



Annual Report
{2013–2014}



Introduction

Frankston City is undergoing significant transformation to realise its potential in becoming the preferred destination in which to live, work, learn, visit and invest

This directly links to the three long-term community outcomes in Frankston City's Council Plan 2013-2017: Planned City for Future Growth, a Liveable City and a Sustainable City.

As an organisation, Council is also transforming through harnessing opportunities to become more effective, efficient and structurally aligned in delivering its vision, mission and strategy.

Cover image - Keast Park, Seaford



Our Vision

A sustainable regional capital on the Bay – vibrant, inclusive and a natural lifestyle choice.

Our Mission

Lead and govern a connected community and deliver services and infrastructure which promote the quality of life for our current and future generations.

Our Values

The core values that will help Council achieve the vision are:

- » Community
- » Respect
- » Excellence
- » Accountability
- » Team
- » Integrity
- » Sustainability

Where to get a copy

Hard copies of the Annual Report are available from Frankston City's Customer Service Centres and libraries, or telephone 1300 322 322.

Electronic copies are available on Council's website at:

frankston.vic.gov.au

(see Page 116 for details of Council's Customer Service Centres.)

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Overview of the year

Mayor and CEO's Message

It has been another successful year of growth for Frankston City Council and the Frankston City municipality

We are now half-way through the Council's four-year term and Frankston City has a clear direction.

Our Councillors and Council officers deserve much credit for the way they have identified key goals for the future and worked in a united way towards them.

A key goal for 2013-2014 has been placing our Council on a strong financial footing by reducing unnecessary overheads, tightening procedures around contracting, and improving efficiencies. This has involved significant work on the culture and structure of the organisation to create more accountability and a stronger customer service focus across the workforce. We also adopted a Long Term Financial Plan to enhance Council's financial sustainability while ensuring ongoing funding for services, asset renewal and new infrastructure projects.

We have delivered an operating surplus of \$2.93 million, as well as delivering capital improvements worth \$61 million so that our assets provide lasting benefits to our community. These lasting benefits are further enhanced through adoption of our new Asset Management Strategy.

Our strong financial position allows us to commit to major projects – in partnership with other tiers of government – without incurring unsustainable levels of debt.

In the coming financial year a number of major projects, resulting from Council's planning and advocacy, will be completed, clearly showing that Frankston City is open for business.

The Peninsula Aquatic Recreation Centre (PARC) will open ahead of schedule and on budget, while the Frankston Park Function Centre, South East Water headquarters and

the State Government's upgrade of Frankston Hospital are scheduled to be completed in 2015.

Council has also been working hard to make several other major projects 'shovel ready' once funding partnerships with State Government can be secured.

In 2013-2014, Council developed a detailed advocacy campaign ahead of the November state election, seeking commitments to: a new waste transfer station; business cases for a major redevelopment of the Frankston Transit Interchange and electrification of the train line to Baxter; a health and human services hub adjacent to Frankston Hospital; redevelopments of our regional basketball and netball centres; and completion of the Frankston foreshore, including the redevelopment of the Frankston Yacht Club.

Our Council is very pleased by developments in our City. They are aligned to our stated aim of creating more local jobs. In continuing this aim, a major focus of our advocacy campaign for the 2014 State election is to ensure employment opportunities are available for our residents.

Potential investors can be assured that Council has been working hard on amendments to the Frankston Planning Scheme to bring it in line with the aims of *Plan Melbourne*. This was initially expected to be completed in 2013-2014, but further work is required to ensure these amendments serve our residents and the future growth of our City.

A growing number of businesses relocated or established within Frankston City during the year, notably the Australian Dairy Group and the Bayport Group.



Frankston City Mayor, Cr Darrel Taylor, with CEO, Mr Dennis Hovenden

Just as importantly, we have helped local businesses grow through our innovative Small Business Grants Program, subsidised business development seminars and the popular business breakfast series.

Families were also well catered for with the development of the \$3.4 million Banyan Fields Child and Family Centre which will be home to a kindergarten, playgroups, parent support groups, early intervention programs, and maternal and child health services.

Council recognises the fantastic work our City's service clubs do each year, and this year we hosted a Service Clubs Liaison Meeting to help them strengthen networks and discuss potential joint projects that will benefit our residents.

In strongly supporting our communities, we officially opened a Gathering Place for local Indigenous people in Frankston Heights, strengthened our relationship with the Amayyih Muslim Association and progressed works on a new War Memorial in Beauty Park.

Our support for environmental initiatives included the Halve Our Waste program, to reduce the amount of rubbish that ends in landfill, and ongoing work between Council rangers and our Environmental Friends Groups to care for our City's natural reserves.

Our foreshore was once again listed as Victoria's most visited, a tribute to all the Council staff and residents who work together to make it a beautiful place to visit.

Council's events also attracted plenty of interest, with Frankston's Christmas Festival of Lights (45,000 people), Frankston Waterfront Festival (35,000) and Ventana Fiesta (7,000) strongly attended.

Our partnership with Sand Sculpting Australia again delivered a win for our City, with a record of over 131,000 people viewing the *Story Land* exhibition at the Frankston Waterfront.

The IRONMAN Asia-Pacific Championship was hosted at our foreshore for the third year, attracting 15,000 people to see the world's best endurance triathletes or family and friends battle it out for a spot in the famous Hawaiian event. We thank the State Government and USM Events for their partnership in hosting this event which puts Frankston City on the world stage.

There is no doubt Frankston is an emerging City. There are exciting new developments taking place and we remain determined to turn Frankston City's potential into reality.

The 2014-2015 financial year will deliver many challenges, but it will also deliver exciting results as we capitalise on hard work already done.

We would like to take this opportunity to acknowledge Councillors, staff and the local community for contributing to the delivery of the Council Plan and vision.

Cr Darrel Taylor
Mayor

Dennis Hovenden
CEO

Performance Snapshot

A summary of 2013-2014

Long term community outcome 1 - Planned City for Future Growth

Highlights

- Council procurement processes were revised to support a Buy Local campaign – resulting in over \$20 million of work won by local businesses
- Frankston City was promoted nationally and internationally as an investment destination – attracting over \$4.5 million of investment and generating 27 jobs within the first couple of months
- Pedestrian access in Frankston city centre was improved through streetscape upgrades in Park Lane and Gallery Lane
- Council adopted the Frankston City Housing Strategy to enable better planning for the estimated population growth over the next 20 years
- Frankston Visitor Information Centre was again declared the best provider of visitor information and services in Australia
- Over \$17.8 million of Federal and State Government grants were received for infrastructure projects – more than double previous years

Long term community outcome 2 - A Liveable City

Highlights

- Record crowds were attracted to our increasingly diverse calendar of festivals and events. When combined with our libraries and Frankston Arts Centre – over 946,600 people visited Frankston during the year
- An additional 17 CCTV cameras were installed in the Frankston city centre and waterfront
- The Carrum Downs community welcomed increased services with the opening of the \$3.4 million Banyan Fields Child and Family Centre
- Graffiti management was brought in-house to provide a more customer-focused service delivery model. During the year over 13,000 square metres of graffiti was removed
- The community volunteered in excess of 32,800 hours to support delivery of services through the libraries, Frankston Visitor Information Centre and active ageing (Meals on Wheels)

Long term community outcome 3 - A Sustainable City

Highlights

- Frankston City Council was the first among 79 Councils to adopt the 2014-2015 Budget
- The community eagerly observed significant construction projects nearing completion (Peninsula Aquatic Recreation Centre – PARC) and commence (South East Water headquarters). Other significant projects including Frankston Yacht Club and Frankston Park Function Centre progressed to a stage where construction will commence during 2014-2015
- Council delivered over 90 per cent of its scheduled capital works program – improving considerably on the 79 per cent delivered in 2012-2013
- Frankston City Council adopted the Asset Management Strategy to assist with the management of \$1.47 billion in assets





Advocacy

Successfully advocating on behalf of the community has contributed almost 20 per cent of Council's revenue, reducing the pressure on rates and allowing more projects to be completed

What have we achieved?

In 2013-2014 Frankston City Council continued a strong recent trend of successfully advocating for State and Federal funding for important projects on behalf of the Frankston City community.

The most widely known of these projects are the Peninsula Aquatic Recreation Centre (PARC) – a \$49.7 million project funded by all three tiers of government - and the new South East Water headquarters on Kananook Creek Boulevard, an investment of \$80 million.

Council's advocacy on these two major developments has already delivered for the community, with over \$15 million of contracts tendered to Frankston City businesses.

The upcoming Frankston Yacht Club and Waterfront precinct redevelopment has benefited from a \$1.25 million Federal Government grant. The contract has been signed for the new Frankston Park Function Centre, which is funded by all tiers of government along with the AFL and AFL (Victoria).

Council is also planning the next major steps in the revitalisation of the Frankston city centre, attracting a total of \$55,000 for a parking precinct study, built form guidelines and a structure plan.

While \$13.8 million of State Government funding for improvements to the Frankston Transit Interchange was welcomed, Council has asked that this funding be quarantined until \$3 million funding can be obtained for business cases on a major redevelopment at the site and electrification of the train line to Baxter.

The \$3 million funding is part of Council's major advocacy campaign developed for the State Election in November 2014, alongside funding contributions to a new waste transfer station, health and human services hub, completion of foreshore works at Victoria's most visited beach and improved regional netball and basketball facilities.

Council had significant success in attracting funding for recreational facilities in 2013-2014, with a combined \$660,000 received from State and Federal Governments for the Ballam Park Athletics Track in Karingal, Lloyd Park Pavilion in Langwarrin, and lighting upgrades at Riviera Reserve in Seaford and Eric Bell Reserve in Frankston North.

Council's advocacy once again delivered for local families, with the Banyan Fields Child and Family Centre in Carrum Downs, which received a grant of \$1.3 million from the Federal Government.

The Seaford Junior Library received a \$150,000 State Government grant, while Langwarrin Community Hub and Men's Shed received \$225,000 from the Federal Government.

Safety continued to be a major focus, with Council securing a \$112,500 Federal Government grant for new LED lighting towers at the city centre's Safe Taxi Rank and \$65,000 from the State Government to further expand the CCTV network.

Plans are well underway for a new War Memorial in Beauty Park with \$248,000 secured from project partners, including \$100,000 from the Federal Government.

Council also attracted the internationally renowned *Anywhere Theatre Festival* to Frankston, the event partnering with local businesses to provide innovative locations for performances.

Three businesses in the Carrum Downs-Seaford Industrial Precinct worked with Council's Economic Development team to secure Strategic Business Review Grants worth \$50,000 from the Federal Government to grow their businesses.

Our Sister City partnership with Wuxi in China continued to grow, with business delegations travelling to Frankston City to identify investment opportunities.

The story will be no different in 2014-2015 as Council continues to work with our partners in Frankston City, Melbourne, Canberra and overseas to bring new investment into the City, create more local jobs and improve community facilities in areas such as education, health and recreation.



Our Awards

Frankston City Council received recognition for numerous Council initiatives and programs in 2013-2014

2013 Victorian and Australian Tourism Awards

- The Frankston Visitor Information Centre was successful for the second consecutive year in the RACV Victorian Tourism Awards and the Qantas Australian Tourism Awards in the Visitor Information Services Category

2013 Keep Australia Beautiful, Australian Sustainable Cities and Clean Beaches Awards 2013

- Frankston City Council commended for its litter prevention and coastal rehabilitation

Government Communications Australia Awards

- Best Internal Communications and Engagement Award, Government Communications Award

Victorian Department of Education and Early Childhood Development Early Years Awards

- Mahogany Rise Family and Child Care Centre won the Better Access to Child and Family Support, Health Services, Schools and Early Education and Care Services category



Frankston Arts Centre's Gill Thompson, Cr Sandra Mayer and Author Illustrator Nicky Johnston

International Organisation of Mental Health Services

- The Frankston Arts Centre's production of "Go Away Mr Worrythoughts" won a Silver Achievement Award (Mental Health Promotion category)

Australasian Reporting Awards

- Frankston City Council's 2012-2013 Annual Report won Silver

Australia Day Awards

Frankston City's Citizen of the Year and Young Citizen of the Year Awards are presented annually to individuals who inspire others through their achievements.

In January 2014, Council for the first time also presented a Senior Citizen of the Year Award.



Pictured left to right Philip Holt, Dimity Lynch and Frank Mahr.

Citizen of the Year 2014

Philip Holt, 53: Frankston

A senior science teacher at Frankston's McClelland College, Philip joined the State Emergency Service (SES) more than 30 years ago after surviving a car accident in which people he knew were killed.

At the time Philip did not have the skills to help them. He resolved to learn the skills necessary to help others during an emergency.

Philip has since attended countless road vehicle accidents and was a member of the search and rescue team in the aftermath of the Black Saturday fire in Marysville for which he was awarded a National Emergency Medal.

At the time of receiving the award Philip held a volunteer management position at the SES, and he has since been promoted to Commander.

Young Citizen of the Year 2014

Dimity Lynch, 19: Frankston

Dimity plays an active role in her local community, displaying leadership beyond her years.

She is a member of her local scouting group and volunteers for the Oaktree Foundation and at City Life Café and is a Frankston SES Team Leader.

Dimity is also a peer mentor and encourages others to foster a 'sense of community'.

She is committed to inspiring young people to show empathy, compassion and understanding, having experienced hardship herself.

Senior Citizen of the Year 2014

Frank Mahr, 85: Seaford

Frank's incredible personal story began in Hungary during the Second World War when he was tortured and his mother and sister killed under the Nazi regime. Frank courageously worked as a double agent, informing British authorities on communist Russia from within the KGB.

Frank moved to Britain, where he was hailed a hero for his intelligence work.

In 1956, when the British learned he was still wanted by the Russians, Frank was evacuated to Australia, and moved to Seaford, working for the Government as a surveyor.

In his retirement, Frank dedicates his time to community service, including teaching gardening and chess at local schools, mentoring young people and managing two courses at University of the Third Age.

Investing in the Future of Frankston City

Financial Summary » Long-term financial sustainability is the key objective of Frankston City Council's 10 year Financial Plan

Refer to Annual Financial Report for more information.

2013–2014 Financial Highlights

- » **\$125.14 million** operating expenditure
- » **\$61.07 million** capital works program delivered
- » Rates and charges comprising **64.3 per cent** of the total operating budget
- » Operating surplus of **\$22.72 million**, up from \$2.94 million last year
- » Cash holdings increased by \$11.92 million to **\$44.30 million**

Financial Performance	2013-2014 \$'000	2012-2013 \$'000	2011-2012 \$'000	2010-2011 \$'000	2009-2010 \$'000	2008-2009 \$'000
Net Rate Revenue	95,067	88,548	81,438	74,902	69,081	63,489
Rates as a % of Revenue	64.3%	63.5%	63.3%	54.5%	61.4%	52.8%
Rates as a % of Expenditure	76%	74%	66%	65%	63%	66%
Operating Revenue	147,868	139,401	128,646	137,440	112,488	120,145
Operating Expenditure	125,144	119,615	124,226	115,034	109,636	95,503
Borrowing Costs	686	-	-	-	-	-
Capital Works Expenditure	61,067	34,947	33,879	30,245	32,169	25,229
Net Cash Generated by Operating Activities	44,301	32,382	37,503	20,879	21,216	29,211
Result for the Period	22,724	19,786	4,420*	22,406	3,008	24,476

Financial Position	2013-2014 \$'000	2012-2013 \$'000	2011-2012 \$'000	2010-2011 \$'000	2009-2010 \$'000	2008-2009 \$'000
Total Assets	1,286,861	1,199,948	1,177,713*	1,129,452*	1,142,477	1,022,064
Total Liabilities	62,864	29,568	31,170*	21,180	22,101	24,019
Total Equity	1,223,997	1,170,380	1,146,543*	1,108,272	1,120,376	998,048
Reserves	643,532	607,698	602,244*	566,491	593,237	476,473

*Figure re-stated

Capital Works Achieved

Council is committed to delivering safe and accessible major capital works projects that meet the community's needs while ensuring maintenance of existing assets

Actual expenditure on key capital works projects in 2013-2014 included:

- Peninsula Aquatic Recreation Centre (PARC) – \$33.3 million
- Regional Baseball and Softball Facility – Robyns Road, Frankston – \$369,000
- Road Resurfacing Program - renewal of road surfaces throughout the municipality – \$1.9 million
- City Wide Pathway and Cycle Way Plan Development – creation of new and upgrading of existing paths and shared use pathways – \$301,000
- Municipal Public Artworks Program – installation of appropriate arts pieces and the Dame Elisabeth Murdoch Statue at the Frankston Arts Centre – \$108,000
- Kananook Creek Boat Ramp Renewal – \$1.3 million
- Beach Street Reconstruction - road reconstruction at Beach Street from Fletcher Road to Queen Street – \$991,000
- Principal Pedestrian Network Demonstration Project – \$1.14 million
- Frankston Arts and Library Precinct – installation of heating and cooling system – \$399,000
- Energy and Water Efficiency Infrastructure – incorporated into Council's Infrastructure – \$494,000
- Skye Reserve Lighting upgrade - construction of new oval lighting – \$161,000
- Banyan Fields Child and Family Centre – \$2.8 million

At a glance:

Over \$61 million of capital works projects were undertaken in 2013-2014.

ASSET	
Facilities	\$42,456,589
Plant, Equipment, Furniture and Artwork	\$4,736,320
Bridges and Pedestrian Structures	\$763,123
Roads	\$8,249,086
Parks and Leisure	\$4,130,977
Stormwater Management	\$729,421
TOTAL	\$61,065,517



The Dame Elisabeth Murdoch Statue at the Frankston Arts Centre

Our Performance

Each year Frankston City Council participates in a Local Government Community Satisfaction Survey coordinated by Local Government Victoria

The Local Government Community Satisfaction Survey ranks Councils in key areas of performance and service delivery on a scale of zero to 100.

The 2014 survey shows that Frankston City Council's performance stood out in many areas compared to outer metropolitan and Victorian Council

averages, such as arts centres and libraries, although it was slightly lower statistically in other areas.

Frankston City Council exceeded the statewide average in eight categories and equalled the average in a further three categories.

Frankston City Council Performance measures	2012	2013	2014	2014 Statewide average	2014 Outer metro average
Arts Centres and Libraries	*	81	82	75	77
Customer service	72	70	71	73	72
Family Support Services	*	69	70	68	68
Recreational facilities	70	72	70	71	68
Waste management	64	66	70	73	72
Elderly support services	*	68	68	70	67
Sealed roads	*	*	67	55	61
Local streets and footpaths	61	62	65	58	59
Environmental sustainability	65	66	65	64	64
Informing the community	*	66	62	62	62
Enforcement of local laws	62	65	62	66	63
Traffic management	55	62	60	60	56
Community consultation & engagement	58	60	58	57	57
Decisions made in the community interest	*	*	57	57	58
Advocacy/Lobbying	53	57	56	56	56
Parking facilities	49	51	55	57	59
Overall performance	62	66	63	61	63
Overall Council direction	61	63	61	53	57

* Question not asked

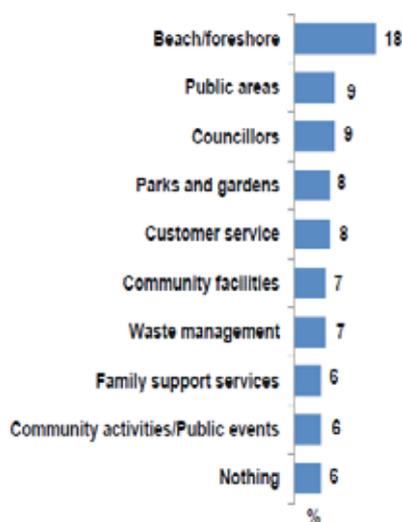


Stand up paddle boarding - Frankston Waterfront

The Community Satisfaction Survey also identified what Council does well and where it can improve. The top three areas that Frankston residents are most positive about are the City's beach and foreshore, public areas and Councillors.

The top areas where residents are seeking improvement are consultation, communication and waste management. Council has plans and activities underway to improve in each of these areas identified in the survey.

