaging with the Community	22 January 2025	All
	Community Vision 2040	3 February 2025	All

	Cultural Awareness Introduction	5 February 2025	All
	Combating Disinformation	26 February 2025	All
	Diversity & Inclusion	26 February 2025	8 attended, 1 watched recording
4. Strategic Planning and Financial Management	Introduction to Integrated Planning - Council Plan & Budget Overview, Capital Works & Asset management Overview	4 December 2025	All
	Introduction to Risk Management	3 March 2025	All
5. Conduct	Councillor Conduct Framework	27 November 2024	8 attended, 1 watched recording
	Workplace behaviours (OHS)	5 February 2025	All
	Councillor & Staff Interaction	5 February	All
	Combating disinformation	26 February 2025	8 attended, 1 watched recording
	Child Safety	26 February 2025	8 attended, 1 watched recording
	Occupational Health & Safety, Sexual Harassment	eLearning module	All
6. Land Use Planning	Statutory Planning overview	27 November 2024	8 attended
	Land Use Planning	3 March 2025	1 watched recording
Mandatory Mayor Induction Training	MAV Mayoral Training - Mayor & Deputy Mayor	12 & 13 December 2024	Mayor Cr Kris Bolam and Deputy Mayor Cr Steffie Conroy
1. Roles & Responsibilities	Roles, responsibilities and support		
2. Chairing Meetings	Effectively chairing meetings		
3. Engagement and Advocacy	Acting as the Council's principal spokesperson		
4. Leadership	Helping councillors understand and perform their role		
	The relationship between the Mayor and CEO		

Interstate/international Travel Public Register (Councillor and Staff)

During the January – March 2025 quarter, there was one international travel undertaken by a Councillor and one instance of interstate travel by Officers. The Travel Register for Councillors is available on the Council's website under Documents available for public inspection and on Council's Transparency Hub.

Training costs associated for staff

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

For the previous quarter (01/01/2025 - 31/03/2025) there was 1 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
Operations	Infrastructure & Operations	Job Specific Technical Training	1/2/25	\$2,874	Professional Development

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

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

Notice of Motion process

The process for lodging a Notice of Motion (NOM), reasons for rejection and how it is considered in a Council Meeting is detailed under Rule 24 of the Governance Rules. Once a NOM is accepted by the CEO, the full text of the NOM is included in the agenda.

There were eight (8) Notice of Motions tabled by Councillors for the January – March 2025 quarter.

Public petition process

The Governance Rules include amendments to Rule No. 58 for Petitions. This expresses Rule No. 58.10 "Electronic or online petitions, joint letters, memorials or like applications must contain the name and email address of each petitioner or signatory, which details will, for the purposed of this Rule 58, qualify as the address and signature of such petitioner or signatory."

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

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

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

There were four (4) petitions tabled by Councillors for the January – March 2025 quarter.

Councillor Appreciation awards process

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

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

There were two (2) Councillor Appreciation Awards presented for the January – March 2025 quarter.

Accountability and Transparency Reform document update

Cr Bolam proposed an Accountability and Transparency Reform (ATR) in May 2018 with 160 items. These were considered by Council officers and where relevant were implemented with outstanding items presented to Council in June 2020. Cr Bolam introduced an ATR II with supplementary items in March 2022 and these were presented to Council at its meeting on 24 October 2022. The remaining items were monitored and reported via the CEO's public quarterly report until complete and where appropriate considered for Council's Transparency Hub.

The next table outlines the status of the remaining ATR item since July 2023.

Accountability and Transparency Reform (ATR) - status update quarter 2 (October to December 2024)	
Supplementary ATR items	
October 2022	Officer comments
Item 3	
Cr Bolam wrote: "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>In July 2023, IBAC released a report on Operation Sandon with 34 recommendations, including changes to improve councillor conduct and requirements for lobbyists. Following this work has been undertaken by Local Government Victoria in collaboration and consultation with other bodies to commence implementation of the recommendations.</p> <p>A Notice of Motion was resolved by Council at its meeting on 2 October 2023 for an Accountability and Transparency Reform III for the Lobbyist and Developer Register to be published on Council's Transparency Hub subject to first addressing any privacy or legislative requirements. Officers investigated the options and determined the internal register, if released publicly, would not comply with legislation. A new Developer Register, that records interactions with developers, was developed for Council's Transparency Hub and resolved by Council at its meeting on 12 August 2024 to be released after the meeting. There is no longer a requirement for staff to update an internal register as internal processes exist to capture and record interactions. A draft policy and an update on the status of Local Government Victoria's implementation of the Operation Sandon recommendations is being developed. Councillors will be briefed in May 2025 before the Policy is presented to Council.</p> <p>Lobbyist reforms are currently in progress in response to Operation Sandon recommendations. Changes are expected and will inform the role for local government.</p>

Councillor Attendance

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

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

During 2024/2025 Quarter 3 (January – March 2025) there were five (5) Council Meetings and 13 Councillor Briefings.