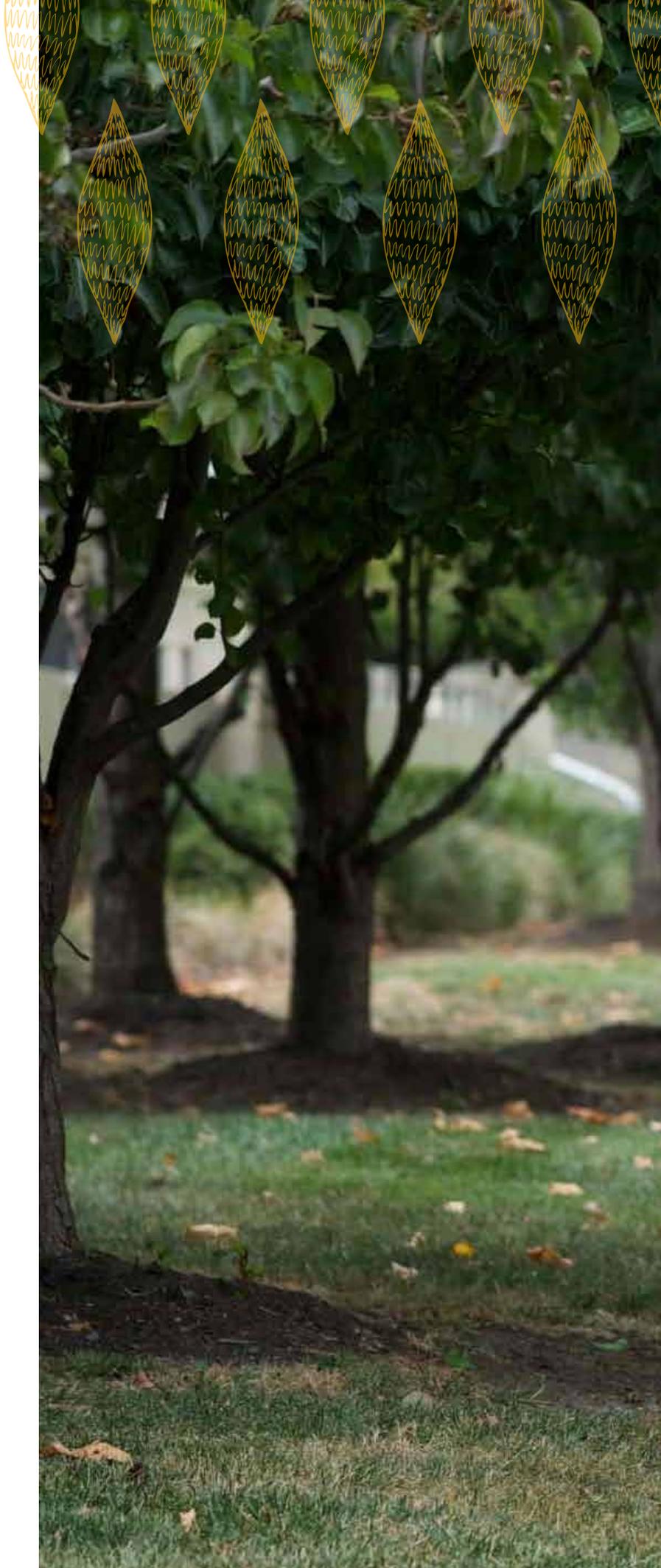
2014 - Best things about Council



2014 – Council needs to improve



Source: Community Satisfaction Survey coordinated by Local Government Victoria on behalf of participating Victorian Councils.



Our City



"We would like to acknowledge that we are situated on the traditional lands of the Boonerwung and Bunurong, in this special place now known by its European name, Frankston. We offer our respect to their elders and, through them, all Aboriginal and Torres Strait Islander people."



Boonerwung Mural - Playne Street Frankston

Welcome to Frankston City



About Our City

Frankston City is located on the eastern shores of Port Phillip Bay approximately 40 kilometres south of Melbourne

Frankston City is within metropolitan Melbourne and covers an area of about 131 square kilometres from Seaford Wetlands in the north, Frankston South in the south, and the Western Port Highway in the east.

The western boundary of the City is made up of about 10 kilometres of coastline along Port Phillip Bay.

Frankston City comprises the suburbs of Frankston, Frankston South, Frankston North, Seaford, Carrum Downs, Langwarrin, Karingal, Sandhurst and Skye.

Frankston City is strategically placed as the regional centre for the Mornington Peninsula and the nearby south-east growth corridor of Melbourne.

Currently, the City provides regional shopping, education, health, community service, financial, recreation, leisure and entertainment facilities for a population catchment far greater than its municipal boundaries.

Frankston's History

The place we now call Frankston was originally inhabited by the Boonerwung (or Bunurong) people, who were one of five clans that formed the Kulin Nation.

They occupied from Mentone Creek, down through the Mornington Peninsula, around Western Port, Phillip Island, and as far south east as Wilsons Promontory.

The origin of the name Frankston is unconfirmed; however there are a number of theories, including that the town was named after General Sir Thomas Harte Franks, a British army officer or after Francis (Frank) Liardet, a prominent early settler who owned and built the Ballam Park homestead, or possibly after Charles Franks, an early settler from Melbourne.

Frankston was established as a township in 1854, initially as a small fishing village, in the hope that Kananook Creek would provide a reliable source of fresh water.

The township was chosen because of its dry, flat ground with good access to the beach. The first official sale of land took place in May 1854, comprising 29 town lots, 41 suburban lots and nine country lots of up to 430 acres.

Frankston was fairly isolated from Melbourne in the early days, with only a dirt track which later became the Nepean Highway; otherwise people would come by boat.

The first school was established in 1855 at the Anglican Church, and the first Post Office was opened in 1857, the same year a pier was constructed.

First railway line

The 1871 census recorded only 32 people living in the township of Frankston. In 1882 the railway line from Melbourne to Mordialloc was extended to Frankston, bringing with it future growth for the area, including day trippers to the beach.

Between 1881 and 1891 the township expanded from 173 people in 29 houses to 794 people in 160 houses. By the turn of the century Frankston's commercial district was concentrated around the railway station. Young Street had emerged as the main shopping area; however there were also a number of traders along Melbourne Road (now Nepean Highway).

Tourism and the boom town

At the end of World War I Frankston was still a country town; however after the electrification of the train line in 1922 the town began to expand. Travel time from Melbourne reduced from 90 minutes to 62 minutes allowing Frankston to boom as a seaside resort.

Residential Frankston

During the 20th century Frankston was becoming more than just a tourist destination, it was a residential city, home to many influential residents such as the Murdoch family at Cruden Farm, the Liardet family at Ballam Park, former Australian Prime Minister Rt Hon Viscount Stanley Melbourne Bruce at Pinehill, and Sir Daryl and Lady Joan Lindsay at Mulberry Hill.

By October 1960 the Shire of Frankston was formed, and in 1966 Frankston was proclaimed as a City and the Civic Centre was opened at 30 Davey Street where it still stands today.

Frankston's population continued to expand with major shopping centres built, increasing housing estates, schools and infrastructure, including the opening of the Frankston Arts Centre in 1995.

Acknowledgement to Michael Jones' book 'Frankston: Resort to City' which was used to help compile the above information.

*Olivers Hill, Frankston
(Frankston Historic Image Library)*



The Population of Frankston from recorded Census

Year	Population
1871	32
1891	794
1901	523
1911	1,173
1927	1,500
1933	2,901
1947	6,449
1960	26,722
1981	81,700
2006	116,200
2011	126,458
2012 (est)	131,542
2013 (est)	133,560

Population

The 2011 Census data showed that Frankston City is in line with the Victorian average on many social indicators, and while there are pockets of disadvantage, there are also areas of relative affluence.

Of the estimated 133,560 people living in Frankston City as at 30 June 2013, 40 per cent of people are in the process of buying their own home (paying off a mortgage), while 26.3 per cent own their own homes and 26.6 per cent are renting.

There are 53,252 private dwellings within Frankston City, an increase of 4,306 since 2006, with the greatest increase in the number of people renting their homes.

Employment

Manufacturing (at 14 per cent of the labour force) was Frankston City's largest employment sector (2011 Census), followed by retail trade (12.3 per cent), health care and social assistance (11.9 per cent) and construction (11.6 per cent). Frankston City's representation in each of these sectors was slightly higher than that of the Greater Melbourne area.

Frankston City's unemployment rate was 7.3 per cent at December 2013.

Income

About 12 per cent (2011 Census) of Frankston City households earned between \$1500 and \$1999 a week, followed by 9.7 per cent of households earning between \$400 and \$599 a week.

Volunteering

According to the 2011 Census data 14,046 people in Frankston City volunteer their time regularly with an organisation or group, or do unpaid work such as looking after children, or provide unpaid assistance to a person with a disability.

Studying

21.7 per cent of Frankston City residents have a vocational qualification, 11.9 per cent have a Bachelor or higher degree and 8.5 per cent have an Advanced Diploma or Diploma.

Birthplace

Frankston City has a diverse population with 10 per cent of people coming from countries where English is not their first language. 21.8 per cent of Frankston City's population was born overseas, with the majority of people 7.9 per cent born in the United Kingdom, 2.3 per cent were born in New Zealand, and 1 per cent born in India.

For more information visit:

<http://profile.id.com.au/frankston/highlights>.

Indigenous Culture

Council is a founding member and supporter of the Inter Council Aboriginal Consultative Committee and has engaged in significant projects over the past decade or more to assist the wider community to understand and engage with Indigenous culture.



Ventana Fiesta - Photo by Steve Brown, Focus on Frankston Photography Competition

Our Community Statistics at a Glance

Area	131 km ²
Estimated population 2013	133,560
Percentage of males	48.9%
Percentage of females	51.1%
Residents aged 0-4 years	6.9%
Residents aged 5-11 years	8.5%
Residents aged 12-17 years	7.9%
Residents aged 18-24 years	9.3%
Residents aged 25-34 years	13.5%
Residents aged 35-49 years	22%
Residents aged 50-59 years	12.7%
Residents aged 60-69 years	9.7%
Residents aged 70-84 years	7.7%
Residents aged 85+ years	1.8%
Residents born overseas	21.8%
Residents from a non-English speaking background	10.2%
Residents who speak a non-English language	10.2%
Residents born in Australia	72.6%
Number of households	53,252



Our Council Our Organisation



About Council

Frankston City is represented by nine Councillors across three municipal electoral wards with three Councillors elected to represent each ward

Frankston City Council, through its nine Councillors and a staff of 1,024, provided a range of services and infrastructure to residents, and was responsible for the effective management of over \$1 billion of infrastructure assets across an area of 131 square kilometres.

Frankston City spent just over \$61 million delivering capital works in 2013-2014 on projects including road and drainage improvements and renewing Council's ageing assets.

Council provided over 100 high quality services and facilities across a range of areas, including customer services, health and

wellbeing, planning and building, parks and gardens, economic development, aged and disability services, family and youth, and community safety.

Frankston City Wards

Frankston City is divided into three electoral wards with three Councillors elected to represent each ward.

The Councillors are responsible for making decisions in regard to the whole City.

Councillors have strategic responsibility to provide services and facilities for the community, to improve and develop the municipality and govern the local area.



Front L to R - Cr Rebekah Spelman, Cr Sandra Mayer, Cr Suzette Tayler, Cr Colin Hampton.
Back L to R - Cr James Dooley, Cr Glenn Aitken, Mayor Cr Darrel Taylor, Cr Brian Cunial, Cr Michael O'Reilly.

Council and External Committees

Internal Committees

Internal Committees	Councillor Nominees
Audit and Risk Management Committee	Mayor Cr Taylor, Cr Spelman
Chief Executive Officer's Performance Review Committee	All Councillors
Community Grants Program Committee	Cr Spelman, Cr Mayer
Frankston Charitable Fund Committee of Management	Cr Aitken, Cr Mayer
Frankston Cemetery Trust Committee	Mayor Cr Taylor, Cr Spelman, Cr O'Reilly
Frankston Arts Centre Board of Management	Cr O'Reilly, Cr Mayer
Miscellaneous Grants Program Committee	Mayor Cr Taylor
Peninsula Aquatic Recreation Centre (PARC) Project Steering Committee	Cr Spelman, Cr Tayler, Cr O'Reilly
Frankston Environment Advisory Committee	Cr Dooley
Municipal Strategic Statement Committee	Mayor Cr Taylor, Cr Dooley, Cr Mayer
Centenary Park Golf Club Communications Committee	Cr Hampton
Frankston City News Committee	Cr Hampton, Cr Cunial, Cr Mayer
Historic Asset and Promotion Committee	Cr Aitken
Soccer Liaison Committee	Cr Hampton
Committee for Frankston	Cr Dooley, Cr Cunial
Local Area Planning Committees	All Councillors (within their respective wards)
Pride and Safety Committee for the CAA	Cr Tayler, Cr Aitken

External Committees

External Committees	Councillor Nominees
Metropolitan Waste Management Forum	Cr Hampton, Cr Cunial
Municipal Association of Victoria (MAV)	Mayor Cr Taylor
Association of Bayside Municipalities	Cr Spelman
Australian Local Government Association (ALGA)	Mayor Cr Taylor, Cr Spelman
Australian Local Government Women's Association	Mayor Cr Taylor, Cr Mayer
South East Metro – Group Forum	Mayor Cr Taylor
Frankston Tourism Inc.	Cr Tayler
Mornington Peninsula Regional Tourism Board – Leaders Forum	Cr Tayler, Cr O'Reilly
Peninsula Link Community Advisory Group	Cr Hampton
Youth Advisory Council	Cr Tayler, Cr Spelman, Cr O'Reilly
Victorian Local Governance Association (VLGA)	Cr Dooley

Our Councillors



North-East Ward

Langwarrin // Carrum Downs // Sandhurst // Skye



Cr Sandra Mayer

0400 236 107

crmayer@frankston.vic.gov.au

Elected to Council: 2012 and 2008

Cr Sandra Mayer is a composer and musician and has previously worked in the health care and hospitality industries. Sandra served as Deputy Mayor in 2011 and as Mayor in 2013.



Cr Colin Hampton

0400 236 109

crhampton@frankston.vic.gov.au

Elected to Council: 2012, 2008, 2005, 1993 and 1987

Cr Colin Hampton has lived in the Frankston region since 1969 and raised his family here. Colin owned and operated a small business for over 20 years and has since retired. Colin served as Mayor in 2009 and Deputy Mayor in 2013.



Cr Michael O'Reilly

0418 721 679

croreilly@frankston.vic.gov.au

Elected to Council: 2012

Cr Michael O'Reilly lives in Seaford and is passionate about supporting youth programs, ensuring ratepayers receive value for money and playing a role in the long-term vision for Frankston City.



North-West Ward

Seaford // Karingal // Frankston North // Frankston



Cr Glenn Aitken

9786 3247

PO Box 490, Frankston 3199

Elected to Council: 2012,
2008, 2005 and 2003

Cr Glenn Aitken was born in Frankston and is a fourth generation Seaford local. Glenn advocates on behalf of the community on a range of issues, including the importance of good architectural and planning outcomes, the socially disadvantaged and promoting education as essential. Glenn served as Mayor in 2007.



Cr James Dooley

0428 246 861

crdooley@frankston.vic.gov.au

Elected to Council: 2012

Cr James Dooley is committed to Frankston City's prosperity and maximising opportunities for Frankston city centre, as one of nine MACs identified for growth by the State Government. His priority areas include roads, appropriate residential development and sound financial management.



**Cr Rebekah Spelman
- Deputy Mayor**

0427 714 370

crspelman@frankston.vic.gov.au

Elected to Council: 2012

Cr Rebekah Spelman is keen to achieve the best outcomes for the community and act in the people's best interests. Rebekah's focus is securing a waste transfer station, ensuring safe roads and bike paths, introducing more CCTV cameras, and increasing tourism and business within the municipality.

Our Councillors



South Ward

Langwarrin South // Frankston city centre // Frankston South // Frankston



Cr Brian Cunial

0400 236 977

crcunial@frankston.vic.gov.au

Elected to Council: 2012 and 2008

Cr Brian Cunial was born in Frankston and has lived in the area all his life. As a Leading Senior Constable with Victoria Police Brian is stationed at Frankston Police Station and has over 25 years' policing experience. Brian's Council priorities include safety and sustainability. He served as Deputy Mayor in 2009 and Mayor in 2012.



**Cr Darrel Taylor
- Mayor**

0428 137 268

crtaylor@frankston.vic.gov.au

Elected to Council: 2012

Cr Darrel Taylor's goal is to ensure programs are correctly implemented to make Frankston the most liveable city in Victoria. Darrel's budget focus is to eliminate waste and increase efficiency. He believes one of the biggest challenges for Council is financial management and sustainability to renew Council's assets.



Cr Suzette Tayler

0428 448 081

crtayler@frankston.vic.gov.au

Elected to Council: 2012, 2005 and 2003

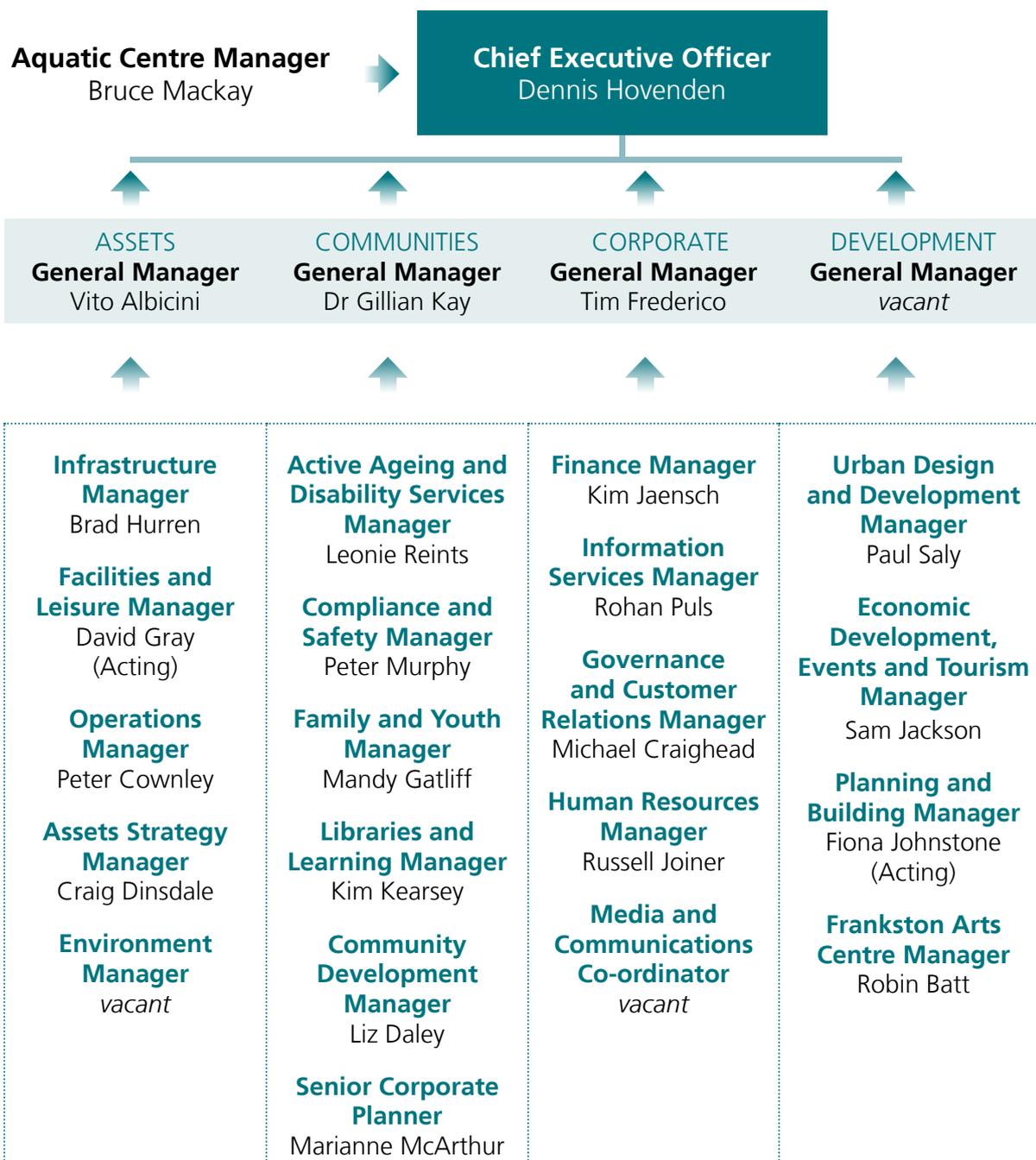
Cr Suzette Tayler has lived in Frankston for more than 50 years, and works in Frankston as a Senior Property Manager striving to bring positive change for residents, with a particular focus on tourism and business development.

Organisation Structure

OUR COMMUNITY

MAYOR AND COUNCILLORS Elected representatives

Mayor Cr Darrel Taylor, Deputy Mayor Cr Rebekah Spelman, Cr Glenn Aitken, Cr Brian Cunial, Cr James Dooley, Cr Michael O'Reilly, Cr Colin Hampton, Cr Suzette Tayler, Cr Sandra Mayer



Executive Management Team



Chief Executive Officer
Dennis Hovenden

Bachelor Political Science, Bachelor Legal Studies, Public Sector Management

Dennis Hovenden began as Chief Executive Officer (CEO) at Frankston City Council on 29 October 2012. Prior to this, he was CEO at Swan Hill Rural City Council for over five years. Dennis has more than 30 years' experience in local government in rural and metropolitan Councils in several States.

Dennis represents the Local Government Professional Sector as the President of LGPro, the Local Government Professionals Board and is one of two Victorian Directors to the National Local Government Managers Australia Board.

Areas of responsibility:

- Establishing and maintaining an appropriate organisation structure
- Ensuring the decisions of Council are implemented without undue delay
- Management of Council's operations under the Council Plan
- Providing a code of conduct for Council staff
- Providing timely advice to Councillors
- Carrying out Council's responsibilities with respect to relevant legislation
- Planning and Building*



General Manager Communities
Dr Gillian Kay

Master of Business Administration, Doctor Business Administration

Gillian Kay joined Council in July 2007 as General Manager Communities.

Gillian was General Manager Organisational Development and Governance at Kingston City Council prior to joining Frankston City.

She has served in executive roles with the Tasmanian and Northern Territory Public Services in asset management, human resource management and corporate development.

Gillian serves on a number of boards including Frankston Volunteer Resource Centre, Frankston Charitable Fund and Skillinvest.