Table 1 titled, 'Councillor Attendance at Meetings and briefings (January to March 2025)' provides an overview of attendance for this period:

<i>Councillor Attendance at Meetings and Briefings January 2025 - March 2025</i>				
<i>Councillor</i>	<i>Council Meetings Attended</i>	<i>Councillor Briefings Attended</i>	<i>Total Attended</i>	<i>Attendance</i>
<i>Cr David Asker</i>	5	13	18	100%
<i>Cr Sue Baker</i>	5	13	18	100%
<i>Cr Kris Bolam</i>	5	11	16	89%
<i>Cr Nathan Butler</i>	5	12	17	94%
<i>Cr Steffie Conroy</i>	5	12	17	94%
<i>Cr Emily Green</i>	5	11	16	89%
<i>Cr Brad Hill</i>	4	12	16	89%
<i>Cr Michael O'Reilly</i>	5	11	16	89%
<i>Cr Cherie Wanat</i>	5	12	17	94%
<i>Total</i>	44	107	151	93%

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

Councillor Attendance at Briefings only January 2025 - March 2025		
<i>Councillor</i>	<i>Councillor Briefings Attended</i>	<i>Attendance</i>
<i>Cr David Asker</i>	<i>13</i>	<i>100%</i>
<i>Cr Sue Baker</i>	<i>13</i>	<i>100%</i>
<i>Cr Kris Bolam</i>	<i>11</i>	<i>85%</i>
<i>Cr Nathan Butler</i>	<i>12</i>	<i>92%</i>
<i>Cr Steffie Conroy</i>	<i>12</i>	<i>92%</i>
<i>Cr Emily Green</i>	<i>11</i>	<i>85%</i>
<i>Cr Brad Hill</i>	<i>12</i>	<i>92%</i>
<i>Cr Michael O'Reilly</i>	<i>11</i>	<i>85%</i>
<i>Cr Cherie Wanat</i>	<i>12</i>	<i>92%</i>
Total	107	91%

Reports presented to Council at meetings closed to the public

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

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

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

During Quarter 3 (January – March 2025), there was one (1) decision made in Council Meetings closed to the public. During this time, 30 reports were presented to Council Meetings open to the public.

There were five (5) Notice of Motions and no Urgent Business items raised during the last quarter. This information is available on Council's Transparency Hub.

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

A report was presented to the Audit and Risk Committee with an update on the status of the Policy Register, an overview on the policies currently due for review, a status on the key policies that were highlighted by the Chair of the Audit and Risk Committee and key highlights that are being considered as part of the Policy and Protocol Framework. One of the key highlights includes the requirement for all policies to undergo an effectiveness assessment as part of the policy review process. The Policy and Protocol Framework will be presented to Council at the June 2025 Council Meeting.

An update on the Policy Register has been provided in the Hot Topics report of this Council Meeting (23 April 2025). Going forward, updates will be provided every six (6) months in the Governance Matters report.

Reports on progress against Councillor Requests

The status indicates there are currently 15 open Councillor Requests. Regular updates on progress are provided to Councillors via the Council Request Report Portal and officers liaise with residents to resolve the request.

Tables 3 & 4 - Councillor Requests opened and closed since the commencement of this current Councillor term (November 2024) to date:



Procurement update

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

Contracts awarded under Financial Delegation between 1 January and 31 March 2025.
Below table - Contracts valued over \$1,000,000 (GST exclusive) are awarded in open Council Meetings.