Areas of responsibility:

- Active Ageing and Disability Services
- Compliance and Safety
- Family and Youth
- Libraries and Learning
- Community Development
- Frankston Arts Centre*
- Corporate Planning



General Manager Assets Vito Albicini

Bachelor Engineering (Civil), Graduate Diploma Local Government Management, Graduate Diploma of Business, Master of Business Administration

Vito Albicini joined Frankston City Council in May 2012 as General Manager Assets.

Prior to joining Frankston City he held the position of Director Infrastructure Services at Yarra City Council.

Vito has also served in executive and senior management positions for Baw Baw Shire Council, Knox City Council and Whitehorse City Council in Infrastructure Management, Asset Management and Capital Works.

Areas of responsibility:

- Infrastructure
- Environment
- Asset Management
- Operations
- Facilities and Leisure
- Urban Design and Development



General Manager Corporate Tim Frederico

Tim Frederico commenced with Frankston City Council in December 2012 as General Manager Corporate.

Tim came to Frankston from Baw Baw Shire Council where he held the positions of Director of Compliance and Corporate Services and Director Community Assets.

Prior to this Tim has held various senior corporate and asset management positions in local government, not-for-profit and private sectors.

Tim is a property valuer by profession and a visiting lecturer in the post graduate stream of the Faculty of Architecture, Building and Planning at the University of Melbourne, with a focus of Corporate Real Estate and Asset Management.

Areas of responsibility:

- Human Resources
- Finance
- Information Services
- Governance and Customer Relations
- Economic Development, Events and Tourism*
- Media and Communications

* With the departure of the General Manager Development in April 2014, an interim management structure was put in place and departments in the Development Division were spread across the other divisions prior to the implementation of the organisation review on 1 July 2014.

Our Assets Division

General Manager - Vito Albicini

Infrastructure

Manager – Brad Hurren

Who we are

We are a team of engineers, technical officers and support staff engaged in the planning, construction, maintenance and renewal or disposal of physical infrastructure assets – roads, drains, facilities – which are needed to support the delivery of a wide range of services to the community.

Facilities and Leisure

Manager – David Gray (*Acting*)

Who we are

We are a multi-disciplinary team that manages the strategic direction, facility development and on-ground maintenance for parks, reserves, recreational and community facilities (including playgrounds, aquatic facilities and Centenary Park Golf Course).

Environment

Manager – *vacant*

(*Libby Anthony departed April 2014*)

Who we are

We provide environmental advice, operational services and programs to Council to improve its environmental performance and assist the community to reduce their environmental footprint.

We also work with the community to protect and enhance the “community forest” and the remaining indigenous flora and fauna of the municipality.

We work with other departments to increase awareness of environmental considerations and sustainable practices.

Operations

Manager – *Peter Cownley*

Who we are

We provide civil infrastructure maintenance (including road, drainage and street sweeping), maintenance of Frankston city centre and neighbourhood shopping centres, emergency management, fleet and waste management services to ensure a well maintained, clean and attractive city.

Our Communities Division

General Manager - Dr Gillian Kay

Active Ageing and Disability Services

Manager – Leonie Reints

Who we are

We manage the aged and disability services within the municipality by providing a range of integrated, high quality and responsive home and community based services to older people, people with disabilities and their carers in order to maintain their dignity and independence within the community.

Compliance and Safety

Manager – Peter Murphy

Who we are

We provide a range of services to improve the safety and amenity of Frankston City including fire safety management, school crossing supervision, CCTV monitoring, graffiti and litter management.

Council seeks voluntary compliance with legislative requirements by the community. Where this is not achieved, enforcement is applied to ensure all residents are afforded a community that respects the need for a safe and enjoyable environment in which to live, work and visit.

Corporate Planning

Senior Corporate Planner – Marianne McArthur (*Acting*)

Who we are

We coordinate and support a range of organisational planning and reporting processes, including Council Plan development and review, business planning, performance reporting, and compliance with the local government planning and reporting framework.

Family and Youth

Manager – Mandy Gatliff

Who we are

We develop and provide a range of quality services to support and enhance the health and wellbeing of families, children and young people throughout Frankston City.

We support Council and the community to advocate to other levels of Government for additional resources to support families and children.

Libraries and Learning

Manager – Kim Kearsy

Who we are

We provide flexible access to library resources (physical and digital books, films and music, computers and WiFi), enhance opportunities for literacy and learning and increase community development opportunities to promote a vibrant local culture and sense of belonging.

Community Development

Manager – Liz Daley

Who we are

We research and implement policy to address a range of health, social and wellbeing initiatives.

Building community capacity, inclusion and resilience is our focus, including supporting the Frankston Charitable Fund and implementing Local Area Community Plans.

Our Corporate Division

General Manager - Tim Frederico

Finance

Manager – Kim Jaensch

Who we are

We deliver financial services, provide strategic advice and leadership in regard to the long-term financial sustainability of Council. We enable Council to comply with statutory requirements, undertake essential business processes and support the organisation with financial assistance.

Media and Communications

Coordinator – *vacant*
(*Emma Smith departed May 2014*)

Who we are

We communicate key messages to internal and external stakeholders about Council policy decisions, activities, services and events.

We use a range of media and communications tools and techniques to enhance the reputation of Frankston City as the place in which to live, learn, work, visit and invest.

Information Services

Manager – Rohan Puls

Who we are

We deliver appropriate and cost effective technology, information and services that support Frankston City Council and its employees in delivering services to the community.

Governance and Customer Relations

Manager – Michael Craighead

Who we are

Governance provides support to Council meetings and the Audit and Risk Management Committee, manages citizenship ceremonies, Frankston Cemetery, and Council's extensive land holdings. In addition, it also manages Council's insurances, liability claims, and our risk management framework and strategy. The Customer Relations team is the first point of call for the majority of Council telephone and counter enquiries at three service centres.

Human Resources

Manager – Russell Joiner

Who we are

We provide support to the organisation through three key areas of: Human Resources, Occupational Health and Safety and Payroll Services. Through learning and development programs we support employees to provide the services to our community.

Our Development Division

General Manager – *vacant*
(Jane Homewood departed April 2014)

Urban Design and Development Manager – Paul Saly

Who we are

We plan, design and deliver existing and future public spaces and provide project, construction and contract management services.

We deliver significant facilities and infrastructure projects, such as the Peninsula Aquatic Recreation Centre (PARC) and Banyan Fields Child and Family Centre.

Economic Development, Events and Tourism Manager – Sam Jackson

Who we are

We provide a wide range of services to support our local business community, increase local employment and expand training opportunities.

We actively work to strengthen Frankston's position as the start of the Mornington Peninsula tourism experience through the scheduling of a diverse calendar of events and the operation of the Frankston Visitor Information Centre.

Planning and Building Manager – Fiona Johnstone (*Acting*; *Matthew Cripps departed November 2013*)

Who we are

We are strategic planners working with the community and State Government planning services to set the land use vision for the municipality and the policy framework to realise the vision.

Statutory planners focus on timely assessment of development, land use and subdivision proposals and the Building Team focuses on the quality of the constructions of buildings throughout the municipality. We also have an education and enforcement role ensuring land use and development is compliant with relevant legislation.

Frankston Arts Centre Manager – Robin Batt

Who we are

We are one of the largest metropolitan and regional arts venues in Australia.

Our world class theatre attracts icons of Australian performance including Melbourne Symphony, Bell Shakespeare, OzOpera and the Australian Ballet.

We also attract international artists and performers, and host a range of events including corporate seminars and community expos, gala dinner dances and awards ceremonies.

Our creative arts space, Cube 37, attracts new media artists and houses a wet studio, workshop rooms, digital media suite and exhibition galleries.

Our People

The year has been a time of an increased emphasis on improving efficiency, effectiveness, accountability, performance and achievement

Highlights

- **Organisational restructure following an organisational review**
- **Consolidation of pay runs and other improvements following a payroll review**
- **Significant reduction in lost time days with most injured employees returning to work in under 10 days, due to early intervention and better management**
- **Review of policies and procedures to provide greater empowerment and accountability for managers and employees**

Enterprise Agreement

Council's Enterprise Agreement, No. 7 2013, came into operation on 11 November 2013 and remains in effect until 31 March 2016.

Council has established a joint management/union/employee Consultative Committee, with its first quarterly meeting planned for July 2014.

Two employee representatives have been elected and the Terms of Reference were developed and agreed by all parties.

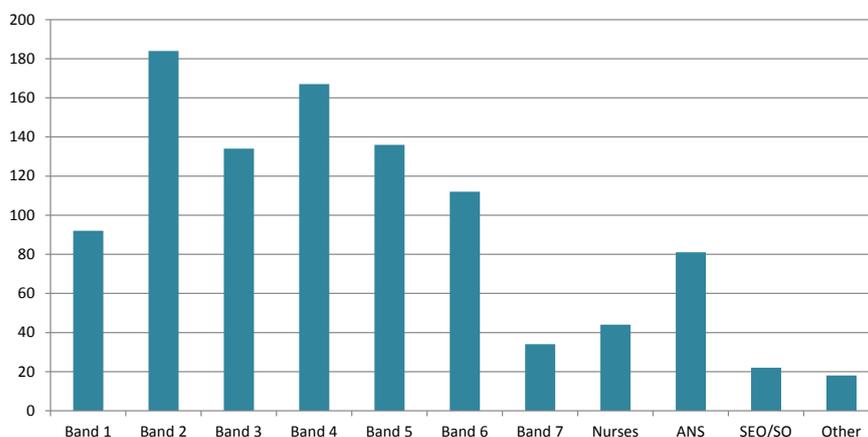
Workforce Profile

As at 30 June 2014, Frankston City Council employed 1,024 employees, comprising full-time, part-time and casual employees.

The number of equivalent full-time positions was 674.

The turnover of employees was 14.76 per cent. Each year, Council carefully reviews and considers feedback from departing employees through exit interviews or questionnaires to identify any issues which need to be addressed, including health and safety and workplace issues.

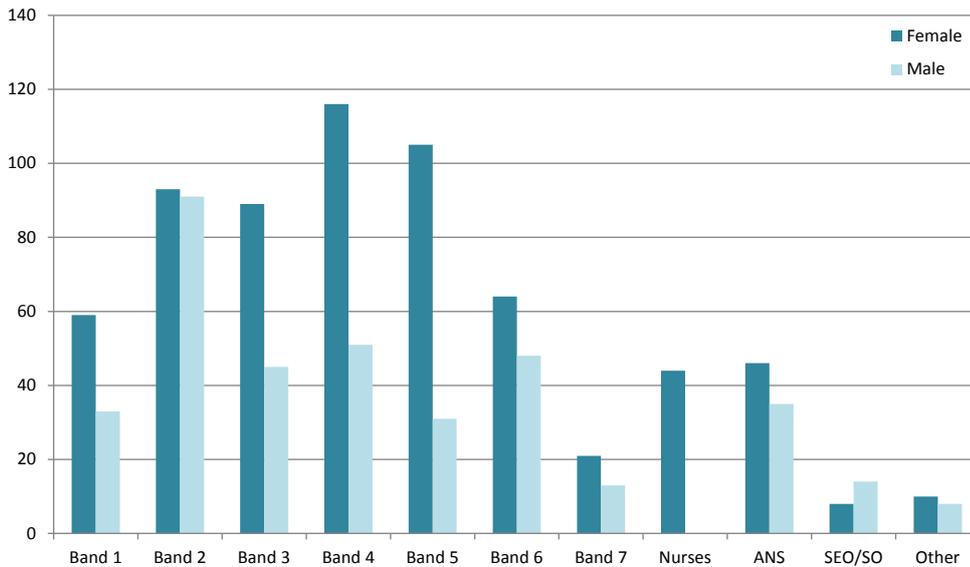
Employee Classification



Almost one quarter of the workforce was aged 56 years or over, and females comprised 63 per cent of the total workforce.

Council actively monitors the age of its workforce and supports and assists employees to achieve a work/life balance.

Employee Classification by Gender



Occupational Health and Safety

Significant improvements were made in occupational health and safety during the year.

Strategies and systems

An Executive Safety Committee was established to focus on strategic workplace safety and employee wellbeing issues. It is chaired by the CEO, with representation from executive and middle managers, and Health and Safety Representatives.

This Committee is supported by four workplace Occupational Health and Safety Committees and 35 elected Health and Safety Representatives.

Council's Occupational Health and Safety Team launched a three-year Occupational Health, Safety and Wellbeing Strategy to strengthen Council's safety leadership and develop a culture of zero harm, with the theme: *Safety starts with me – arrive safe, work safe and leave safe.*

The Council's online Risk, Health and Safety Management System – *i-Safe* – was redesigned to ensure a more robust system, leading to much faster notifications of incidents and risks, and resulting in earlier commencement of investigations and corrective treatments.

Injury management

Council's frequency of injuries resulting in lost time was 10.84 reported injuries per million hours worked for 2013–2014. This is below the industry average of 13 per cent. However, it is higher than the 8 per cent recorded in the previous year.

There were 16 lost time injuries in 2013–2014.

There was a significant reduction in the amount of lost time days due to Council's Early Intervention Program, which utilised physiotherapy for the management of 95 per cent of recorded injuries.

As a result of our Early Intervention Program, there was an average of 16.4 lost time days for each lost time injury recorded, with the majority of injured employees returning to work in less than 10 days.

This resulted in a large reduction in the number of WorkCover claims submitted, and Council is anticipating a significant reduction in its WorkCover Insurance premium in 2014–2015.

Health and Wellbeing

Council continued to promote and provide employees with interactive health and wellbeing programs on mental health awareness, fitness and diet. These included: R U OK Day, employee-initiated lunch time fitness groups, membership with the Peninsula Aquatic Recreation Centre (PARC), annual influenza vaccinations and an Employee Assistance Program.

Operations employees were offered a tailored program – *'Unlock a Healthier You'* – to promote working smarter and to encourage and empower them to take ownership of their own health and wellbeing.

Division/Department	Male No	Female No
CEO's Office		
CEO's Office and Hospitality	2	6
Regional Aquatic Centre*	6	2
Corporate Division		
Corporate GM Office	1	1
Finance	10	14
Governance and Customer Relations	5	28
Human Resources	4	9
Information Services	10	21
Media and Communications	3	5
Communities Division		
Communities GM Office	0	4
Active Ageing and Disability Services	21	151
Community Development	4	13
Compliance and Safety	57	77
Family and Youth	10	110
Libraries and Learning	10	53
Assets Division		
Assets GM Office	1	2
Assets Strategy	9	1
Environment	1	9
Facilities and Leisure	24	29
Infrastructure	15	7
Operations	117	23
Development Division		
Development GM Office	0	2
Economic Development, Events and Tourism	6	16
Frankston Arts Centre	41	40
Planning and Building	9	25
Urban Design and Development	3	7
Total	369	655

* Includes employees undertaking roles relating to the establishment of the Peninsula Aquatic Recreation Centre (PARC)



Organisation Review

An organisation review of Council resulted in a significant organisational restructure, announced in June to take effect from 1 July 2014

Under the announced restructure, the number of Directorates (Divisions) will reduce from four to three and three new departments will be created - Commercial Services, Community Relations, and Arts and Culture.

The Environment function is integrated into the Planning and Environment and Sustainable Assets Departments. Changes will also be made to the Governance and Customer Relations Department.

Other changes and realignment of functions to achieve greater efficiency and effectiveness, and to enhance our ability to deliver quality, cost effective services to our community were announced.

The review also made recommendations on leadership capability, organisational strategic direction, greater empowerment and accountability for managers and other employees, improvements to business procedures and systems, an increased investment in the development of employees, and increased resourcing in the Human Resources Department to better manage such areas as organisational and leadership development.

A Restructure Implementation Group, chaired by the Chief Executive Officer and comprising two managers from each new Directorate, has been established to manage the implementation of these recommendations from 1 July 2014.

Payroll review

A review of payroll was conducted in March 2013. The review identified system, procedural and compliance issues, some of which had created unnecessary costs for Council.

A Payroll Process Improvement Officer was recruited to address these issues.

Work done includes consolidation of pay runs, and a full audit of incorrect payments and leave accruals. A risk-based approach was taken to ensure that Council was meeting all its statutory and industrial obligations.

This work was overseen by the Risk and Audit Committee, Council and the Executive Management Team.

Staff establishment management

A major activity in 2013-2014 was verification of Council's staff establishment and the subsequent alignment of these with finance and budget details.

This work will underpin the translation to the new organisational structure in 2014-2015.

The establishment details will also enable work to commence on workforce analysis and workforce planning to ensure that Council has the skills and resources to meet current and future community expectations and service delivery requirements.

Equal employment opportunity

Council aims to provide a workplace free from all forms of discrimination, harassment, victimisation and bullying. Council upholds the principles of EEO in all its activities and seeks to protect and promote the human rights of all of its employees in accordance with its obligations under the *Charter of Human Rights and Responsibilities Act 2006*.

Our Staff Code of Conduct and Workplace Behaviour Guidelines have been adopted in line with Council's obligations. We provide regular training in the principles of EEO both at Induction for new employees and in refresher training sessions. Council attracts and retains a diverse and talented workforce through merit-based selection and promotion, and provides equality of opportunity for all employees – permanent, temporary and casual.

Human Resources policies and procedures

A review of Council's human resources management policies and procedures commenced during the year to ensure they were contemporary and accurately reflected the provisions of the Enterprise Agreement. The review includes the revision of Council's Staff Code of Conduct to reflect changes in and requirements of the *Local Government Act 1989*, in particular on conflicts of interest, and changes to the *Fair Work Act 2009* and other relevant legislation. A Policy and Procedure Manual will be developed to provide clarity on the nature and extent of policy decisions and the approval procedure to ensure accountability and appropriate delegation of decision-making and reporting. This work addresses one of the main recommendations of the organisation review, which identified the need to provide greater empowerment and accountability for managers and other employees.

Employee Assistance Program (EAP)

On 1 January a provider commenced as the Council's new EAP provider, following a review and expression of interest process. They have opened an office in Frankston, providing services, including trauma and crisis counselling and support to employees, sometimes in very difficult circumstances. Feedback from staff is that their access to EAP services has improved significantly.





Our Community



Consulting Our Community

Engaging with our community
is a Council priority

Community consultation helps Council understand local needs, make informed decisions for the future and foster support for Council projects.

In 2013–2014 Council's community engagement focused on significant projects including:

- Draft Frankston Activities Area Structure Plan
- Draft Frankston City Community Plan
- Draft Jubilee Park Master Plan
- Draft Health and Wellbeing Plan
- Draft Frankston City Housing Strategy
- Frankston Beach Renourishment
- Frankston Park Function Centre design
- Frankston Planning Scheme Amendment C91 (Sweetwater Creek surrounds)
- Frankston Planning Scheme Amendment C95 (New Residential Zones)
- Downs Estate Master Plan
- Municipal Strategic Statement (Planning Strategy)
- Community Satisfaction Survey
- Communication Survey
- Environment Strategy
- Local Area Planning community meetings in Seaford, Langwarrin, Carrum Downs, Frankston North and Karingal

Consultation took place with residents and local community groups about a range of issues in the following forums and media:

- Large public meetings
- Personal small group meetings
- Drop-in sessions
- Online
- Telephone surveys
- Survey in Council's newsletter

Meet the Mayor and CEO

Soon after his appointment to Frankston City the CEO, Mr Dennis Hovenden, introduced a monthly *Meet the Mayor and CEO* session which has proven to be very popular.

This is an open invitation to community groups and locals to raise issues or discuss ideas directly with the Mayor and CEO.

Cr Sandra Mayer joined these meetings during her Mayoral term and they were equally embraced by Cr Darrel Taylor following his appointment as Mayor.

The Deputy Mayor, Cr Rebekah Spelman, also attended these meetings which has been appreciated by the members of the community who have attended.

Frankston Charitable Fund

The Frankston Charitable Fund is a sub-fund of the Lord Mayor's Charitable Foundation and was established in 2009

The Fund's capital is invested and professionally managed by the Lord Mayor's Charitable Foundation. Income generated is then available for distribution to eligible Frankston charities through a grants program.

The Frankston Charitable Fund grant categories aim to meet local community needs, improve community connectivity and build community capacity.

Grant categories include:

- Aged and Disability
- Families and Young People
- Education, Employment and Learning
- Health and Wellbeing

In October 2013 four local charities received a total of \$17,500 in grants from the Fund:

- 1. Operation Larder Incorporated – \$3,000**
To purchase food for emergency food parcels and stock for mother/baby support program
- 2. Pregnancy Assistance Frankston Incorporated – \$1,500**
For office and service improvements including purchasing filing cabinets for secure record keeping
- 3. Victorian Immigrant and Refugee Women's Coalition – \$10,000**
To start a pilot program for migrant women aimed at building networks and leadership capacity and addressing issues and concerns

4. Youth Support and Advocacy Service (YSAS) Pty Ltd – \$3,000

To start a program creating employment opportunities through volunteering, work experience, training and education for disengaged youth

The Frankston Charitable Fund also benefited from other organised fundraising activities including:

Spring Ball

Total raised \$12,000

Sponsors, politicians, business owners, Councillors from around Melbourne and the people of Frankston City supported this event hosted by Channel Nine's Alexis Daish, on 12 October 2013 at the Frankston Arts Centre

IRONMAN Volunteers

Total raised \$6,500

The IRONMAN Asia-Pacific Championship Melbourne supports the Frankston Charitable Fund by making a donation to the Fund for every event volunteer recruited by Frankston City Council.

Grants

Community Grants allocated in 2013-2014

Recipient	\$	Grant Type
Australian Welsh Male Choir	500	Arts and Events Grant
Baluk Arts (Aboriginal Corporation for Frankston and Mornington Peninsula Indigenous Artists)	2,535	Arts and Events Grant
City of Frankston Bowling Club Inc.	500	Arts and Events Grant
For Kids By Kids	500	Arts and Events Grant
Frankston City Band Inc.	600	Arts and Events Grant
Frankston Toy Library - trading as Teddy Bear's Picnic	1,500	Arts and Events Grant
GLBTIQ Community Advisory Group (auspiced by WHISE)	750	Arts and Events Grant
Greek Orthodox Community of Frankston and Peninsula Inc.	1,500	Arts and Events Grant
Karingal Neighbourhood House	250	Arts and Events Grant
Peninsula Youth Music Society	1,000	Arts and Events Grant
The Boite	250	Arts and Events Grant
U3A Frankston Inc.	1,000	Arts and Events Grant
2013 Variety Childrens' Christmas Party	200	Miscellaneous Grant
Alec Potts	300	Miscellaneous Grant
Angela Swan	210	Miscellaneous Grant
Angelina Labra	100	Miscellaneous Grant
Bailey Marshall	200	Miscellaneous Grant
Belinda Henrikson - Weekend to End Women's Cancer	210	Miscellaneous Grant
Bianca Larizza	210	Miscellaneous Grant
Caroline Carter	200	Miscellaneous Grant
Chelsie Summers	100	Miscellaneous Grant
City Life Christmas Lunch	500	Miscellaneous Grant
City Life Good Friday Event	500	Miscellaneous Grant
Conor Myles	300	Miscellaneous Grant
Corey Mattsson	200	Miscellaneous Grant
David Rawlings, Alcoholics Anonymous	400	Miscellaneous Grant
Declan Hood	1,000	Miscellaneous Grant
Dianne Tame, Panorama Theatre Group	240	Miscellaneous Grant
Dominici Noonan O'Keefe	400	Miscellaneous Grant
Elly Rogers	100	Miscellaneous Grant
Flynn Hedley	400	Miscellaneous Grant

Recipient	\$	Grant Type
Frankston Wranglers Charity Club Inc.	420	Miscellaneous Grant
Gerard Filipe	400	Miscellaneous Grant
Griefline	200	Miscellaneous Grant
Janet Bardwell, Frankston Relay for Life 2014	220	Miscellaneous Grant
Jarred Woodger	400	Miscellaneous Grant
Jaymee Goodman	100	Miscellaneous Grant
Jessica Burrows	100	Miscellaneous Grant
John Perelini (JP) Sauni	100	Miscellaneous Grant
Judy Walsh - National Trust Mornington Peninsula Branch	160	Miscellaneous Grant
Julie Capper - In My Heart Serendib Foundation	147	Miscellaneous Grant
Katherine Jane - Relay for Life, Cancer Council	145	Miscellaneous Grant
Kintara Philips - Frankston Australian Breastfeeding Association	400	Miscellaneous Grant
Laura Corfield	400	Miscellaneous Grant
Leonie Marshall - Mornington Peninsula Family History and Leisure	400	Miscellaneous Grant
Lilli Hedley	400	Miscellaneous Grant
Lillie O'Brien	100	Miscellaneous Grant
Lorenalynne (Kay) Bannon	100	Miscellaneous Grant
Louise Inger	200	Miscellaneous Grant
Lucinda Chandier	200	Miscellaneous Grant
Matt Clark	300	Miscellaneous Grant
Mitchell Burrows	100	Miscellaneous Grant
Naomi Jewell - Frankston SES	500	Miscellaneous Grant
Naomi Jewell - Frankston SES	400	Miscellaneous Grant
Nola Collins	300	Miscellaneous Grant
Pieter deJong - Peninsula Strikers	500	Miscellaneous Grant
Rachel Inger	200	Miscellaneous Grant
Rebecca Loomans	200	Miscellaneous Grant
Rhianna Caffrey	200	Miscellaneous Grant
Rose Clancy-Dillon	100	Miscellaneous Grant
Rotary Club of Preston - Circus Quirkus	275	Miscellaneous Grant
Sandy Rayan - Rotary Club of Seaford Carrum Downs	289	Miscellaneous Grant
Sarah and Craig Dowell - Sunshine Day Care Centre	400	Miscellaneous Grant
Shantelle Rizzo	200	Miscellaneous Grant
Tahj Johnson	200	Miscellaneous Grant
Tanya Canavan - Frankston Peninsula Multiple Birth Association	70	Miscellaneous Grant
The Lions Club of Melbourne Markets - World Festival of Magic	275	Miscellaneous Grant
Zoe Kenna	100	Miscellaneous Grant

Recipient	\$	Grant Type
1st Ballam Park Scout Group Frankston District	750	Operational and Minor Equipment Grant
1st Seaford Scout Group	500	Operational and Minor Equipment Grant
Action Sweetwater Creek Inc.	1,000	Operational and Minor Equipment Grant
Animalia Wildlife Shelter	1,000	Operational and Minor Equipment Grant
Artwell	1,000	Operational and Minor Equipment Grant
Aware (Wildlife Group)	750	Operational and Minor Equipment Grant
Baden Powell Bushland Reserve (auspiced by Baden Powell Park Scout Group)	700	Operational and Minor Equipment Grant
Biala Peninsula Early Intervention Centre	1,000	Operational and Minor Equipment Grant
Boccia Victoria	1,000	Operational and Minor Equipment Grant
Bruce Park Netball Club	750	Operational and Minor Equipment Grant
Carrum Downs Senior Citizens Club Inc.	500	Operational and Minor Equipment Grant
Chinese Senior Citizens Club of Frankston and Peninsula	500	Operational and Minor Equipment Grant
Community of Christ - Frankston Congregation	500	Operational and Minor Equipment Grant
Dragon's Abreast Peninsula Dragonflys Inc.	1,000	Operational and Minor Equipment Grant
East Frankston Over 55's Club	500	Operational and Minor Equipment Grant
Fishcare Mornington Peninsula and Westernport Inc.	400	Operational and Minor Equipment Grant
Frankston and District Stamp Club Inc.	250	Operational and Minor Equipment Grant
Frankston Cancer Bag Inc.	800	Operational and Minor Equipment Grant
Frankston Chess Club	500	Operational and Minor Equipment Grant
Frankston Churches Community Breakfast	2,500	Operational and Minor Equipment Grant
Frankston Cook Island Christian Church	1,000	Operational and Minor Equipment Grant
Frankston East Tennis Club	150	Operational and Minor Equipment Grant
Frankston Fabulous Fifties Swimming Club	500	Operational and Minor Equipment Grant

Recipient	\$	Grant Type
Frankston Filipino Seniors Support Group	500	Operational and Minor Equipment Grant
Frankston Historical Society	1,000	Operational and Minor Equipment Grant
Frankston Ladies Choir Inc.	500	Operational and Minor Equipment Grant
Frankston North Senior Citizens Club	250	Operational and Minor Equipment Grant
Frankston Peninsula Cricket Club	500	Operational and Minor Equipment Grant
Frankston Senior Citizens Club	500	Operational and Minor Equipment Grant
Greek Elderly Women's Club of Frankston and Peninsula	500	Operational and Minor Equipment Grant
Greek Senior Citizens Club of Frankston	500	Operational and Minor Equipment Grant
Groundswell Community Garden	750	Operational and Minor Equipment Grant
Italian Senior Citizens Club of Frankston	500	Operational and Minor Equipment Grant
Joy of the Earth Community Garden	750	Operational and Minor Equipment Grant
Kananook Creek Association	780	Operational and Minor Equipment Grant
Karingal Netball Club	750	Operational and Minor Equipment Grant
Langwarrin Netball Club	1,000	Operational and Minor Equipment Grant
Langwarrin Township Committee Inc.	550	Operational and Minor Equipment Grant
Lifeworks Relationship Counselling and Education Services	1,250	Operational and Minor Equipment Grant
Mental Illness Fellowship of Vic.	500	Operational and Minor Equipment Grant
Mornington Peninsula Family History Society Inc.	600	Operational and Minor Equipment Grant
Mornington Peninsula Orchid Society	500	Operational and Minor Equipment Grant
Nasir Community Development Agency (NCDA)	1,500	Operational and Minor Equipment Grant
National Seniors Australia - Frankston Branch	500	Operational and Minor Equipment Grant
New Horizons Women's Group	250	Operational and Minor Equipment Grant
Open Door - St Francis Xavier Inc.	2,500	Operational and Minor Equipment Grant

Recipient	\$	Grant Type
Operation Larder Inc.	2,500	Operational and Minor Equipment Grant
Peninsula Arts Society Inc.	1,000	Operational and Minor Equipment Grant
Peninsula Folk Club	400	Operational and Minor Equipment Grant
Peninsula Home Hospice	1,250	Operational and Minor Equipment Grant
Peninsula Pedallers Inc.	550	Operational and Minor Equipment Grant
Peninsula Woodturners Guild	300	Operational and Minor Equipment Grant
People's Playhouse Inc.	500	Operational and Minor Equipment Grant
Pines Community Men's Shed	600	Operational and Minor Equipment Grant
Pines Seaford Fishing Club	200	Operational and Minor Equipment Grant
Polish Senior Citizens Club of Frankston	500	Operational and Minor Equipment Grant
Raduga Russian Senior Citizens Club of Frankston and Peninsula Inc.	500	Operational and Minor Equipment Grant
Seaford Community Committee	550	Operational and Minor Equipment Grant
Seaford Community Group Inc.	500	Operational and Minor Equipment Grant
Seaford Junior Library Inc.	15,000	Operational and Minor Equipment Grant
Seaford Life Saving Club	1,460	Operational and Minor Equipment Grant
Seaford Senior Citizens Club Inc.	400	Operational and Minor Equipment Grant
Sharehouse Community Group Inc.	500	Operational and Minor Equipment Grant
Skye Fire Brigade	1,500	Operational and Minor Equipment Grant
South American Senior Citizens Club of Frankston and Peninsula	500	Operational and Minor Equipment Grant
South Sea Roller Derby	500	Operational and Minor Equipment Grant
Southern Sounds Chorus	500	Operational and Minor Equipment Grant
Vision Impaired People's Aid Foundation	590	Operational and Minor Equipment Grant
Carrum Downs Toy Libray	3,000	Standing Grant
Frankston Life Saving Club	13,394	Standing Grant

Recipient	\$	Grant Type
Frankston Toy Library	28,700	Standing Grant
McClelland Sculpture Park + Gallery	50,000	Standing Grant
Peninsula Legal Centre	38,798	Standing Grant
Seaford Life Saving Club	2,000	Standing Grant
SES - Building Insurance Premium	841	Standing Grant
SES - Contribution to Operations	41,900	Standing Grant
SES - Vehicle Maintenance	4,828	Standing Grant
Volunteer Resource Centre Contribution	50,000	Standing Grant
Carrum Downs Tennis Club Inc.	1,000	Start Up Funding Grant
Dads in Families Foundation	750	Start Up Funding Grant
Nauru Community Association	750	Start Up Funding Grant
New Hope Foundation	1,500	Start Up Funding Grant
St Lukes Anglican Church	500	Start Up Funding Grant
Victorian AIDS Council / Gay Men's Health Centre	1,000	Start Up Funding Grant
TOTAL OF COMMUNITY GRANTS	329,597	

Neighbourhood Houses Grant Allocations	\$	Grant type
Belvedere Community Centre	17,600	Standing Grant
Karingal Neighbourhood House	32,451	Standing Grant
Langwarrin Community Centre	21,000	Standing Grant
Lyrebird Community Centre	44,876	Standing Grant
Mahogany Neighbourhood Centre	44,000	Standing Grant
Orwil Street Community Centre	20,000	Standing Grant
TOTAL	179,927	

Discretionary funds

In addition to the Community Grant Program, Council also allocates \$135,000 (\$15,000 per Councillor) for dispersal to community groups and individuals upon receipt of an application.

These funds are administered within stringent requirements, including the need for the applicant to supply appropriate documentation and receipts if requested. Allocation of these funds can only be made following a request by an individual Councillor being put to the Council for decision.

Funds cannot be allocated without a Council resolution.

Small Business Grants Program (\$66,00)

The 2013-2014 Small Business Grants Program saw five grants issued, one in each category

of the program, including new categories - Emerging Exporter and Green Business (an Australian first for local government).

Recipients were Humdinger (Start-Up), Better Separations (Relocation), Spicy Web (Home-Based Graduation), Hodei Pty Ltd (Green Business), and Marketing4Restaurants (Emerging Exporter).

In all, 42% of the funding was allocated to grant recipients in 2013-2014, with the funds being used for a range of business growth endeavours including web development, fit-out, signage, specialist equipment, capital works and attendance at trade shows.

The remainder of the funding will be expended in 2014-2015.

Our Volunteers

About 11 per cent of Frankston City residents reported doing voluntary work in the latest Australian Bureau of Statistics Census (2011)

Frankston City has about 630 charities, community groups and sporting clubs that rely on volunteers.

A number of Council's programs are also possible thanks to volunteer workers.

Environmental

Council supports 14 active Environmental Friends Groups and two wildlife rescue groups comprising 8,344 volunteers who help protect and enhance local natural reserves. Activities include weed removal, revegetation, Schools Tree Day, litter clean up, community and school education sessions and hosting an environment stall at the Frankston Waterfront Festival.

Frankston's Indigenous Nursery is also run with the help of volunteers who propagate indigenous and drought tolerant plants for the community.

Local residents also volunteer to help the environment by joining in annual events such as National Tree Planting Day, Clean Up Australia Day and Earth Hour.

During 2013 a new volunteer group was established and this has dramatically improved the overall look of Frankston's George Pentland Botanic Gardens.

Active Ageing and Disability Services

More than 150 Meals on Wheels volunteers helped prepare, cook, package and deliver approximately 52,000 meals to local residents, generously donating 23,856 hours of their time.

Active Ageing and Disability Services also has five volunteers assisting with the Planned Activity Group Program which helps local seniors get out and about.

Five volunteers advise Council as part of the Positive Ageing Reference Group and a group of seven volunteers assist with running the Senior's Festival in October.

Disability Access

Members of the Frankston Disability Access and Inclusion Committee (DAIC) are local residents who volunteer their time to advise Council on how to better meet the needs of people with disabilities.

The DAIC celebrated its 25th anniversary in 2013 and continued to contribute to the design of major Council projects such as the Peninsula Aquatic Recreation Centre (PARC), the Frankston Yacht Club and the *Municipal Health and Wellbeing Plan 2013-2017*.

Libraries

Frankston City Libraries average more than 93 volunteers per month assisting with maintaining library stocks on shelves, providing the Home Library Service to people who are housebound, preparing children's storytime sessions and school holiday programs, running Homework Clubs and various other support tasks.

Frankston Visitor Information Centre

A team of 30 volunteers, nine of whom have been with the Centre since it opened in 2007, has given more than 4500 hours of their time in the past year. Centre volunteers meet and greet visitors, assist in finding what's on and what to do in our region, and sell merchandise. The volunteers have also played an integral role in the centre winning the Victorian and Australian Tourism Awards - Visitor Information and Services Category in 2012 and 2013.



Volunteers at the Frankston Visitor Information Centre

Frankston Volunteer Resource Centre

Located within Frankston Library, the Frankston Volunteer Resource Centre (FVRC) is a centralised resource for all volunteering opportunities.

The FVRC offers a face-to-face and online referral service matching volunteers' skills and interests to over 250 not-for-profit organisations, charities and other community groups.

This dedicated team of volunteers provide over 260 volunteer hours per week at the Ebdale Community Hub in Frankston, the FVRC referral desk at Frankston Library and offsite locations, assisting with managing the centre and matching volunteers.

Melbourne IRONMAN

Approximately 260 community members volunteered to assist with the IRONMAN Asia-Pacific Championship held in Frankston City in March 2014.

The volunteers assisted with athlete transition, provision of drinks, directing athletes, catching bikes in transition and much more to help make this event a success.

Frankston South Community and Recreation Centre

A core group of 17 volunteers help to keep this Council-run centre running by organising recreation activities, leading community programs and helping in the office.

This Centre is also home to the Mornington Peninsula Family Historical Society – one of the City's many volunteer-run incorporated associations.

Youth Services

Approximately 45 mentors volunteer to support local learner drivers obtain their probationary licence through a program run by Council's Youth Services. Administered locally by Council on behalf of VicRoads, the 'L2P' program is supported with funding from the Transport Accident Commission (TAC).

Volunteers logged 1,784 hours of supervised driving and 31 learners have obtained their probationary driver's licence with help from the Frankston City L2P program.

Frankston Youth Council volunteers also advise Council on a range of issues and services relating to local young people.

Events and Exhibitions

Frankston City hosts a calendar of major events and exhibitions which help enhance the local lifestyle along with the health and wellbeing of residents

Council supports many community events throughout the year including poetry, music and storytimes at the Library, Welcoming Babies ceremonies, school holiday activities, and environment workshops.

Frankston Arts Centre and Cube37 offer a range of community and school productions and performances by touring national and international artists – as diverse as Bell Shakespeare to the Melbourne International Comedy Festival Roadshow.

There is a wide range of programs, seminars and workshops tailored specifically for our business community.

A new weekly Thursday Wells Street Farmer's Market was introduced in September 2013 for a six week trial to attract people into Frankston's city centre. This initiative proved so successful it was made a permanent market that has continued every Thursday since and continues to grow in popularity.

Some of the key events held in Frankston City during 2013–2014 included:

July

ExUrban Screens Digital Art Exhibition

August

Baluk Arts Exhibition

September

Mayor's Family Picnic

I Love Frankston Fun Run

October

Senior's Festival

Pets' Day Out

November

BMX State Titles

Senior's Picnic

Frankston's Christmas Festival of Lights

December

Lyrebird Community Christmas Festival and Carols

Sand Sculpting Australia Exhibition
– Storyland (until 27 April 2014)

Frankston City Pets' Day Out



Sand Sculpting Australia - Storyland





Frankston Waterfront Festival - Photo by Friedel Peters, Focus on Frankston Photography Competition

January

Blessing of the Waters – Greek Festival of the Epiphany

Frankston Waterfront Festival

Formula 18 Catamaran Australian Sailing Titles

February

Teddy Bear’s Picnic

Beach Soccer Tournament

March

Ventana Fiesta

IRONMAN Asia-Pacific Championship

April

Good Friday March and Concert

Sand Sculpting Australia Sandsational Easter Egg Hunt

May

Father Bob Maguire Volunteer Week

Community Food Week

Frankston Community Solar Program

June

McAlier Irish Dancing Championships

Senior's Rights Concert

IRONMAN Asia-Pacific Championship



Ventana Fiesta





Our Performance



Our Planning Framework

The *Local Government Act 1989* requires a Council Plan to be prepared every four years, after Local Government elections are held

During the reporting year, Frankston City Council operated under the Frankston City Council Plan 2013-2017, which is aligned with the Community Plan and Vision 2013-2017.

The Council Plan forms the basis of guiding Council's efforts and informing its resource allocation. It is reviewed annually and adjusted where necessary.

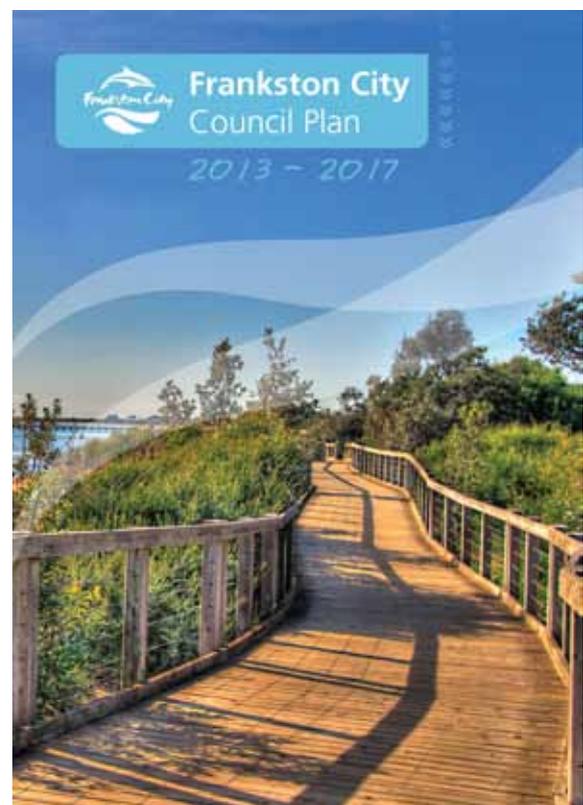
The Council Plan is aligned with the Community Plan which articulates the community's shared vision and aspirations for their City. These documents were developed through a detailed community consultation process, which also led to completion of seven Local Area Community Plans in Seaford, Karingal, Frankston Central and Frankston Heights, Frankston South, Langwarrin, Frankston North, and Carrum Downs, Skye, Sandhurst.

The Council Plan identifies three key long-term community outcomes and a set of priority actions to achieve the outcomes over a four-year term:

- **Outcome 1 : Planned City for Future Growth**
- **Outcome 2: A Liveable City**
- **Outcome 3: A Sustainable City**

Delivery of the Council Plan is underpinned by:

- The annual Budget, which identifies a set of Key Strategic Activities to be achieved in 2013-2014
- Policies, strategies and plans
- Departmental business plans



The Annual Report informs the public of Council's financial and operational performance.