Contract No.	Title	Award Date	Supplier	Contract Value (\$ ex GST)	Awarded By
CN11506	Construction of Lloyd Park Skate Park Stage 2 Works	7/03/2025	Concretum (AUST) PTY LTD	559,768	CEO
CN11544	MAV LP20091 - Supply & Delivery of Greens Mower 2024-25	27/02/2025	Dawn Mowers (Surrey Hills) Pty Ltd	62,727	Manager
CN11551	Office Refurbishment Works (Stage 1). Frankston Operations Centre	3/01/2025	Keon Constructions	324,057	CEO
CN11588	Event Management System	9/01/2025	UNGERBOECK SYSTEMS INTERNATIONAL PTY LTD	710,000	CEO
CN11589	Haysen Reserve Playground Upgrade	2/01/2025	Landstruct Landscape Construction Pty Ltd	217,765	CEO
CN11606	GIS Aerial Supply 2025 Onwards	6/03/2025	Nearmap Australia Pty Ltd	122,000	Director
CN11609	Supply and Delivery of one new Wide Area Mower	18/02/2025	Dawn Mowers (Surrey Hills) Pty Ltd	110,133	Director
CN11617	Survey and Design - Shared User Path upgrades along Cranbourne Road, Langwarrin	13/03/2025	JCA LAND CONSULTANTS	88,750	Manager
CQ11378	Frankston Libraries Infrastructure Master Plan	21/02/2025	Craig Kenny Consulting Pty Ltd t/a 42 Squared Consulting	66,400	Director
CQ11516	Feasibility Assessment and Design of Gross Pollutant Traps	24/02/2025	Rain Consulting Pty Ltd	70,203	Manager
CQ11554	Outdoor Dining Canopy shade cloth replacement	28/01/2025	Oasis Tension Structures (Australia) Pty Ltd	48,395	Manager
CQ11561	Creative Programmable Lighting	21/02/2025	KLJ Electrical Pty Ltd	50,000	Manager
CQ11568	Community Satisfaction Survey 2025	28/01/2025	Metropolis Research Pty Ltd	52,750	Manager
CQ11603	Two New Primary Gateway Signs (Supply and Install)	25/03/2025	Icon Creations	59,990	Manager
CQ11615	Foreshore Minor Infrastructure Renewal - Fencing Installation, Bollard Removal and Replacement Works	27/03/2025	Gilmore Civil PTY LTD	117,150	Director
CQ11616	Bridge & Pedestrian Structures Level 2 Condition Inspections 2025	20/03/2025	Bridge Inspection Engineers	99,892	Director
CQ11627	Frankston Arts Centre Banner	6/03/2025	Blueprint Concepts Pty Ltd	16,200	Manager
CQ11634	Baden Powell Kinder Signage	11/03/2025	Icon Creations	11,000	Manager

Below table - Contracts granted exemption from Procurement Process between 1 January and 31 March 2025.

Contract No	Contract Title	Award Date	Supplier	Contract Value (\$ ex GST)
E11593	Carrum Downs Recreation Reserve Landscaping	8/01/2025	PARSONS PLANT & CONSTRUCTION PTY LTD	9,296
E11597	Rectification Works - Jubilee Indoor Stadium	3/02/2025	Con-form Group Pty Ltd	94,696
E11599	Neon Fields - Southside Festival - Volter International Pty Ltd	20/01/2025	VOLTER INTERNATIONAL PTY LTD	72,965
E11602	Neon Fields - Southside Festival - Resolution X Pty Ltd	20/01/2025	Resolution X Pty Ltd	46,080
E11610	Peninsula Leisure Partnership Exercise Program	19/02/2025	PENINSULA LEISURE PTY LTD T/A PARC	22,000
E11618	South East Community Links (SECL) Partnership	28/02/2025	South East Community Links	143,000
E11620	Traffic Network Modelling to Support FMAC Traffic Circulation Plan	13/03/2025	Clarity Consult Pty Ltd	97,500
E11622	IT Security Policy creation and management as a service	14/03/2025	Kaon Security Limited	48,015
E11628	Asset Plan Update	11/03/2025	CT MANAGEMENT GROUP	13,420
E11635	Purchase of a Sculpture - As One at Dandenong Road Skye	7/03/2025	SCULPTURE BY THE SEA	52,500

KEY PROJECT UPDATES

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

As of 3 April 2025, Council has delivered actual expenditure of \$37.61M, with a forecast expenditure of \$63.19M against the Adjusted Capital Works Budget of \$63.26M. Forecast carry forward to 2025/26 is currently \$0.27M.

Kananook Commuter Car Park and Signalisation

Construction of the new \$22 million multi-level Kananook Commuter Car Park to provide 327 car spaces for commuters of Kananook Railway Station and future users of Frankston Basketball Stadium, has been completed. The opening of the carpark is subject to the activation of the signalisation of the Bardia Avenue & Wells Road intersection, expected in April 2025.

On 21 February 2025, The Hon Catherine King Minister for Infrastructure, Transport, Regional Development and Local Government and Ms Jodie Belyea MP, Federal Member for Dunkley attended a site walk of the build with Mayor Bolam and Council CEO Phil Cantillon. The minister was given a tour of the three-level facility that includes extensive bike parking space and free carparking spaces for commuters during peak hours. The modern facility also offers carparking for visitors to the nearby Frankston Basketball Stadium and Kananook Reserve during off-peak hours. This project was fully funded by the Federal Government and delivered by Council-on-Council owned land. A great example of collaboration to fill a Frankston City community need. For project information visit <https://www.frankston.vic.gov.au/Planning-and-Building/Major-City-Projects/Kananook-Commuter-Car-Park>

Seaford Child and Family Centre

Progressing well with the concrete slab poured and the next stage will be steel works and stud walls.



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

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

For full project details visit <https://www.frankston.vic.gov.au/Planning-and-Building/Major-City-Projects/Seaford-Child-Youth-Family-Centre-Upgrade-and-Expansion>

Langwarrin Community Hub

The new Langwarrin Community Hub stage one works has been completed and stage two works has commenced which includes demolition and excavation works.



Features will include:

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

For project information visit <https://www.frankston.vic.gov.au/Planning-and-Building/Major-City-Projects/Langwarrin-Community-Centre-and-Early-Years-Project>

Frankston Stadium Project Update

On the 24 March Council awarded the contract for delivery of the ten-court basketball and gymnastics stadium to Ireland Brown Constructions Pty Ltd. Construction will commence mid-2025 for completion in 2 years, mid-2027. For project information and 3D design flythrough visit: <https://www.frankston.vic.gov.au/Planning-and-Building/Major-City-Projects/Frankston-Stadium-Redevelopment>



Above images of Frankston Stadium

Ballam Park Improvement works:

- Construction activities on both the play space project (stages 1 and 2) and the Ballam Park Lake and Bioretention System projects are now complete. Naming of 'Liardet Pond' and 'Balambalam Lake' has been gazetted and signs were installed at the features. The 'Balambalam Lake' sign also incorporates interpretive signage to give explanation of how the biosystem operates.
- Additional minor planting will occur in quarter four 2024/25 and introduction of native fish to occur in spring 2025.

Frankston Park Oval Reconstruction:

- The works at Frankston Park oval have progressed well from commencement after the football season in 2024 and will be available for use on 11 April 2025. The project involved the removal of the existing grass surface and base, and replacement with new sand base and Santa Ana couch turf. The surface was then over-sown with Rye grass. Hybrid turf was installed in heavy wear areas around the goal squares and centre circle. New drainage and irrigation were also included in the works.

Lloyd Park Skate Park, Langwarrin

- Construction of the second stage of the Lloyd Park Skate Park will commence on Monday 14 April 2025. The works are anticipated to be completed in September, of course, subject to suitable weather and other conditions.
- Works are the extension to the north of the existing skate facility and comprise construction of a number of additional elements to challenge and entertain the users, together with additional seating. Below is the final concept design and works site area to indicate the extent of works.

Frankston Arts Centre Forecourt Redevelopment

- This exciting project is also due to commence in April 2025 to renew and revitalise the entrance and forecourt of the Frankston Arts Centre providing a contemporary and appealing approach to the centre.

- Works include the reconfiguration and reconstruction of the forecourt area on Davey Street at Young Street. The drive through will be removed to provide a more appealing pedestrian area with additional seating, landscaping and a water feature. Parking will be reconfigured on Davey Street to provide accessible parking and the bus stop will be relocated a little way down Davey Street towards Baxter Street.
- Works are anticipated to take approximately six months to complete. The project will be challenging to minimise disruption to operations of the Arts Centre, patrons and the community, and every effort will be made to minimise the impact.

KEY MEETINGS AND ACTIVITIES

During this quarter (January to March 2025) the CEO attended meetings either face to face or virtually. The CEO performed the role of Master of Ceremonies at several significant events during this time. Participating in many internal meetings with staff from across Council is a priority for the CEO.