This report is a statutory requirement and is a key means of demonstrating accountability and transparency to stakeholders, including residents, ratepayers and other levels of government.

Reporting against the Council Plan

This section contains a detailed account of our performance in the first year of the Council Plan 2013-2017

The Council Plan 2013-2017 is built around three long-term community outcomes to be achieved in Frankston City:

1. Planned City for Future Growth
2. A Liveable City
3. A Sustainable City

Each outcome has an associated set of:

- Strategies, which describe Council's role in delivering the outcome
- Strategic indicators, which assist in measuring success
- Priority Actions, which describe high level activities Council will focus on over four years to deliver the Council Plan 2013-2017

The following pages highlight our performance against each outcome detailing:

- Key achievements
- Challenges
- A snapshot of progress against the Priority Actions
- Performance against the Strategic Indicators
- Our plans for the future

Summary of our performance 2013-2014:

Council Plan Strategic Indicator Status 72.7% completed on track

	16	Achieved / on track
	2	Recoverable
	4	Significantly behind
Total	22	

Council Plan Key Actions Status 92.7% completed on track

	38	Achieved / on track
	3	Recoverable
	0	Significantly behind
Total	41	

Highlights

89% of residents agree Frankston City has great potential

Hits on visitfrankston.com increased by **55%**

1,505 unique visitors to investfrankston.com.au

\$20 million in work won by local businesses through the Buy Local Program since launch in 2013

\$50,000 in Strategic Business Review Grants secured by local businesses with support from Council's business engagement program

1,412 people attended Business Growth Workshops

30 people secured jobs or mentoring through the Local Jobs Local People project

The local careers expo attracted **1,836** attendees

923 new dwellings in Frankston City

931 planning applications received, with **823** decisions made

72% of planning decisions made within the statutory deadline of 60 days



Photo by Kimberleigh Loughnan,
Focus on Frankston Photography Competition

Long-term Community Outcome 1:

Planned City for Future Growth

About this outcome

By 2050 Melbourne's population is predicted to grow to eight million.

Much of this growth will be accommodated in existing suburbs, designated Metropolitan Activity Centres (MACs) and areas identified for commercial and housing growth.

Frankston City is one of nine designated MACs in metropolitan Melbourne, identified as a place that can perform a 'capital city' role for the Mornington Peninsula and south-east bayside municipalities.

Frankston City's plans for future growth are to increase housing, jobs and services in designated areas, while protecting and enhancing our diverse range of natural assets, including wetlands, coastline and natural reserves.

Council continues to monitor and review its Municipal Strategic Statement and policies to provide a clear framework for a long-term vision for growth and development that ensures the City is well designed and appropriately managed to become a sustainable, inclusive and vibrant municipality.

Strategies: how we are getting there

- 1.1** Work with other tiers of Government, industry and business to create more jobs and job skills in Frankston City
- 1.2** Enhance transport connectivity
- 1.3** Review the Municipal Strategic Statement, also known as the Local Planning Scheme, to accommodate future population growth

Long-term Community Outcome 1:

Key achievements

Frankston City: the place in which to live, work, learn, visit, and invest

This year Council focused solidly on promoting Frankston City as a place in which to live, work, learn, visit, and invest through rolling out an investment attraction campaign, developing a positioning statement and draft tourism brand, and programming a highly successful and well-attended events calendar.

A Destination Management Plan to strengthen Frankston City as a tourism and conference destination is nearing completion.

New procurement process supports Buy Local Program

A new requirement was introduced into Council's procurement process to stimulate the local economy. Contracts and tenders over \$100,000 must now include a Frankston Industry Participation Plan (FIPP), which assesses tender and procurement applications on the quantity of local products and services. A five per cent weighting is allocated to the FIPP in the overall assessment process.

The initiative is part of Council's Buy Local Program, which aims to capture public and private expenditure within the municipality to encourage business growth and create employment opportunities. Businesses can access subsidised tender writing courses to help them compete for Council and public tenders.

Growing local business

Council supports local business growth and development through a number of programs and activities, including the Small Business Grants Program, subsidised business development seminars and the popular business breakfast series.

Council's business engagement program assisted local businesses in securing \$50,000 in Strategic Business Review Grants this year. Attracting businesses to Frankston City is another key element of Council's Economic Development Strategy. Two notable organisations that set up new headquarters in the Carrum Downs-Seafood Industrial Estate this year were Australian Dairy Group and the Bayport Group.

Encouraging a culture of educational achievement

Frankston City has a higher proportion of early school leavers than Greater Melbourne. Council launched an Education Award Program this year to raise aspirations and build skills at a local level.

The awards recognise students who have improved, as well as the parents, teachers and carers who have supported them.

Advocating for upgrades to the transit interchange precinct

A safe, efficient and attractive transit interchange precinct is an urgent priority for the City, as it would bring a much-needed lift to Frankston's public transport gateway and city centre. The State Government is managing the project and exhibited a concept plan for public comment in May 2014.

Council aims to ensure that any investment brings real change and is advocating for a redevelopment comprising a mix of offices, apartments, retail outlets and public services. Council is also lobbying for government funding to take the lead in developing a business case for the precinct.

Lobbying for improved public transport

Frankston City is a growing municipality and its residents require additional and expanded means of public transportation.

This year Council continued to lobby the State Government to bring forward the electrification of the rail line from Frankston to Baxter.

This project would free up space for the transit interchange redevelopment, as well as improve the efficiency and capacity of rail services. Advocacy efforts to improve the standard and frequency of bus services within Frankston City were also ramped up.

Improving access for pedestrians

Works were completed in Park Lane and Gallery Lane to improve the connection between Wells Street and Young Street, Frankston.

This project was funded under the Federal Government's Liveable Cities Program to encourage walking as a means of transportation. Streetscape enhancements in Evelyn Street, Frankston, also improved pedestrian access to Frankston city centre.

New Housing Strategy

The Frankston City Housing Strategy was adopted in September. Developed with community input, the Strategy identifies areas where housing density should be encouraged and where it should be limited to protect local area character and areas of environmental significance.

An estimated 11,000 to 17,200 additional houses will be required in Frankston City over the next 20 years to support anticipated population growth (approximately 500 to 900 new dwellings each year).

The municipality faces a number of challenges in accommodating this forecast growth, and the Strategy sets out recommendations to address these challenges.

Challenges

- A higher percentage of unemployed residents than Greater Melbourne
- A higher proportion of people who left school at Year 10 or earlier than Greater Melbourne
- A lower proportion of people who completed Year 12 or equivalent compared to Greater Melbourne
- While over 88 per cent of residents live within 400 metres of a bus stop, significant service improvements need to occur to make the bus network a viable alternative to car travel, including frequency of hours and a radial bus service connecting Frankston City's outer suburbs. Only 52 per cent of Frankston bus services meet the minimum service standards
- Accommodating the municipality's forecast housing growth
- Putting the appropriate planning controls in place to support where higher density is encouraged to serve both our residents and the future growth of the city

Long-term Community Outcome 1:

Priority Actions: snapshot of progress

Priority Actions describe the activities Council will focus on over four years to deliver the Council Plan 2013-2017. Our progress for this year is summarised below, highlighting in detail where targets have been achieved or where delays have occurred.

More detailed information on progress against the Plan can be found on Council's website in quarterly reports (frankston.vic.gov.au).

COUNCIL PLAN PRIORITY ACTIONS		PROGRESS	COMMENT
1.1.1	Attract and promote more industry, small business and large employers into Frankston City to grow more jobs.	✓	
1.1.2	Pursue State and Federal transport and digital infrastructure grants to support Frankston City's priorities	✓	
1.1.3	Adopt a Structure Plan that facilitates development of the City as a regional hub for business, higher density residential development, education, health and the arts	●	Councillors reviewed the Structure Plan, which includes suggested changes resulting from community feedback. Further community consultation will occur prior to adoption.
1.1.4	Work with the Tourism Board to enhance and promote Frankston City as a prime tourist destination	✓	
1.1.5	Advocate for improved course diversity at local education institutions and pathways into industry and business	✓	
1.1.6	Facilitate work experience, tertiary placements and volunteering opportunities across Council to enhance employability and wellbeing	✓	
1.2.1	Secure State Government support for timely redevelopment of the rail/transit interchange and Baxter rail line	✓	
1.2.2	Advocate for increased frequency and negotiate new and extended (including radial) bus routes to improve access to jobs, goods and services	✓	
1.2.3	Advocate for State Government investment in safe rail/road crossings (grade separation) to reduce traffic hazards and delays at Overton Road	✓	
1.2.4	Improve car parking in the city centre	●	A draft Parking Precinct Plan for Frankston city centre was completed and presented to Council. Further work is being undertaken to finalise the Plan. Council has selected two potential sites for future development with a mix of commercial and retail space, along with parking. The development potential of these sites will be further investigated.
1.3.1	Develop an Urban Design Policy to guide assessment of proposed developments and deliver quality design outcomes	✓	
1.3.2	Develop an Open Space Strategy and Foreshore Management Plan to protect and enhance Frankston's natural assets including the foreshore, parks and reserves and open spaces	●	Development of the Open Space Strategy is progressing, with analysis, mapping and draft recommendations now complete. Cost estimates for each neighbourhood are currently being prepared to advance the draft Strategy.
1.3.3	Work with State Government and local communities to accommodate more adaptable, affordable and accessible housing that meets individual needs over time (and ageing in place)	✓	

Council Plan Strategic indicator performance

The following is a report on performance against the strategic indicators we use to measure success.

INDICATORS	TARGET	PROGRESS	STATUS
Jobs in Frankston City	≥ 36,800		> 38,243*
Government (Federal and State) grants received for Capital Works infrastructure	≥ \$16 million		\$17.82M
Frequency of bus (public transport) services	≥ 0%		No increase was expected this year. Advocacy campaigns have commenced. The target increases incrementally from 2014-2015.
New dwellings in Frankston City	≥ 550		923**

* An estimate based on Council's economic modelling system, with reference to construction projects occurring during the year in Frankston City. It is likely even further job growth occurred in 2013-2014 due to the rapidly expanding health sector and the continued drive of new business in Carrum Downs-Seaford Industrial Estate. Council's diverse economic development programs and land use policies have facilitated this growth.

** Figure based on new rateable residential assessments.



Green indicates the level of completion for the year is in line with expectations.

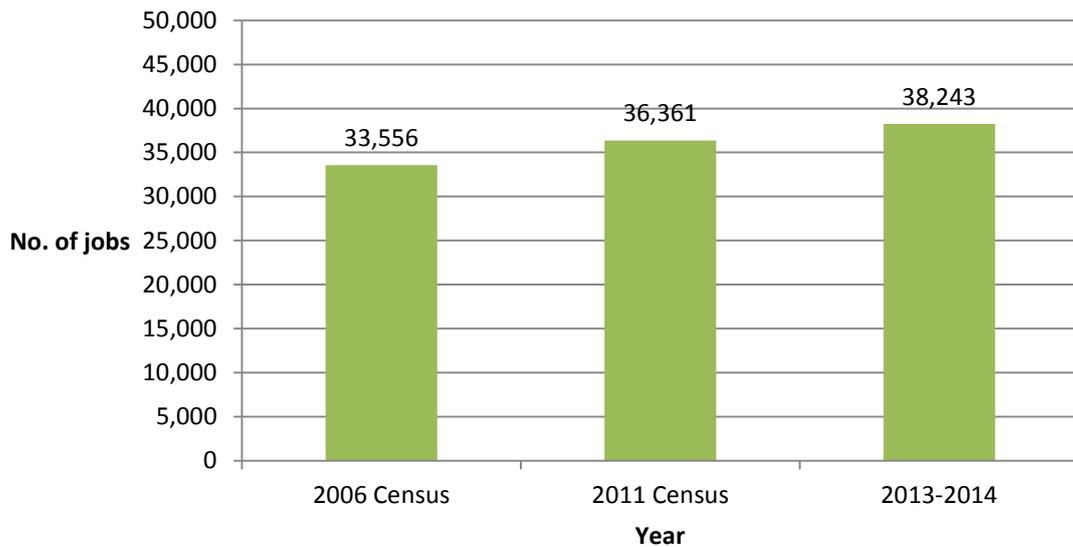


Yellow indicates that some delays have occurred, but the action is anticipated to be brought back on track during the term of the Council Plan.



Red indicates performance is not in line with expectations and significant remedial action is required.

Jobs in Frankston City

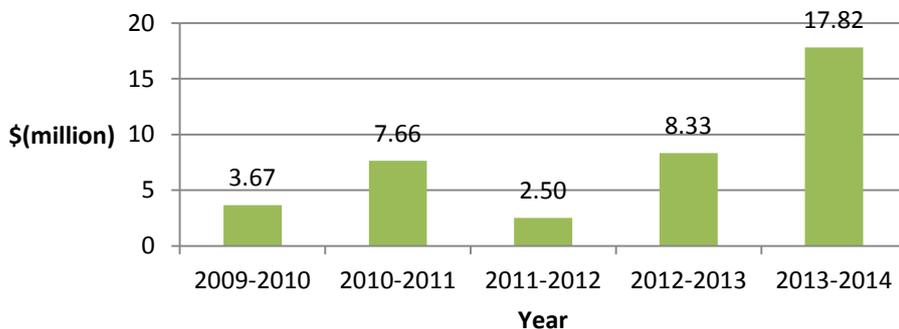


The 2013-2014 job figure is an estimate based on Council's economic modelling system, with reference to construction projects occurring during the year in Frankston City. Council's diverse economic development programs and land use policies have assisted in facilitating job growth.

The rate of jobs per resident increased very slightly in the five years between Census periods, from 0.279 in 2006 to 0.281 in 2011, testament to the resilience of the local economy in the face of the global financial crisis, which started affecting Australia in 2009-2010.

Data source: Australian Bureau of Statistics Census data, and Council's economic modelling system, REMPLAN.

Federal and State Government grants received for Capital Works Infrastructure



Funds raised in 2013-2014 comprised \$7.4 million from the Federal Government and \$10.42 million from the State Government, of which \$13.17 million related to the Peninsula Aquatic Recreation Centre (PARC).

Long-term Community Outcome 1:

Looking to the future

- Advocate to Peninsula Health and the State Government to support the relocation of Peninsula Health employees to Frankston City
- Deliver a program of business attraction, retention and expansion in accordance with the Economic Development Strategy and the Budget
- Advocate to position Frankston City as the service hub for the Port of Hastings through investment attraction activities that promote Frankston City as the capital of the Mornington Peninsula
- Advocate to the State Government to fund key transportation projects, including improving the rail/transit interchange in Young Street and extending electrification of the Stony Point line to Baxter to improve commuter parking and access to critical services
- Adopt the Municipal Strategic Statement and commence the formal Planning Scheme Amendment process

Highlights

92% of residents agree that Frankston City is liveable

15,000 Splash Cards were distributed to students to promote shopping, events and jobs in Frankston City

60% of visitors to the Wells Street Farmers' Market come specifically for the market

4,138 Local Laws compliance and safety inspections conducted

CCTV cameras were installed in **17** new locations

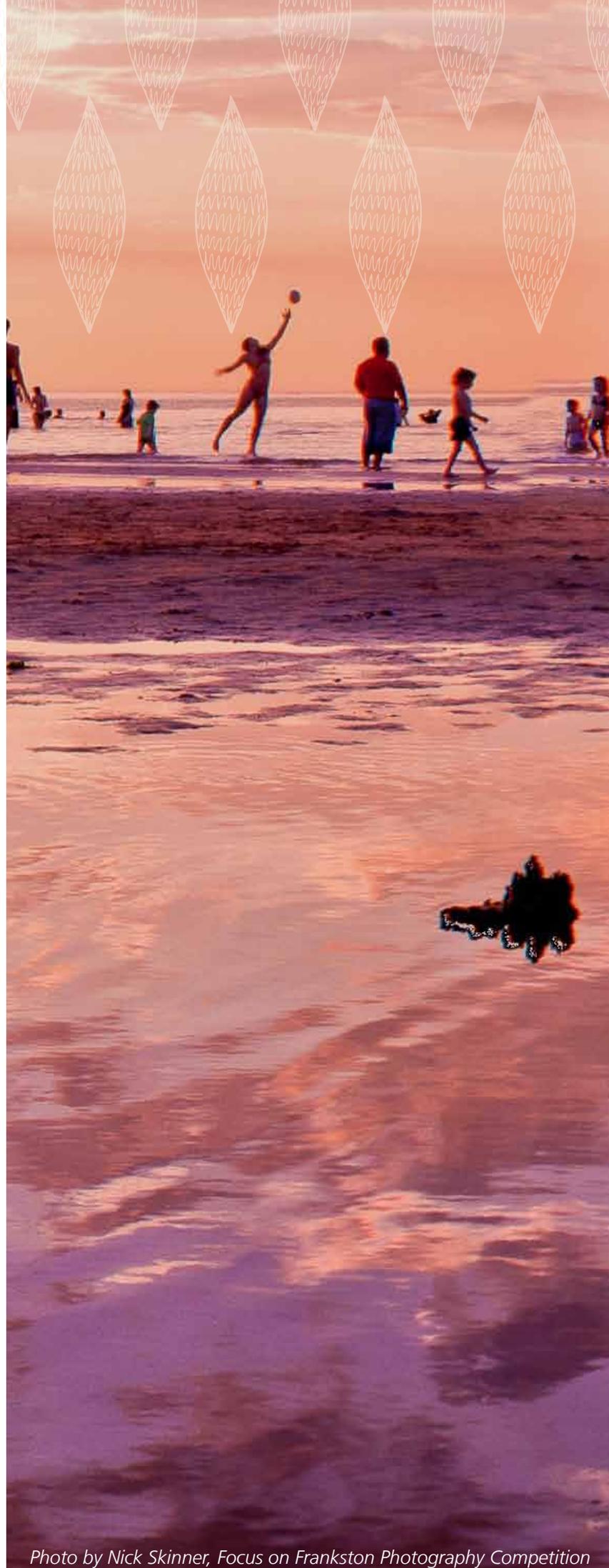
Nearly **13,000** square metres of graffiti was removed from **869** sites since Council took over graffiti removal as an in-house service

15 portable graffiti removal systems were supplied to the community to assist them in a rapid response to vandalism

85% of families received their first preference in the first round of kindergarten offers

13,200 young people attended activities at youth hangouts

24,543 people attended 1,011 library programs for children and adults



Long-term Community Outcome 2:

A Liveable City

2

About this outcome

Liveable City is the term given to cities seen as ideal destinations due to the broad availability of goods and services, effective infrastructure and transport.

Important considerations are safety, education, health care, the natural environment, arts and culture, recreation opportunities, and political and economic stability.

As a City, Frankston boasts many enviable attributes including its beaches, natural reserves, open spaces, cultural and community facilities and easy rail access to Melbourne CBD. However, evidence indicates that the health and wellbeing challenges are greater in Frankston City than many other parts of Victoria.

To fulfil its potential, the overall health and wellbeing picture, including access to more local employment and affordable housing, needs to be addressed in collaboration with other tiers of government and the not-for-profit sector.

Our future will rely on sharing and capitalising on ideas, smarter use of resources and adaptation to change.

Strategies: how we are getting there

- 2.1** Activate the city centre and encourage more housing, leisure and retail options
- 2.2** Improve the municipality's safety, image and pride
- 2.3** Engage the community to shape the services and future of the City and their local area
- 2.4** Improve the health and wellbeing of residents

Long-term Community Outcome 2:

Key achievements

Drawing crowds to the City

Attendance was strong at a series of major events designed to draw crowds to the city. Frankston once again hosted the IRONMAN Asia-Pacific Championships, attracting 15,000 people. Council's partnership with Sand Sculpting Australia delivered a national attendance record, with over 131,000 people viewing the *Storyland* exhibition at the Waterfront. A busy calendar of arts programs and festivals featured the Frankston Waterfront Festival, the Christmas Festival of Lights and Ventana Fiesta.

Enhancing the city centre

Plans for a \$3.4 million upgrade to East and West Wells Street were approved for community consultation in June 2014. Jointly funded by Council and the State Government, the project aims to make this key city thoroughfare more inviting, friendly and safe. The proposed streetscape plans include better lighting, more trees, outdoor dining, footpath extensions, new paving, pedestrian crossings and public art. The space for markets and events in the city centre will also be enhanced, as will the retail experience.

Stimulating retail activity

The City's economy received a boost through Council's annual Splash Card campaign which encourages students to shop at street-side businesses in the city centre. Cardholders receive the added benefit of job alerts and information on activities around Frankston City. The weekly Wells Street Farmers' Market also continued to generate activity and trade, with a survey indicating 60 per cent of its visitors come specifically for the market.

Advocating for a Health and Human Services Hub

Council has been lobbying heavily for a \$9 million health and human services hub to improve support services for people with addiction and mental health issues. Council submitted a proposal for a hub adjacent to Frankston Hospital to State and Federal Government Ministers, along with a discussion paper on the drug sub-culture and the concentration of pharmacotherapy outlets in Frankston City. Meetings were held with the Premier and State Government Ministers. Council also collaborated with Victoria Police to identify levels of harm caused by drug and alcohol use.