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

- Listed below is a snapshot of the meetings attended by the CEO during this period:
- Weekly meetings with the mayor covering topics such as Advocacy, Communications, Developers matters and Economic Development, Investment & Activation;
- Participation in the Kingston City Council working dinner and discussions event;
- Participation in the Frankston Suburban Revitalisation Board;
- Participation in the Affordable and Social Housing sub-committee meetings;
- Participation in the Housing Working Group;
- Participation in Corporate Induction program;
- Participation in the Frankston CBD Internal Committee (previously 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 LGPro CEO session;
- Participation in MAV CEO Connect session;
- Participation in the MAV Federal Election Mayoral Delegation – Check in and update;
- Participation in the Frankston Basketball & Gymnastics Stadium (Frankston Stadium) Redevelopment Project Advisory Group meeting;
- Participation in a number of meetings with fellow CEO's regarding South-East Melbourne Advanced Waste Processing (SEMAWP);
- Participation in the Integrated Water Management meetings;
- Participation in event with Committee for Frankston and Mornington Peninsula;
- Participation on-site with Carrum Bowling Club meeting;
- Participation in meeting with McClelland Gallery + Sculpture Park representatives;
- Participation in a panel for the International Women's Day event;
- Participation in the Frankston Cemetery Trust meeting (open to the public);
- Meeting with Governor of Victoria;

- Meeting with the Minister for Housing;
- Meeting with the Liberal Candidate for Dunkley;
- Meeting with the Member for Dunkley;
- Meeting with the Chair of Community Support Fund;
- Meeting with the Department of Transport representatives;
- Meeting with DEECA representatives;
- Meeting with Monash University – Peninsula Campus representatives;
- Meeting with a number of Councils regarding Animal Management matters;
- Meeting with various business owners in Station Street Mall;
- Attendance at the Council and Wellbeing Plan – Councillor Planning Workshop;
- Attendance at the Neighbourhood Policing Forum;
- Attendance at the MAV ‘Make Good Happen’ Federal Election Campaign;
- Attendance at an event hosted by Mr Paul Edbrooke MP, Member for Frankston and Councillors;
- Attendance at various Greater South East Melbourne Group (GSEM) meetings involving CEOs;
- Attendance at a GSEM Board meeting including Mayors and CEOs;
- Attendance at a GSEM Planning Directors meeting involving CEOs;
- Attendance at the GSEM Housing and Liveability Work Stream meeting;
- Attendance at meeting with Peninsula Leisure Chair and CEO;
- Attendance at meeting with ACEO from Mornington Peninsula Shire Council;
- Attendance at the Annual School Crossing Meeting;
- Attendance at the Federal Candidates Forum hosted by Committee for Frankston and Mornington Peninsula;
- Attendance at the Kickstart 2025 Program launch;
- Visits to Council’s 43 Davey Street office including working out of the building;
- Visit to the Kananook Commuter Car park with Minister for Infrastructure, Transport, Regional Development and Local Government along with the Federal Member for Dunkley;
- Visit to the Carrum Bowling Club;
- Visit to the Frankston Football Club and meeting with Board representatives;
- Visit to Frankston Stadium with Councillors;
- Presentation to the Victorian Local Government Grants Commission;
- Presentation with Deputy Mayor of the Frantastic Food Safety Excellence Award;
- Presentation at the Maternal Child Health Nurses and related staff team meeting;
- Presentation at the DEECA Executive Board meeting;
- MC role conducted at Australia Citizenship Ceremonies hosted by Council including Australia Day event with Citizen of the Year Awards presented;
- MC role at the official opening of Ballam Park Athletics Pavilion;
- MC role at the official opening of Baden Powell Kindergarten;
- MC role at the Connected Community Roundtable (event prior to the Federal Election).

ADVOCACY

In mid-January 2025, Council endorsed a range of priority initiatives requiring Council-led advocacy during the 2025 federal election. The projects include:

- Nepean Boulevard Precinct Revitalisation – seeking \$10 million or greater towards a package of signature projects;
- Bruce Park Pavilion Redevelopment – seeking \$3.33 million towards a new community recreation pavilion for AFL, cricket and tennis;
- Enhancing connected neighbourhoods – seeking contributions towards an \$11.7 million package of shared user paths for pedestrians and cyclists;
- Support for vulnerable community members – seeking a \$500,000 annual increase towards emergency relief providers like Community Support Frankston and \$1.05 million towards the Community Connectors pilot initiative.

Correspondence to known candidates detailing Council's key advocacy priorities and election signage requirements was distributed in early February, with candidate meetings occurring shortly after.

Council attended the following meetings and events with Members of Parliament, candidates and key stakeholders from January-March:

- 22 January 2025 – Walk through of Kananook Commuter Car Park with Jodie Belyea MP;
- 6 February 2025 – Meet and greet with Committee for Frankston and Mornington Peninsula;
- 7 February 2025 – Photo opportunity with Hon Sonya Kilkeny MP at Carrum Bowls Club;
- 7 February 2025 – Photo opportunity with Hon Sonya Kilkeny MP at Belvedere Tennis Club;
- 13 February 2025 – Launch of Community Connectors initiative with Paul Edbrooke MP, Metro Trains Melbourne and South East Community Links;
- 14 February 2025 – Committee for Frankston and Mornington Peninsula hosted Candidates Forum;
- 14 February 2025 – Meeting with the Hon Sonya Kilkeny MP, housing within Frankston City;
- 19 February 2025 – Meeting with Governor of Victoria;
- 20 February 2025 - Walk through of Kananook Commuter Car Park with Jodie Belyea MP and Hon Catherine King MP;
- 25 February 2025 – Official opening of Ballam Park Athletics Pavilion with Paul Edbrooke MP;
- 26 February 2025 – Official opening of Baden Powell Kindergarten with Paul Edbrooke MP;
- 27 February 2025 – Funding announcement (successful grant) at Ballam Park East Oval with Paul Edbrooke MP;
- 3 March 2025 – Meeting with Nathan Conroy, Liberal Candidate for Dunkley;
- 4 March 2025 – Meeting with Jodie Belyea MP, Member for Dunkley;
- 14 March 2025 – Launch event for Frankston City First advocacy campaign;
- 15 March 2025 – Funding announcement with Prime Minister Hon Anthony Albanese MP, Jodie Belyea MP and Paul Edbrooke MP;
- 25 March 2025 – Meeting with Committee for Frankston and Mornington Peninsula, Frankston Business Collective and Advance Frankston on Nepean Boulevard Precinct Revitalisation;
- 26 March 2025 – Meeting with Monash University Peninsula Campus.

Grant Tracking Report

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

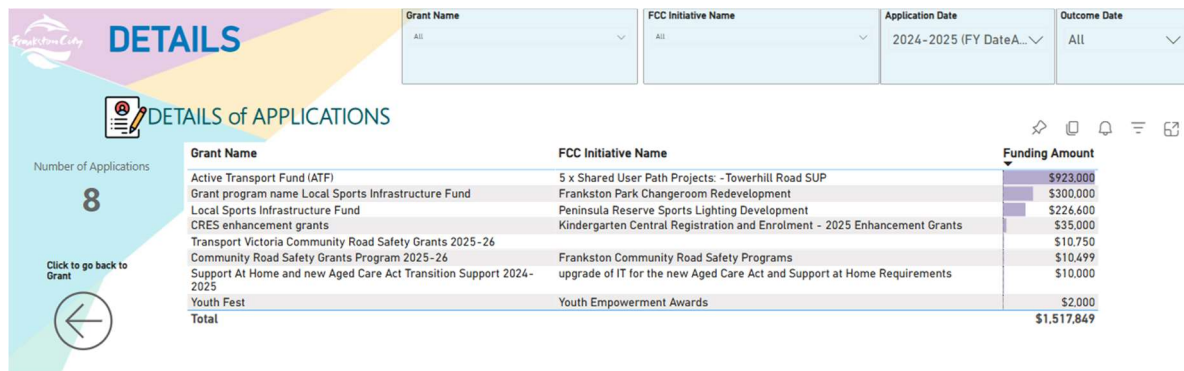
During January to March 2025:

- 8 grant applications seeking \$1.5 million were submitted seeking external funding;
 - 2 application outcomes are known and are successful, they include \$923,000 for the Towerhill Road shared user path (Federal Government) and \$10,000 for an upgrade of aged care IT (Federal Government).
- 4 grant application outcomes securing \$1.38 million were known, marking a 100% success rate.