A proactive approach to public safety

Compliance and Safety officers strengthened their presence on Frankston City's streets and beaches, with daily patrols throughout summer. Their visibility was enhanced with more distinctive uniforms and easily identifiable vehicles designed to deliver a wide range of enforcement and safety services. Officers concentrated their efforts on enforcing Local Laws, while working closely with Police and the wider community to help reduce anti-social behaviour and crime. Seventeen new CCTV cameras were installed in the city centre and the Frankston Waterfront courtesy of a \$150,000 Federal Government grant and \$200,000 from Council.

New service model for graffiti management

The graffiti management service was brought in-house this year to achieve a more customer-focused service delivery model. Three graffiti removal crews hit the road daily, focusing on fast graffiti removal from known hotspots, a step which is essential for deterring vandals.

Positive feedback from residents has increased. Council also continued its school-based graffiti education program as well as grants funded community based anti-graffiti projects. All these initiatives contributed strongly to improving the presentation of the City.

Banyan Fields Child and Family Centre opens

The \$3.4 million Banyan Fields Child and Family Centre opened in May to serve families in Carrum Downs. Adjacent to Banyan Fields Primary School on Cadles Road, the Centre provides a centralised location where families can access a kindergarten, playgroups, parent support groups and maternal and child health services. The project was primarily funded by Council, with assistance from a \$1.3 million State Government contribution.

Kindergarten Central Registration Procedure

A new Kindergarten Central Registration Procedure was endorsed and successfully implemented for 2015 enrolments. The new Procedure uses a computer generated ballot and randomly selects the next child for a vacant place based on the applicant's preferred kindergarten, ensuring all children have an equal opportunity of being offered a place at one of their preferred kindergartens. In the first round of offers, 85 per cent of families received their first preference of a kindergarten place.

Health and Wellbeing Plan

A new Plan for municipal health and wellbeing in Frankston City was adopted in October. Highlights when implementing the plan included: developing a draft Local Gambling Policy to be included in the Municipal Strategic Statement; activating the

Nairn Marr Djambana Aboriginal Gathering Place; setting up the Homelessness Working Group; and establishing the Frankston City Culturally and Linguistically Diverse (CALD) Services Network.

Planning in local areas

Local area planning is used in Frankston City's suburbs to help inform Council of the unique features, challenges, needs and aspirations of local communities. Local Area Community Plans were updated for Frankston North and Carrum Downs, Skye, Sandhurst. Community members implemented plans through a broad range of activities, including: a running group in Frankston North; a mosaic project in Frankston South; Seaford Community Committee meetings; Clean Up Australia Day at Gretana Crescent in Karingal; Friends of Frankston Station; and the Langwarrin Men's Shed.

Challenges

- Implementing new procedures for kindergarten enrolment and out-of-school hours care
- Changing public perceptions regarding safety in Frankston City
- Delays in completing CCTV installation works due to industrial action by a contractor
- Delays and building issues associated with the Banyan Fields Child and Family Centre

Long-term Community Outcome 2: Priority Actions: snapshot of progress

Priority Actions describe the activities Council will focus on over four years to deliver the Council Plan 2013-2017. Our progress for this year is summarised below, highlighting in detail where targets have been achieved or where delays have occurred.

More detailed information on progress against the plan can be found on Council's website in quarterly reports (frankston.vic.gov.au).

COUNCIL PLAN PRIORITY ACTIONS		PROGRESS
2.1.1	Attract more mixed use development in the city centre	✓
2.1.2	Stimulate increased activity in the city centre through events and entertainment	✓
2.1.3	Improve the street front amenity and appeal of the city centre through design, landscaping and quality street furniture	✓
2.1.4	Work closely with developers and key land owners to orientate the city centre towards the beach and activate the Kananook Creek area	✓
2.2.1	Promote the natural attributes and family-friendly lifestyle qualities of Frankston City locally, nationally and internationally	✓
2.2.2	Seek sector and government support for a purpose built hub for clients experiencing drug and alcohol addiction	✓
2.2.3	Manage the CCTV network and work with police to improve safety and reduce anti-social behaviour	✓
2.2.4	Improve the cleanliness and presentation of the City and local areas	✓
2.2.5	Reduce graffiti in Frankston City	✓
2.2.6	Allocate a dedicated local laws officer to local areas to better address non-compliant behaviour	✓
2.3.1	Work with the community to establish agreed standards for infrastructure to meet current and future service needs	✓
2.3.2	Expand Council and the community's involvement in planning priorities to support community based projects	✓
2.3.3	Develop appropriate multi-use agreements for Council owned facilities	✓
2.3.4	Achieve the Community Plan and Local Area Community Plans	✓
2.4.1	Adopt a four-year Health and Wellbeing Plan that also encompasses awareness of a diverse society	✓
2.4.2	Increase participation in 0 -12 years health, education and care services to enable all young people to fulfil their potential	✓
2.4.3	Work with people (12-25 years) in local areas to support their development and access to services	✓
2.4.4	Support positive ageing and independent living including activity and service support	✓
2.4.5	Increase community participation in leisure activities including libraries, arts and culture	✓
2.4.6	Improve access to healthy food through health promotion, monitoring of food premises and working with local groups such as the Frankston Food Access Network	✓

Council Plan Strategic indicator performance

The following is a report on performance against the strategic indicators we use to measure success.

INDICATORS	TARGET	PROGRESS	STATUS
Occupancy rate in the city centre	≥ 86.5%		86.7%
Overall image of Frankston City	≥ 89%		93%
Safety in Frankston City	≥ 63%		56% of Annual Community Satisfaction Survey respondents agreed Frankston City is 'safe'. Safety is a key focus for Council and concerted efforts are being made to improve safety. The survey results indicate a small upward trend has emerged in community perceptions of safety in Frankston City over the last three years.
Council's consultation and engagement	≥ 73%		71%. The Annual Community Satisfaction Survey result has a statistical margin of error of 4.9%, so the result of 71% falls within the acceptable range.
Active ageing volunteer hours	≥ 23,500		22,675 hours were donated, which was slightly below target. Programs are continually reviewed to provide ongoing opportunities for volunteering.
Library volunteer hours	≥ 7,300		7,228 hours were donated. While hours fell just short of target, the figure increased compared to the previous year. Recruitment campaigns will continue to ensure volunteer numbers remain sufficient.
Visitor Information Centre volunteer hours	≥ 4,500		4,578
Volunteer Service Clubs	≥ 20		31
Attendance numbers at events, attractions, the Libraries and Frankston Arts Centre	≥ 930,000		≥ 946,616



Green indicates the level of completion for the year is in line with expectations.



Yellow indicates that some delays have occurred, but the action is anticipated to be brought back on track during the term of the Council Plan.

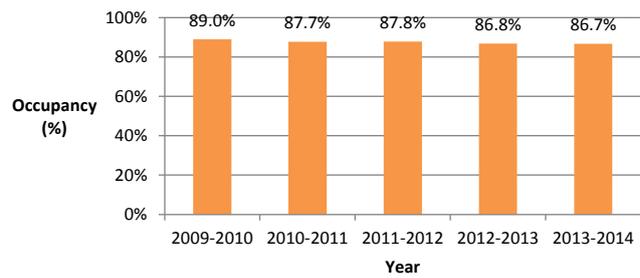


Red indicates performance is not in line with expectations and significant remedial action is required.

Frankston City Centre Activation: Occupancy of Premises

There have been minor fluctuations in overall occupancy rates over the last five years. There have been some locations within the city centre where drawcard businesses have relocated or closed, or where retail has not adjusted favourably to the internalisation of Bayside Shopping Centre or the changing online nature of retail.

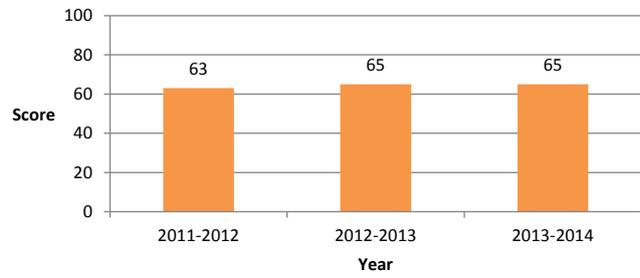
Data source: Frankston City Council Annual Occupancy Audit.



Community Satisfaction with the overall image of Frankston City

Community perceptions of Frankston's image have remained fairly steady over the last three years.

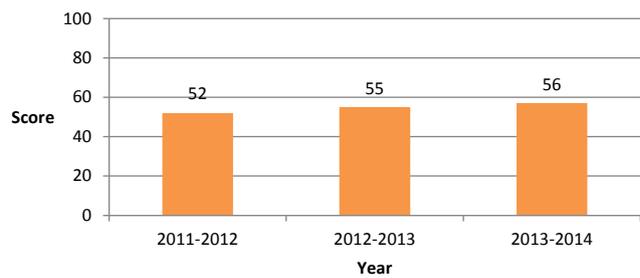
Data source: Community Satisfaction Survey 2014.



Community Satisfaction with Frankston City as "Safe"

Safety is a key focus for Council and concerted efforts are being made to improve public safety. The survey results show a small upward trend is emerging in community perceptions of safety in Frankston City.

Data source: Community Satisfaction Survey 2014.

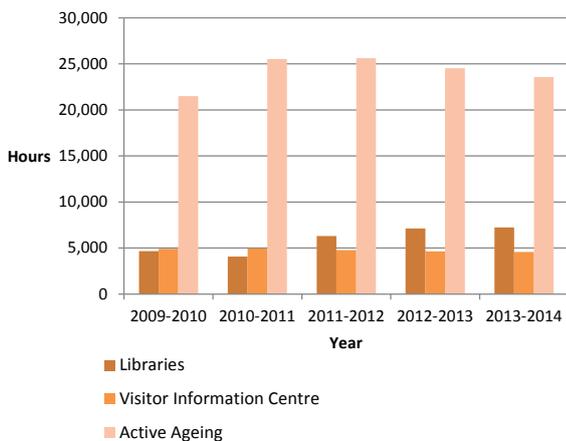


Social Inclusion: hours donated by volunteers

Volunteering plays an important role in social inclusion through means such as helping build new social networks, improving skills and creating pathways to employment.

Council offers a range of opportunities for volunteers to become involved in supporting delivery of services and programs. Levels of volunteering have remained fairly stable over the years.

Data Source: Frankston City Council.



Satisfaction with Council's Community Consultation and Engagement

Council's performance in community consultation and engagement has remained fairly steady over the past three years, and is on par with the statewide and outer metropolitan council averages.

The community has indicated they are seeking more consultation from Council and consultation is a key area of focus in the Council Plan.

Data source: Community Satisfaction Survey 2014.



Long-term Community Outcome 2:

Looking to the future

- Advocate for government support for a health and human services hub for mental health, drugs and alcohol addiction
- Enhance proactive maintenance services such as proactive graffiti management to improve the cleanliness and presentation of Frankston City
- Adopt rooming house guidelines and advocate to the State Government to regulate the management of rooming houses
- Manage the CCTV network and work with Victoria Police to improve safety and reduce anti-social behaviour, including advocating for proactive real-time monitoring of the CCTV system by Police
- Complete the review of leases and licences of all Council-owned buildings
- Work with the community to implement the Frankston City Community Plan and vision
- Review the implications of the Productivity Commission's recommendations for home and community care and disability services
- Implement the new Community Grants Policy to support community based projects and review the Miscellaneous Grants Program
- Support the Aboriginal community and activate the Nairn Marr Djambana Aboriginal Gathering Place
- Further implementation the new Kindergarten Central Registration Procedure
- Review the effectiveness of the Neighbourhood Youth Services Model

Highlights

The Peninsula Aquatic Recreation Centre (PARC) is **90%** complete

Our asset management capability score increased by **7%** to **76%**, as assessed by the National Asset Management Framework

545 households registered with the Halve Our Waste program

3,897 trees planted in nature strips, parks and reserves

Council received assistance from **8,344** environmental volunteers from **14** Friends Groups in caring for precious natural reserves

1,600 people participated in energy, water and waste reduction programs

Environmental events and activities attracted approximately **2,300** participants

Customer Relations answered **131,707** calls, resolving **72%** of the inquiries at the first point of contact



Long-term Community Outcome 3:

A Sustainable City

About this outcome

Sustainability refers to a City's ability to improve the quality of life for its residents while living within its environmental, social and economic resource limits.

It also includes ensuring good governance, financial viability and a robust economy, managed infrastructure and balanced development that protects the natural environment.

The demands on Frankston City and its leaders are changing with the community's evolving needs. The ongoing challenge is to meet community expectations while achieving balance between the level of development and the responsible use of resources for the benefit of current and future generations.

The key to sustainably shaping Frankston City's future is effective planning via community engagement that accurately gauges their needs and expectations. Council's role is education in reducing resource use and providing a viable economic and financial plan which ensures Frankston City is a place where people choose to live, work, learn, visit and invest.

Strategies: how we are getting there

- 3.1** Plan, build, maintain and retire infrastructure to meet the needs of the City and its residents
- 3.2** Build a local community culture of good stewardship of the environment
- 3.3** Ensure good governance and management of Council resources

Long-term Community Outcome 3:

Key achievements

Organisation review

A major review of the organisation was undertaken this year.

The report, which was received in March, contained a detailed series of recommendations to improve service delivery, overall organisational efficiency, communication and collaboration. Details of a significant organisational restructure were announced in June, to take effect from 1 July 2014.

The new structure will achieve greater accountability, a stronger customer service culture and a more strategically focused and efficient organisation by linking and aligning related functions and outcomes. A team of senior managers, chaired by the CEO, has been established to implement the restructure.

Facilities to position Frankston City as a regional service provider

In June construction was almost complete on the \$49.7 million Peninsula Aquatic Recreation Centre (PARC) on Cranbourne Road. This state-of-the-art facility will offer a heated indoor 10-lane Olympic 50m swimming pool, dedicated learn-to-swim pools, two feature waterslides, an aquatic playground area, warm-water exercise pool, gymnasium, group exercise rooms, crèche, café, and a health and wellness centre.

Works are also well advanced on a two-storey community function centre at Frankston Park, which will help meet the demand for function space in the Frankston City area. On the Waterfront, the Frankston Yacht Club redevelopment is at tender stage. Construction is expected to commence in August 2014 and will include dining and community facilities and a café.

Placing Council on a strong financial footing

Frankston City Council was the first among 79 Victorian councils to adopt its 2014-2015 Budget.

The Budget honoured the commitment to keep rate increases moderate and promised significant capital investments underpinned by a sound operational surplus.

The Long Term Financial Plan was also updated ready to present to Council for adoption in July 2014. This Plan represents a robust framework on which decisions can be based over the coming five years to enhance Council's long-term financial sustainability.

Moving to a one-stop shop model for customer service

A key pillar of good customer service is to resolve inquiries at the first point of contact without having to transfer calls to other departments. To increase the proportion of inquiries resolved at first point, Council's Customer Relations team assumed responsibility for rates, infrastructure and parking inquiries this year.

New telephone and information technology systems were implemented to assist in the transition, along with additional training.

A simpler, more effective Council website was also launched to improve the online customer experience. The website's design was informed by research into how the community searches for information and what information website users most commonly seek.

Improving waste management

A regional waste transfer station is a key priority. Council has sought funding to make the facility a reality and is awaiting a response from the State Government. Meanwhile, the Waste Minimisation and Management Strategy was reviewed and development of a new Strategy commenced. To encourage the community to reduce waste to landfill, the Halve Our Waste program was launched in July 2013. This program is funded in partnership with the State Government and will educate residents on home composting and worm farming. (Further information on Council's environmental activities and performance is contained within the Environmental Sustainability report on page 90.)

Towards best practice in asset management

A new Asset Management Strategy was adopted in August 2013. The Strategy aims to make asset management practices more proactive, long-term and cost-effective so that all Council assets can deliver the desired service levels over their useful life. Council's ability to manage its \$1.47 billion asset portfolio was further enhanced through the launch of the Frankston Asset Management Information System.

Enterprise Agreement approved

Council's Enterprise Agreement No. 7 2013 was approved and came into operation on 11 November 2013. The Agreement, which remains in effect until 31 March 2016, provides a number of employee benefits such as Family Violence leave. To assist in implementing the Enterprise Agreement, Council established a Consultative Committee comprising representatives from management, unions and employees.

Challenges

- Providing the systems, support and resources to realise the benefits and efficiencies of the new organisation structure
- Slower than anticipated progress on delivering the Asset Management Strategy, service standards and maintenance budgets, due to circumstances including staffing changes and issues with accessing and analysing data
- Longer waiting periods for calls to be answered by Customer Relations due to an increase in the number and complexity of inquiries. Council aims to decrease waiting times in future with further training and system improvements
- A new waste transfer station is urgently required following closure of the previous facility in 2010 due to Peninsula Link construction

Long-term Community Outcome 3:

Priority Actions: snapshot of progress

Priority Actions describe the activities Council will focus on over four years to deliver the Council Plan 2013-2017. Our progress for this year is summarised below, highlighting in detail where targets have been achieved or where delays have occurred.

More detailed information on progress against the plan can be found on Council's website in quarterly reports (frankston.vic.gov.au).

COUNCIL PLAN PRIORITY ACTIONS		PROGRESS
3.1.1	Identify and reduce the financial shortfall for maintenance of infrastructure to ensure service standards are maintained	✓
3.1.2	Deliver key infrastructure projects on schedule and within budget (Capital Works Program) adopted by Council for 2013-2017, such as: <ul style="list-style-type: none"> • Peninsula Aquatic Recreation Centre (PARC) 2014-2015 • Banyan Fields Child and Family Centre 2013-2014 • Frankston Yacht Club 2015-2016, Frankston Park 2014-2015 • Kananook Boulevard 2014-2015 	✓
3.2.1	Educate industry and residents to reduce energy and water use and waste to landfill	✓
3.2.2	Protect and maintain key natural assets (e.g. parks and reserves) owned by Council	✓
3.2.3	Determine a long-term waste management solution, including: a waste transfer station	✓
3.3.1	Ensure the organisation is financially sustainable	✓
3.3.2	Implement a schedule of reviews of services, policies and protocols to ensure good governance	✓
3.3.3	Continue to build organisational capability and a customer service culture	✓

Council Plan Strategic indicator performance

The following is a report on performance against the strategic indicators we use to measure success.

INDICATORS	TARGET	PROGRESS	STATUS
Capital works program delivered	≥ 83%		90%
Capital Works projects delivered on schedule and within +/- 5% approved budget	≥ 80%		63% on schedule. 20% within +/- 5% of budget 54% of projects were completed under budget and over half of these were more than 20% under budget. The result was influenced by factors including: carry forwards; 69 projects being added to the program; and scoping issues. Five per cent is an ambitious target and one which we are working towards. Improvements to project scoping are already being implemented.
Household waste to landfill per household per week	< 7.9 kg		8.7 kg, a reduction of 0.08kg (0.9%) since last year. Council is developing a new Waste Minimisation and Management Strategy in 2014-2015 to guide activities for 2015-2019 and is advocating for a new waste transfer station following closure of the previous facility.
Council's greenhouse gas emissions	<11,553 tonnes		12,658 tonnes. While the target was not met, Council's emissions did, however, decrease by 0.8% (107 tonnes) compared to the previous year. Further, over the past five years, Council has decreased its greenhouse gas emissions by 0.7% (84 tonnes).
Adopt a long-term waste management solution	By 30 June 2017		Ongoing
Council's liquidity (ability to pay liabilities within one year)	1.5 : 1		2.00:1
Underlying operating result deficit/surplus	\$500,000 surplus		\$3.5 million surplus
Overall direction of Council	≥ 86%		87%
Overall performance of Council	≥ 89%		91%



Green indicates the level of completion for the year is in line with expectations.

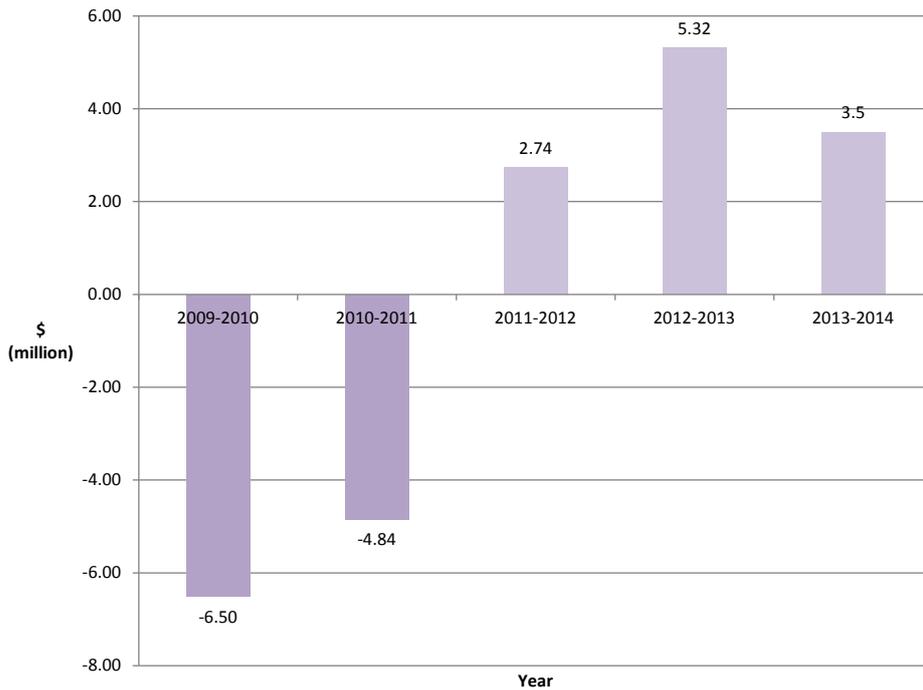


Yellow indicates that some delays have occurred, but the action is anticipated to be brought back on track during the term of the Council Plan.