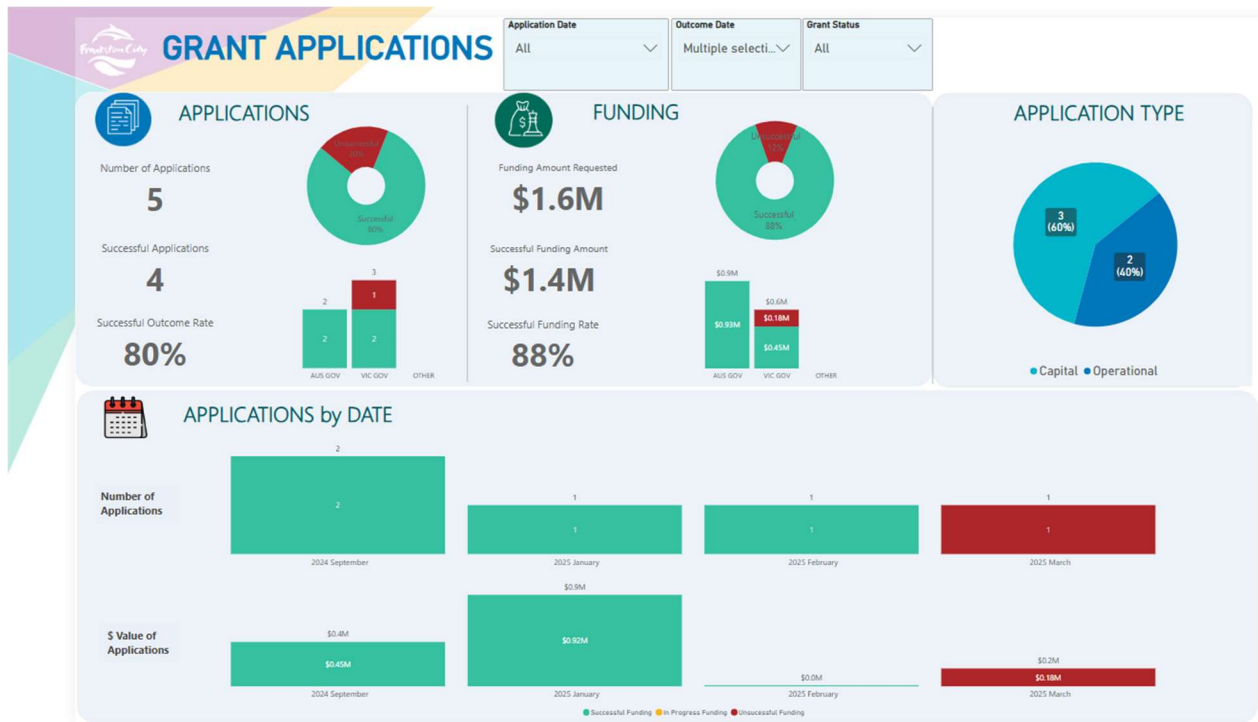
Full grant reporting details are provided below.

Applications made





Outcomes known



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

Greater South East Melbourne Group

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

The CEO is also a member of the:

- Southeast Airport regional Working Group (part of GSEM), the group will focus on achieving an airport in the Cardinia Council municipality. There were no meetings held during this period;
- GSEM Housing and Liveability work stream, the group meet twice during this period (only recently formed). The focus is on opportunities to increase housing in its regions and allow its residents better access to services and amenities.

Frankston Suburban Revitalisation Board

The FSRB meets quarterly and is co-chaired by the Frankston City Mayor and State Member for Frankston on rotation. The first meeting for 2025 was held on 27 March 2025.

The latest meeting concentrated on:

- Updates from Council's Young Street Action Plan, including outcomes of the newly launched Community Connectors initiative. Feedback from Board members was discussed on the outcomes of the action plan to date.
- Projects of interest identified in Council's Frankston City First 2025 federal election advocacy campaign.
- Updates on the Frankston Metropolitan Activity Centre Structure Plan.
- Updates on the Frankston Hospital redevelopment.
- Review of the draft FSRB Work Plan.
- General Board member updates.

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

Community Support Frankston (CSF) is still waiting on the outcome of the Federal Government Department of Social Services FWC Emergency Relief (ER) tender for the next 5 years of funding. CSF's board is in touch with the Federal MP and advocacy efforts are continuing. CSF is also working with Council's facilities team on building safety upgrades and improvements.

AUDIT AND RISK

Homelessness update

The Housing Advisory Committee met on 10 February 2025 to discuss matters relating to local housing needs in Frankston City. At this meeting, the Committee agreed its amended Terms of Reference and updated Work Plan for 2025, which will go to Council in April for endorsement as part of the Governance Matters Report. The Committee also heard an updated data report on housing and homelessness and recent activity pertaining to Frankston and Mornington Peninsula Zero.