Red indicates performance is not in line with expectations and significant remedial action is required.

Inderlying Operating Result



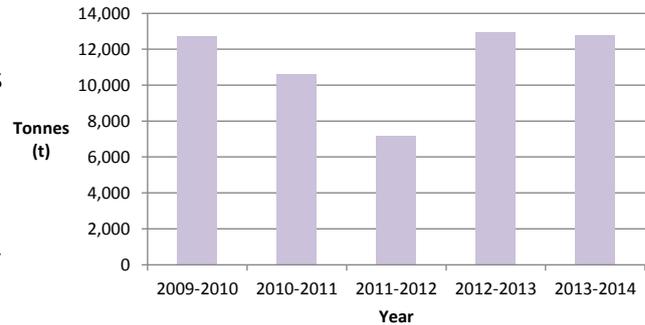
Council's Greenhouse Gas Emissions

This year, Council aimed to generate less than 11,553 tonnes of greenhouse gas emissions. While the corporate target was not met, emissions decreased by 1 per cent (129 tonnes) compared to the previous year.

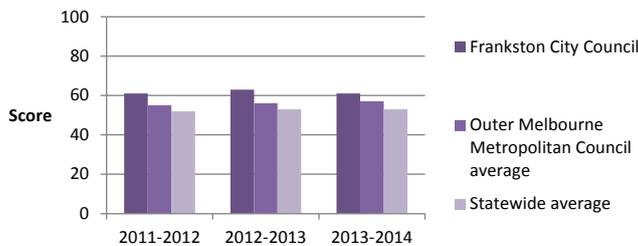
Over the past five years, Council has increased its greenhouse gas emissions by 0.4 per cent (54 tonnes) overall.

This is because the practice of purchasing GreenPower ceased in 2012-2013 in favour of investing in solar panel installations on Council buildings. However, emissions would have been 20.7 per cent higher without the bulk changeover of street lighting to more energy efficient lighting.

Data source: Frankston City Council.



Community Satifaction with Council's Overall Direction



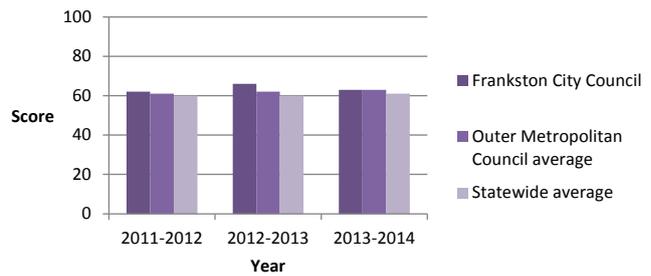
The Frankston community's satisfaction with Council's overall direction is significantly higher from a statistical point of view than the average statewide and Outer Metropolitan council scores.

Data source: Community Satisfaction Survey 2014.

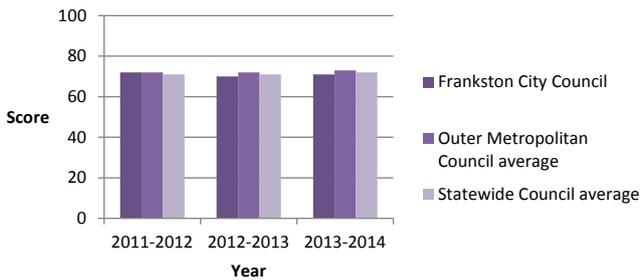
Community Satisfaction with overall performance

Community satisfaction with Council's overall performance dropped back to a level equivalent to 2011-2012 following a significant three-point rise last year. Council's performance remains, however, significantly above the statewide average and is on par with the Outer Metropolitan average.

Data source: Community Satisfaction Survey 2014.



Community Satisfaction with Customer Service



Customer service is Council's second-highest scoring performance area, superseded only by Arts Centres and Libraries. Council's scores are on par with the statewide and outer metropolitan averages.

Data source: Community Satisfaction Survey 2014.

Long-term Community Outcome 3:

Looking to the future

- Complete the building asset management plan
- Establish service standards to improve maintenance and rehabilitation of Council-owned roads and building assets
- Implement the master plan for Jubilee Park, including completing a design for the replacement of existing outdoor netball court infrastructure
- Complete detailed concepts for the Frankston Indoor Basketball Stadium expansion to plan infrastructure needs of the City and its residents
- Implement the master plan for Carrum Downs Recreation Reserve
- Deliver the annual capital works program adopted by Council, including completion of Peninsula Aquatic Recreation Centre (PARC) and the Frankston Park Function Centre; and commencement of the construction of the Frankston Yacht Club development
- Open the Peninsula Aquatic Recreation Centre (PARC) to the public in September 2014
- Deliver the asset renewal program for Council-owned infrastructure to support ongoing provision of services
- Develop a Coastal Management Plan to protect and enhance the foreshore
- Develop and implement a policy and procedure on debt recovery to support the organisation's financial sustainability
- Advocate to the State Government to support identification of a site for a waste transfer station
- Embed a revised organisation structure to improve productivity and service
- Commence implementation of the recommendations from the service review of Frankston Arts Centre to position it as an iconic business in Frankston City's economy
- Develop an organisational Human Resources Strategy to build organisational capability
- Review and upgrade the organisation's payroll system in accordance with legislative requirements and Enterprise Agreement commitments



Environmental Sustainability



Environmental Sustainability Performance

Council is committed to environmental sustainability – both for the organisation and our community

Achievements

Strategy

- In 2013-2014, Council developed its draft Environment Strategy to guide Council's environmental actions and initiatives for the next 10 years. Extensive consultation was undertaken to inform the Strategy which will be finalised and presented to Council for adoption in 2014-2015

Community education

- Council provided a wide range of environmental education events and activities, with 2,300 residents learning about ways to reduce their environmental impacts, conserve biodiversity, save resources and reduce waste
- The Frankston City Community Solar Program was launched in May 2014 with 10 participating solar suppliers and over 300 people attending the opening event
- Council also launched its Halve Our Waste (HOW) program in July 2013, funded in partnership with the State Government, to reduce household waste to landfill through home composting and worm farming. Council received registrations from 545 households, who were each sent a compost bin or subsidised worm farm, waste wise HOW Toolkit and other resources
- Ten local schools were funded by Council to complete ResourceSmart modules, student leadership or staff training on environmental actions. Sixty-one teachers representing 28 schools took part in Teacher's Environmental Network activities, facilitated by Council

Energy saving initiatives

- Two 19kW solar photovoltaic systems were installed at the Lyrebird Community Centre and Carrum Downs Library. One 12.5kW photovoltaic system was installed at the Frankston Visitor Information Centre. These are the largest solar panels ever installed by Council
- Ten solar hot water systems on Council facilities were installed with a grant from the Federal Government
- Council's trigeneration alternative energy project, funded in partnership with the Federal Government, continued for the Frankston Arts Precinct, with the ordering of equipment and appointment of the contractor
- An Environmental Condition Audit was completed for 215 Council facilities, identifying energy and water saving opportunities

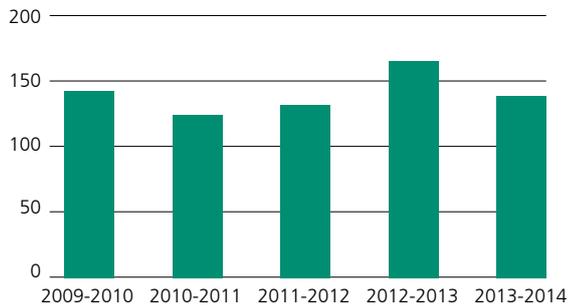
Sustainable design

- Peninsula Aquatic Recreation Centre (PARC) and Banyan Fields Child and Family Centre were built with environmentally sustainable design considerations
- Council was successful in securing a \$184,000 Living Rivers grant from Melbourne Water to install water sensitive urban design features at the Peninsula Aquatic Recreation Centre (PARC)

Recycling

- Council continues to provide Specialty Recycling Hubs for residents to recycle items that cannot go into kerbside recycling bins, eg, light bulbs, batteries, soft plastics, etc, keeping harmful products out of landfill

Council's Mains Water Usage (ML)



Target achieved – Council used 130 megalitres (ML) of mains water in 2013-2014, a decrease of 12.8 per cent (or 19 ML) compared to the previous year, so the target of 150 ML was achieved.

Over the past five years Council has decreased its mains water usage by 9 per cent (13 ML).

Source: Utility Tracker Reporting System

Climate change

- A structured review of Council's Climate Change Impact and Adaptation Plan was completed, including a review of current risks and the adequacy of controls

Biodiversity

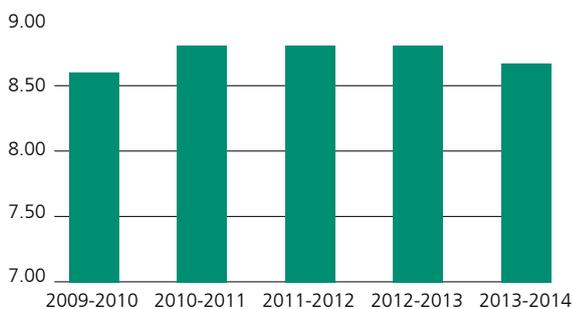
- For the first time Council conducted a planting event on Schools National Tree Day. It was held at Banyan Fields Reserve with 150 students from Banyan Fields Primary School. Approximately 360 plants were planted
- Council continues to focus on improving the condition of biodiversity within the 55 Council managed natural reserves. These steps will reduce the risk of smaller populations of indigenous plants and animals becoming locally extinct and increase ecosystem resilience to climate change. Council also continued its street tree planting program in nature strips throughout the municipality

- Two habitat linkage projects have been implemented in Council reserves as part of the 'Growing Connections' project. This project is overseen by the Western Port Biosphere Reserve and funded by a grant secured from the Federal Government

Challenges

- While Council strives to educate the community to act in environmentally responsible ways, it can be challenging to influence people's behaviour on a larger scale. It is also challenging to measure the long-term impact of the education opportunities provided. Council continues to provide information, encouragement and support to our community to enable them to reduce their impacts on the environment.
- Balancing the constant pressures of development, environmental weeds, and lack of regeneration with the aim of protecting biodiversity, continues to be a challenge for both private land owners and public land managers, including Council.

Household Waste to Landfill per household per week (kg)



Not Achieved – Household waste to landfill per household per week was 8.7kg in 2013-2014, a decrease of 0.9 per cent (or 0.08kg)

compared to 2012-2013, so the target of 7.9kg was not achieved. Over the past five years, waste to landfill per household per week has increased by 1.4 per cent (or 0.12kg) – this is likely attributed to the waste transfer station closing in 2010 when there was an increase of 2.1 per cent (or 0.18kg) in waste to landfill year on year. Since then, waste to landfill per household per week has remained steady or decreased slightly.

Source: Council's Waste Services Contractor



Corporate Governance



Governance

Council operates in an open and transparent manner, and is accountable to its community

Our approach enables residents to see that their rates are spent wisely, and Council's administration appropriately implements the decisions made by Council.

Council is committed to achieving high standards of corporate governance. Good governance in local government includes five generally recognised principles:

- Accountability
- Transparency / openness
- Integrity
- Stewardship
- Leadership

This section outlines how Council manages its business processes to ensure compliance with legislative requirements. Many of these processes are interrelated and are embedded in Council's organisational culture.

Chief Executive Officer and delegations

Some of the powers, duties and functions of Council are exercised directly by the Council, whilst others are delegated in accordance with the *Local Government Act 1989*.

The CEO is responsible for the implementation of Council decisions and effective service delivery in accordance with the priorities set out in the Council Plan and Budget.

Council appoints the CEO to manage the daily business of the organisation.

To assist in the efficient operation of the organisation, Council delegates some powers to provide the CEO with the necessary authority to perform the duties of the position.

These powers are reviewed by each newly elected Council, with specific reference to the powers retained exclusively by the Council. These include the awarding of contracts valued in excess of \$500,000 (exclusive of GST), the purchase or disposal of land, making a local law and adopting the Council Plan and Budget.

The CEO must exercise these powers in ways that are consistent with previously established guidance or direction from the Council. Council's CEO meets regularly with the Mayor and Councillors to highlight and discuss key organisational issues. He also meets with the General Managers to provide updates on organisational issues and direction, which are then passed on to Managers through meetings with their General Managers.

This process ensures that all Managers are aware of issues affecting the organisation and can take action where necessary.

Democratic Governance

Good governance is critical to ensuring that Council operates effectively, efficiently, impartially, and with integrity and compassion. It also gives residents the confidence to know that proper processes and systems are followed by their democratically elected Councillors when they make decisions.

In Local Government, democratic governance refers to the election process for Councillors, and the authority they have to make decisions. This section outlines how the Councillors of Frankston City Council make decisions.



Cr Darrel Taylor, Mayor

Local Government Amendment

In April 2014 the State Government introduced new legislation which is intended to promote good conduct by elected Councillors and to support effective governance by Councils. The contents of the Bill are subject to consideration by Parliament before they become law. The *Local Government Amendment (Governance and Conduct) Bill 2014* is before Parliament at the time of this Report. Copies of the Bill and Act are available at legislation.vic.gov.au.

Code of Conduct

Council reviewed its Code of Conduct for Councillors, and adopted a revised Code in October 2013. The Code fulfils the requirements set out in section 76C of the *Local Government Act 1989* and demonstrates the Councillors' commitment to the principles of good and effective governance for the City.

Assembly of Councillors

An "Assembly of Councillors" means a meeting of an advisory committee of the Council, if at least one Councillor is present, or a planned or scheduled meeting of at least half of the Councillors and at least one Council officer, which considers matters which are intended or likely to come before Council for decision. The conflict of interest provisions of the *Local Government Act 1989* apply to such a meeting, and a "Record of Assembly of Councillors" form is required to be completed at the meeting's commencement.

The forms are reported to the community in the next Ordinary Council meeting and incorporated into the minutes.

Any Councillor or Council Officer who has a conflict of interest in a matter to be discussed at an Assembly of Councillors must declare the conflict of interest and leave the Assembly prior to commencement of discussion of that matter. In 2013-2014 a total of 88 Record of Assembly of Councillors forms were reported to Council and incorporated into the minutes.

Council Meetings

Frankston City Council conducts a Council meeting at the Frankston Civic Centre every three weeks

Council Meetings

Council meetings are held on a Monday where Frankston City Councillors make decisions about a range of matters affecting the community - including planning applications and policy.

Prior to March 2014, Frankston City Council conducted one Ordinary Council meeting and one Planning meeting per month. 37 meetings were held in 2013-2014.

Special Council meetings are held periodically throughout the year. These meetings are called if there is an urgent item on which a Council resolution is required and where the item cannot wait until the next available Ordinary Council meeting. Four Special Council meetings held in 2013-2014.

Both Ordinary and Special Council meetings are open to the public and the Mayor and Councillors welcome and encourage members of the public to attend.

Occasionally, some parts of the Ordinary and Special Council meetings can be closed to the public if the information to be discussed is of a sensitive or confidential nature.

Some of the reports considered during these "closed" sessions are not available for the public to read. The *Local Government Act 1989* sets out the circumstances under which these meetings can be closed to the public.

Council Agendas and Minutes

The business to be considered by the Council is set out in the Council Agenda. In 2013-2014 Council staff prepared 373 reports for Council (300 open and 73 closed). Council records the resolutions of each meeting. Minutes for the meetings are available a week after the meeting and are displayed for at least the preceding 12 months, pursuant to the *Local Government (General) Regulations 2004* No. 130 Part 5 Section 119 (f). Agendas and Minutes are held at

Councillor Allowances and Expenses

Councillor expenses for 2013-2014 (amount is in \$):

	Telephone	Mobile Telephone	Equipment	Conferences and Training	Conference Airfares
Cr Glenn Aitken	-	1,016	-	-	-
Cr Brian Cunial	220	703	263	1,760	-
Cr James Dooley	-	1,160	263	91	-
Cr Colin Hampton	442	1,048	222	2,356	-
Cr Sandra Mayer	-	2,757	706	281	-
Cr Michael O'Reilly	-	642	263	2,904	586
Cr Rebekah Spelman	-	659	684	4,591	586
Cr Suzette Tayler	-	743	684	1,109	285
Cr Darrel Taylor	-	1,544	4,036	3,854	1,153
Total	662	10,272	7,121	16,946	2,610

Councillor attendance at Council meetings 2013-2014:

Councillor	Ordinary Council meetings attended	Special Council meetings attended	Planning meetings attended	TOTAL
Cr Glenn Aitken	20	5	9	34
Cr Sandra Mayer	19	5	11	35
Cr Colin Hampton	18	6	10	34
Cr Michael O'Reilly	19	6	10	35
Cr James Dooley	20	6	11	37
Cr Rebekah Spelman	19	5	11	35
Cr Brian Cunial	17	6	10	33
Cr Suzette Tayler	18	5	10	33
Cr Darrel Taylor	19	6	10	35
No. of meetings held	20	6	11	37

the Frankston Civic Centre, and can also be downloaded from Council's website at frankston.vic.gov.au.

Questions and Submissions to Council

Members of the public can direct up to three questions to the Council at an Ordinary Council meeting by completing a question form. The person asking the question/s must be present in the Council Chamber at the time the question is due to be read.

The forms are available from Customer Services outlets or from Council's website and must be submitted and received by Council before noon on the Friday immediately preceding the meeting, and contain the full name and address of the person asking the question.

Question forms can be emailed to: questions@frankston.vic.gov.au or delivered to the Frankston Civic Centre reception.

Under Council's Meeting Procedure Local Law No.1, a question will not be addressed if it is deemed to be outside the duties and functions of the Council; is offensive or objectionable; or is aimed at embarrassing a Councillor or Council officer.

Questions are to be written onto a form available in the Council Chamber on the meeting night, and deposited into the Question Time Box in the Council Chamber just prior to the meeting's commencement.

Residents are able to make a submission to Council in relation to a matter on the Agenda. Residents must pre-register their intention to make a submission by telephoning the Council on 9784 1816, prior to 4pm on the day of the meeting.

In 2013-2014, a total of 49 questions were submitted.

Meals and Entertainment/ Networking	Travel	Childcare	Office Supplies	Total
328	1,511	-	-	2,855
446	490	-	294	4,176
65	74	-	-	1,653
676	1,196	-	377	6,317
1,509	438	625	41	6,357
852	-	-	-	5,247
615	189	-	74	7,398
1,160	610	-	-	4,591
2,017	2,911	5,955	155	21,625
7,668	7,419	6,580	941	60,219

Other Governance Matters

Frankston City Council operates in accordance with a range of other governance considerations

Risk Management

Council's Risk Management Framework is based upon Australian New Zealand Standard AS/NZS ISO 31000:2009.

Council understands that it has an obligation to ensure that it has a robust and effective Risk Management Framework for the identification and assessment of risk, a control environment to mitigate risks and control activity to manage and control within acceptable levels.

Council is committed to ensuring that key risks and opportunities are identified, assessed, responded to and managed so that the organisation maximises its ability to meet its strategic, community, corporate and operational objectives and maximises the value of its assets.

Major Risk Management projects completed in 2013-2014 include:

1. Adoption of the Risk Management Policy by Council
2. Adoption of the Risk Matrix by Council
3. Adoption of the Fraud and Corruption Prevention Framework and Plan
4. Completion of a business interruption exercise for the Civic Centre
5. Implementation of new software for the management of Risk and Occupational Health and Safety
6. Independent insurance review to assess the impact of the Peninsula Aquatic Recreation Centre (PARC) inclusion on Council's insurance policies and ensure the existing indemnity limits are adequate
7. Market testing of Council's public liability and professional indemnity insurance coverage

Audit and Risk Management Committee

Council's Audit and Risk Management Committee is an Advisory Committee of Council appointed in accordance with Section 139 (1) of the *Local Government Act 1989*. The Committee consists of five members who provide a balanced review function of Council's external audit, internal audit, governance process, financial management and legislative compliance.

Membership of the Committee comprises three independent members and two Councillor members. The Chair is appointed from the independent members and councillor members are determined annually.

Each independent member serves a three year term and, at the required time, the position is publicly advertised and appointments via a resolution of Council.

Audit and Risk Committee members: Independent Members:

- Neil Greenaway, Chair
- Leanna La Combre
- David Fraser (appointed Nov. 2013)
- Peter Boehm (resigned Nov. 2013)

Councillor members:

- Cr Rebekah Spelman (since Nov. 2013)
- Cr Darrel Taylor, Mayor
- Cr Sandra Mayer (up to Nov. 2013)

The Committee met six times during the year. One of these meetings was dedicated to the review of the annual financial statements and meeting with the External Auditor to review the Auditor-General's Management Letter. A further meeting was solely dedicated to discuss the Peninsula Aquatic Recreation Centre (PARC).

The Committee considered all matters as outlined in the current Committee Charter. The Chair of the Committee provided a presentation to Council regarding their performance for the previous 12 months in support of the Chair's Annual Report.

Committee Member Attendance:

Members	Eligible to Attend	Attended
Peter Boehm	3	3
Leanna La Combre	6	6
Neil Greenaway, Chair	6	6
David Fraser	3	3
Cr Sandra Mayer	3	3
Cr Rebekah Spelman	3	1
Cr Darrel Taylor, Mayor	6	3

Internal Audit Unit

Council had a dedicated Internal Audit Unit, independent of Council's departmental structure until the end of 2013.