Frankston & Mornington Peninsula Zero met on 11 March 2025, with the Executive Group confirming that the official launch of the expanded project will be delayed allowing time to address key service system requirements. The group reflected on the past 12 months and set priorities for 2025, including advocacy efforts for the upcoming Federal Government Election. While homelessness continues to rise, currently affecting 50 individuals (28 of whom are sleeping rough), Frankston City is nearing functional zero for individuals over the age of 55, marking significant progress in this area.

Audit and Risk Committee update

The Audit and Risk Committee met on 20 February 2025. The agenda included internal audit review of Developer and Open Space Contributions an update on the Quarter Two performance report and along with risk reports. The next meeting for the Audit and Risk Committee is scheduled for 8 May 2025.

Aged Care Reform

Council currently has a contract in place to deliver community care services to older people until 30 June 2025. Officers have applied for grant funding for the two-year extension period to 30 June 2027. The application has been received by the Commonwealth who have advised the new contract will be sent to Council around May 2025.

Council officers were successful in applying for a \$10,000 grant funding opportunity to upgrade the client management system to include new data reporting requirements as part of the reform. The required changes are not yet known, and officers will continue to attend webinars and workshops to ensure that the technology is upgraded within the required timeframe.

Draft legislation for the new Aged Care Act remains on track to commence 1 July 2025. The remaining sections of the act that were not released previously, are now being shared one at a time for the purpose of engagement with stakeholders. Council officers have provided a submission on the relevant sections for services being delivered.

One of the sections released is regarding cost recovery for the Australian Government. Moving forward all Support at Home service providers will need to pay for registration to be an approved provider, with proportionate costs for each service delivered, noting that costs will also apply to vary any services.

Council officers commenced the Community Engagement process for all Community Care services delivered under the Commonwealth Home Support Programme (CHSP) and the Homes and Community Care Program for Younger People (HACC-PYP). A range of engagement opportunities have been provided to clients, staff, community organisations, service providers and the broader community. Engagement closes on 6 April 2025 and a report will be provided in due course. The report will guide further discussions with Councillors to develop the future direction for Community Care services in Frankston City.

Update on Kindergarten Reform

The Baden Powell Kindergarten project in Frankston South was officially opened at an event in February 2025. The official opening was declared by the Member for Frankston, Paul Edbrooke MP, Mayor Kris Bolam JP and Council's Chief Executive Officer, Phil Cantillon. The new facility includes three new program rooms for three- and four-year-old kinder, a space for allied health services/family supports and a dedicated playgroup space including their own outdoor area.

The Langwarrin Child and Family Centre project and the Seaford Child and Family Centre projects are underway, construction will be carried out over the 2025 calendar year and both redevelopments are expected to be ready for kindergarten programs to commence in 2026.

The Kindergarten Infrastructure and Services Plan (KISP) for Frankston City is currently under review. The Department of Education have provided Council with their data to show expected population and demand projections up to 2036. The KISP estimates future demand for kindergarten places against existing supply at a local area level.

It is intended to be used as a tool to support Council, as well as not-for-profit and for-profit kindergarten providers operating in Frankston City, with service planning.

Council engaged a consultant to independently review the data that Council uses for planning to compare with Department of education data. In addition to this, Council was required to provide local context on the way that local communities use kindergarten services. At a meeting in February, local area considerations were discussed, and the Department committed to reviewing single-room kindergarten capacity and participation rates; adjusting the capacity multiplier to reflect the current provision of funded kindergarten places in long day care, monitoring these adjustments throughout the reform; and updating the population and capacity data dashboard to reflect Council feedback.

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

Emergency – Severe Weather Warning impacts within the Municipality

The first four days of February saw elevated temperatures averaging 37degrees for Frankston City. The accompanying Heat Health Warning with Severe heatwave conditions coincided with a high fire danger rating for much of the state. The Municipal Emergency Management Officer (MEMO), Municipal Emergency Response Coordinator - VicPol (MERC) and the Municipal Recovery Manager (MRM) who are rostered 24/7, met proactively in preparation.

Despite the increased risk, Frankston City was largely unaffected however a non-major emergency on the 4th of February saw a block of units occupied by NDIS clients in Seaford evacuated due to a deliberately lit fire. The MRM worked alongside VicPol, CFA, DFFH Housing, DFFH EM, Victorian Council of Churches – Emergencies Ministry and the Salvation Army to ensure the safety and wellbeing of all residents considering the high heat conditions, loss of power and in the case of one resident, loss of their home.

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

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