Following a review of the internal audit function, a decision was made to outsource the internal audit function and Pitcher Partners was contracted to complete all internal audits.

The following audit activity was undertaken during 2013-2014:

- Environmental Health Inspections (follow up)
- Fire Management
- Contract and Project Administration Practices (UHY Haines Norton)
- One Spot Audit
- Three Internal Ombudsman Requests
- Four-monthly review regarding the implementation of Internal Audit recommendations

Municipal Emergency Management

Council's key emergency management responsibilities stem primarily from the *Emergency Management Act 1986*.

To meet these statutory obligations, Council has prepared, tested and will continue to review a Municipal Emergency Management Plan (MEMP) addressing prevention, response and recovery arrangements for municipal emergencies that may endanger the safety or health of any person, or which may destroy or damage property.

The MEMP is coordinated through Council's Municipal Emergency Management Planning Committee and meets every six months.

In 2013-2014 Council's Municipal Emergency Management Officer hosted a number of disaster resilience building workshops to increase our community's capacity to cope during an emergency. As a result, Council has been nominated for two separate Disaster Resilient Australia awards.

Council plans to regularly provide information on planning for, and responding to an emergency to residents and the wider community through a variety of channels including local newspapers, events and workshops, community meetings and via the Frankston City Council website.

Frankston Regional Aquatic Centre Pty. Ltd.

With the investment of \$49.7 million in developing the new Peninsula Aquatic Recreation Centre (PARC), Council has entered into an entirely new management arrangement to ensure its long-term sustainability and success.

In 2012-2013 Council established a wholly owned subsidiary, Frankston Regional Aquatic Centre Pty. Ltd. (ACN 160 239 770), a company limited by shares pursuant to the *Corporations Act 2001*. In November 2013 the Board of the Company was formed with Ms. Roseanne Healy as Chair. Other members are Professor David Shilbury, Simon Allatson, Barbara Crook, and Peter Boehm. Councillor Darrel Taylor sits as an *ex-officio* member of the Board.

The company is wholly independent of Council and manages the Centre pursuant to a Management Services Agreement with Council. Council retains ownership of the buildings and is responsible for maintenance.

Geographic Names in the Municipality

During 2013-2014, a number of proposals relating to geographic naming were considered by Council.

Council made the following applications to the Geographical Place Names Registrar:

- Naming of Frankston Regional Aquatic Centre as "Peninsula Aquatic Recreation Centre (PARC)"
- Naming of Child and Family Centre at 90 Cadles Road, Carrum Downs as "Banyan Fields Child and Family Centre"



Statutory Information



Statutory Information

Council operates in a highly regulated environment when carrying out its broad-ranging functions and responsibilities. There are a number of disclosures Council makes in this section of the Annual Report to comply with relevant laws, regulations and policies. There are also disclosures Council makes as testament to our commitment to principles of good practice for local government annual reporting

Best Value Service Review Program

The Best Value principles set out in the *Local Government Act 1989*, state that a Council's services must meet quality and cost standards, be responsive to community needs, be accessible to those members of the community for whom the service is intended, and achieve continuous improvement in service provision. Further, the principles require councils to develop a program of regular community consultation in relation to its services and to report regularly to its community on its achievements in relation to Best Value. This section is one of several means by which Council fulfils the reporting requirements.

Council is committed to delivering value for money in service delivery and undertakes regular reviews of services in accordance with Best Value principles. A schedule of Best Value Service Reviews has been established to review Council services. During the period of the Council Plan, the following service reviews will be completed:

- Waste Services
- Foreshore and Natural Reserves
- Economic Development
- Frankston Arts Centre
- Governance
- Finance

Steps taken this year to achieve efficient, responsive and cost-effective service delivery included:

- Conducting a major organisational review to improve service delivery, overall organisational efficiency, communication and collaboration
- Establishing an in-house parking enforcement team without a single lost service day. Council ended its seven-year relationship with an external contractor to improve operational and financial efficiencies
- Outsourcing the internal audit function to gain access to a broader depth of knowledge, strengthen impartiality and transparency, and achieve a more cost-effective outcome. In 2014-2015 the new Internal Auditors will review Council's Risk Management Framework and improve Council's internal controls and processes
- Launching the Frankston Asset Management Information System to enhance management of Council's \$1.47 billion asset portfolio
- Moving the graffiti management service in-house to achieve a more customer-focused service delivery model
- Implementing significant improvements to the payroll service based on an independent report, including establishing a common pay cycle for 90 per cent of employees by consolidating four separate pay runs

- Increasing the proportion of customer inquiries resolved at the first point of contact by transferring responsibility for rates, infrastructure and parking inquiries to the Customer Relations team.

Carers Recognition

Councils are required to report annually on their obligations set out in Section 11 of the *Carers Recognition Act 2012 (Act)*.

Council has taken all practicable measures to comply with its legislative responsibilities by promoting the principles to people in care relationships and to the wider community.

Council has also:

- Implemented the Care Relationship Principles outlined in Part 2 of the Act
- Ensured employees and agents have an awareness and understanding of the care relationship principles
- Incorporated requirements in the Municipal Health and Wellbeing Plan
- Developed, provided and evaluated support assistance for carers
- Distributed printed material through relevant Council services

Charter of Human Rights and Responsibilities

The *Charter of Human Rights and Responsibilities Act 2006 (Charter)* contains 20 basic rights that promote and protect the values of freedom, respect, equality and dignity. Councils must consider and act consistently with these rights when creating local laws, policies and delivering services.

The Charter sets out the following rights:

Freedom

- Freedom from forced work
- Freedom of movement
- Freedom of thought, conscience, religion and belief
- Freedom of expression
- Right to peaceful assembly and freedom of association
- Right to property
- Right to liberty and security of person
- Right to a fair hearing
- Rights in criminal proceedings
- Right not to be tried and punished more than once
- Protection from retrospective criminal laws



Local family enjoy Ballam Park, Karingal

Respect

- Right to life
- Protection of families and children
- Cultural rights, including the recognition of the distinct cultural rights of the Aboriginal people of Victoria

Equality

- Recognition of equality before the law
- Entitlement to participate in public life (including voting)

Dignity

- Protection from torture and cruel, inhumane or degrading treatment
- Protection of privacy and reputation
- Humane treatment when deprived of liberty
- Appropriate treatment of children in the criminal process

Disability Action Plan

The Frankston City Access and Inclusion Priorities are embedded into the Health and Wellbeing Plan 2013-2017 and have been compiled in accordance with the requirements of Section 38 of the *Disability Act 2006* to:

- Reduce barriers to people with a disability accessing goods, services and facilities
- Reduce barriers to people with a disability obtaining and maintaining employment
- Promote inclusion and participation in the community of people with a disability
- Achieve tangible changes in attitudes and practices which discriminate against people with a disability.

Consultation to develop these priorities was led by Council's Disability Access and Inclusion Committee and included a workshop with people with disabilities; carers and service providers. Implementation achievements will be reported to October 2014 Council Meeting as part of the broader annual review of the Plan.

Frankston City has 4.5 per cent of residents needing assistance due to a disability, the same as Greater Melbourne. Frankston City, however, has a higher proportion of people under 60 years with a disability, which can, in part, be attributed to four renowned special developmental schools in the municipality

and a broad range of adult disability services attracting families and individuals to the area.

Council currently invests more than \$2.5 million into aged and disability services and benefits from the generous contribution of 23,856 hours of service from more than 150 volunteers.

Council offers a range of specialised services, support and facilities to improve access and inclusiveness for all residents, including disability parking permits, wheelchair and scooter travel passes, and accessible toilets.

Council aims to provide all people with the opportunity to participate fully in community life and benefit from the opportunities that arise, believing that communities that are active and involved achieve greater social and economic outcomes.

Documents available for public inspection

As required by legislation, Council makes certain information available for viewing by the public, during normal office hours and by prior arrangement. Summarised below is a list of documents that are available for public inspection in accordance with Regulation 11 of the *Local Government (General) Regulations 2004*. Inspection of the following documents can be arranged by contacting Council on 1300 322 322:

- Details of current Mayoral and Councillor allowances
- Details of Senior Officers' total salary packages (a senior officer means the CEO, any officer who has management responsibilities and reports directly to the CEO or any staff member whose total annual remuneration exceeds \$133,000)
- Details of overseas or interstate travel undertaken in an official capacity by Councillors or any member of Council staff in the previous 12 months (excludes interstate travel by land for less than three days)
- Names of Council officers who were required to submit a return of interest during the financial year and the dates the returns were submitted
- Names of Councillors who submitted returns of interest during the financial year and the dates the returns were submitted

- Agendas for and Minutes of Ordinary and Special meetings of Council held in the previous 12 months unless the minutes are confidential
- A list of all Special Committees established by Council and the purpose for which each Committee was established
- A list of all Special Committees established by Council which were abolished or ceased to function during the financial year
- Minutes of meetings of Special Committees held in the previous 12 months unless the minutes are confidential (Special Committees are established under Section 86 of the *Local Government Act 1989*. Council may by instrument of delegation delegate any of its functions, duties or powers to a Special Committee)
- A register of delegations made pursuant to the *Local Government Act 1989*
- Submissions received during the previous 12 months in accordance with process outlined in Section 223 of the Act
- Details of all property, finance and operating leases involving land, buildings, plant, computer equipment or vehicles entered into by the Council
- A register of Authorised Officers appointed under Section 224 of the *Local Government Act 1989* (Section 224 allows Council to appoint any person other than a Councillor to be an Authorised Officer for the purposes of the administration and enforcement of any regulation or local law which relates to Council's functions and powers)
- A list of donations and grants made by Council during the financial year
- A list of organisations of which Council was a member during the year and details of all membership fees and other amounts and services provided during the year to each organisation by Council
- A list of contracts valued at \$100,000 or more which Council entered into during the financial year without first engaging in a competitive process and which are

not contracts referred to in (Section 186(5) of the *Local Government Act 1989* [Section 186(5) of the Act details circumstances where this section does not apply]

Domestic Animal Management Plan

Under the *Domestic Animals Act 1994* Council must submit a Domestic Animal Management Plan (DAMP) to the Department of Environment and Primary Industries-Bureau of Animal Welfare every four years. Section s68A(3)(c) of the *Domestic Animals Act 1994* requires Council to evaluate its implementation of the DAMP in the Annual Report.

Council's 2012-2016 DAMP sets the strategic direction in terms of animal management within the municipality, allowing for review on an annual basis.

The DAMP seeks to promote responsible pet ownership through education, encouragement and enforcement. Enforcement of the DAMP assists in keeping parks, reserves and streets clean of animal waste, and provides improved levels of safety within the community.

The DAMP was developed in consultation with:

- Frankston City Council's Compliance and Safety Team
- Stakeholder reference group (including Lost Dogs Home and Cat Shelters, Dogs Victoria, Cat Protection Society, local veterinarians, local pet shop owners)
- Broad community consultation with both pet and non-pet owners. Existing domestic animal management services were reviewed against both community needs and the requirements of the *Domestic Animals Act 1994*

Issues addressed in the DAMP include:

- Roaming dogs and cats
- Irresponsible dog and cat owners
- Dogs walking off lead in public places
- Cats not allowed off the property, difficulty confining cats

These issues are addressed by the DAMP by implementing the following actions:

- Improved animal management training and development
- Encouraging responsible pet ownership – community education
- Identification and registration
- Compliance and enforcement – Local Laws and orders
- Regulation of domestic animal businesses
- Regulation of declared dogs

Food Act 1984

Council is required to publish a summary of any Ministerial directions received within the financial year. No Ministerial directions were received by Council under Section 7E of the *Food Act 1984*.

Freedom of Information Act 1982

The *Freedom of Information Act 1982* provides the public with a right of access to documents held by Council. Certain exemptions exist to protect interests such as the personal privacy of individuals and trade secrets of businesses. Council processed 16 applications in 2013-2014.

Applications for access to documents must be in writing, and be as specific as possible about the documents being sought. Applications should also be accompanied by the appropriate application fee (which may be waived in certain circumstances). Access charges may also apply once documents have been processed and a decision on access is made.

Further information is available on Council's website frankston.vic.gov.au or from the Freedom of Information Officer on 1300 322 322.

National Competition Policy Compliance

In the 1990s, Federal and State Governments entered into a series of agreements that underpin a National Competition Policy (NCP), which was designed to bring about economic reforms. Certain elements of the NCP reform agenda were extended to local government.

Competitive neutrality was a key element of the reforms, establishing the principle that government-owned businesses should not enjoy any competitive advantage over their

privately-owned competitors simply as a result of their public ownership.

Council has an ongoing commitment to competitive neutrality as a matter of good business and transparency, and remains obliged to adhere to competitive neutrality principles.

Privacy and Health records

Responsible handling of personal and health information is a key aspect of good governance. Council is committed to complying with the obligations and principles in the *Information Privacy Act 2000* and *Health Records Act 2001*.

Council will only collect personal, sensitive and health information that is necessary for its functions and activities. Individuals are entitled to access their personal information, except where Council is entitled by law to withhold it.

If an individual feels aggrieved by Council's handling of their personal, sensitive or health information, they may make a complaint to Council's Privacy Officer. A complaint will be investigated as soon as possible (but within five business days) and a written response will be provided.

No complaints were received during 2013-2014 under the *Health Records Act 2001*. Two complaints relating to privacy were received during 2013-2014, but no complaints were lodged with the Privacy Commissioner.

Further information regarding privacy, Council's Privacy Policy, health records and access to information is available on Council's website frankston.vic.gov.au. Council's Privacy Policy is also available upon request by contacting the Privacy Officer by telephone on 1300 322 322 or by email to correspondence@frankston.vic.gov.au.

Protected Disclosure Act 2012

The *Protected Disclosure Act 2012* aims to ensure openness and accountability in government by encouraging people to disclose improper conduct within the public sector and protecting them when they do.

Section 69 of the Act requires councils to report certain information concerning their procedures.

Council does not tolerate corrupt or improper conduct by its employees or

Councillors, nor the taking of reprisals against those who come forward to disclose such conduct. Employees and members of the public are encouraged to report known or suspected incidents of corrupt or improper conduct to Council's Protected Disclosure Coordinator on 1300 322 322 or to the Independent Broad-based Anti-corruption Commission (IBAC).

Disclosures about Councillors must be notified to IBAC or the Ombudsman. Council will take all reasonable steps to protect people who make disclosures. Procedures on how to make a disclosure under the Act are publicly available from Council's website frankston.vic.gov.au.

No disclosures have been notified to IBAC under Section 21(2) of the Act during the year.

Road Management Act 2004

Council is required to publish a summary of any Ministerial directions received within the financial year. No Ministerial directions were received under section 22 of the *Road Management Act 2004* by Council in its capacity as a road authority.

Laws impacting Council

Some of the key acts and regulations impacting Council are listed below.

- *Building Act 1993*
- *Charter of Human Rights and Responsibilities Act 2006*
- *Disability Act 2006*
- *Domestic Animals Act 1994*
- *Emergency Management Act 1986*
- *Environment Protection Act 1970*
- *Equal Opportunity Act 2010*
- *Fair Work Act 2009*
- *Food Act 1984*
- *Freedom of Information Act 1982*
- *Health Records Act 2001*
- *Heritage Act 1995*
- *Information Privacy Act 2000*
- *Infringements Act 2006*
- *Land Acquisition and Compensation Act 1986*
- *Local Government (Finance and*

Reporting) Regulations 2004

- *Local Government (Planning and Reporting) Regulations 2014*
- *Local Government Act 1989*
- *Occupational Health and Safety Act 2004*
- *Planning and Environment Act 1987*
- *Protected Disclosure Act 2012*
- *Public Health and Wellbeing Act 2008*
- *Road Management Act 2004*
- *Road Safety Act 1986*
- *Subdivision Act 1988*
- *Valuation of Land Act 1960*

Local Laws

Council has three local laws. All Local Laws can be viewed at the Frankston Civic Centre, or on Council's website frankston.vic.gov.au.

- Meeting Procedure Local Law No. 1 of 2009
- General Local Law No. 7, 2012
- Tree Protection Local Law No. 17, 2010 (incorporating amendments made by General (Amendment) Local Law No. 19, 2012).

Important legislative changes during the year

The new *Local Government (Planning and Reporting) Regulations 2014* came into effect this year, revoking the *Local Government (Finance and Reporting) Regulations 2004*. This Annual Report is the last to be prepared under the *Local Government (Finance and Reporting) Regulations 2004*.

Victorian Local Government Indicators

The Minister for Local Government requires Victorian councils to include the following indicators in the Annual Report

Category / Indicator	2013-2014	2012-2013	2011-2012	2010-2011	2009-2010
Overall performance Community satisfaction rating for overall performance of Council	63	66 (93%)	62 (89%)	66*	65*
Advocacy Community satisfaction rating for Council's lobbying	56	57 (65%)	53 (62%)	65*	63*
Community Consultation and Engagement Community satisfaction rating for Council's community consultation and engagement	58	63 (74%)	58 (73%)	63*	64*

Source: Community Satisfaction Survey coordinated by Local Government Victoria on behalf of participating Victorian Councils. The Survey ranks Council in key areas of performance and service delivery on an scale of zero to 100. Only three years of data is available due to changes in the survey methodology and questions prior to 2011-2012.

Category / Indicator	2013-2014	2012-2013	2011-2012	2010-2011	2009-2010
Operating Costs Average operating Expenditure per assessment	\$2,075	\$2,003	\$2,118	\$2,028	\$1,965
Capital Expenditure Average capital expenditure per assessment	\$1012	\$585	\$578	\$533	\$577
Debts Average liabilities per Assessment	\$991	\$459	\$494	\$347	\$373
Operating Result Operating result per assessment	\$377	\$331	\$75	\$395	\$54

Note: This represents the operating result per assessment as per the sub-total profit/loss for the period.



Glossary A-Z

2013-2014

1 July 2013 to 30 June 2014

Accrual Accounting

An accounting method in which revenue and costs are recognised for the period in which they are incurred rather than as cash received or disbursed.

Accumulated surplus

The value of all net assets accumulated over time.

Actual 2013-2014

Actual performance achieved where this measure was used in the 2013-2014 financial year.

Advocacy

Publicly supporting or recommending programs or services on behalf of the community to other tiers of government or service providers for community benefit.

Assets

Everything owned by or owed to Council such as roads, equipment and buildings. Assets are listed in the Financial Report.

Auditor General

Independent parliamentary officer appointed by legislation to examine and report to the State Parliament and the community on the management of public sector resources and provide assurances on the financial integrity of Victoria's system of government.

Australian Accounting Standard

Accounting standards issues by the Australian Accounting Standards Board.

Balance Sheet

A quantitative summary of Council's financial condition as at 30 June, including assets, liabilities and net equity.

Best Value

The continuous review of all services provided by Council to ensure they meet the required cost standards and needs of the community to deliver value for money.

Biodiversity

The variety of all living things including plants, animals and micro-organisms, their genes and the ecosystems of which they are a part.

Budget

Council's published Budget detailing the financial position of Council.

Buildings and Improvements

Includes all capital building improvements to any land owned or controlled by Council.

CAA

Central Activities Area (CAA) as defined by the Frankston Structure Plan (Draft) and State Planning Policy. Approximately interchangeable with Metropolitan Activity Centre (MAC) and generally refers to the Frankston city centre.

Capital Expenditure

The expenditure on items which are expected to produce future economic benefits for Council with a useful life in excess of 12 months.

Capital Improved Value

The market value of the property at the date of valuation including the value of the land and all improvements built on the land.

Capital Works Program

Program of scheduled infrastructure works generally encompassing capital works for road, drainage and building assets.

Cashflow Statement

Reports all cash movements during the financial year. Cash movements consist of cash inflows (receipts/proceeds) less cash outflows (payments).

Committee

A Committee that assists Council with the decision making process and has a Councillor representative to assist with the consultation process.

Commitment

Commitments represent the key issues for the Frankston City community as identified in the Council Plan.

Community Grants

Council allocates a sum of money for the Community Grants Program as part of the annual Budget process. The funding supports not-for-profit community organisations in Frankston City.

Community Satisfaction Survey

A State Government requirement whereby councils conduct a survey once a year to obtain community feedback in order to gauge satisfaction levels with Council services.

Councillors

Elected representatives of Council.

Council Plan

Council Plan guides the development and strategic priorities for Frankston City and Council over a four year period. This plan is reviewed annually.

Cultural Diversity

Celebrating our community's many different cultures expressed through languages, tradition, religions, dress, arts, dance and lifestyle.

Depreciation

The process of allocating the value of a non-current physical asset over its useful life having regard to any residual value remaining at the end of that economic life.

EFT

Equivalent Full Time (EFT) – 1 EFT is equivalent to one person working 38 hours per week.

Employee Entitlements

Benefit entitlements that employees accumulate as a result of their employment as at the reporting date including, but not limited to, wages and salaries, annual leave, sick leave, long service leave, superannuation benefits and other post employment benefits.

Equity

The residual interest in the assets of Council after deduction of its liabilities, which is made up of accumulated surplus and reserves. Total equity is also equal to net assets.

Expense

An outgoing payment made by Council.

Extraordinary Items

Items of revenue or expense that are attributable to transactions or other events of a type that are outside the ordinary operations of Council and are not of a recurring nature.

Fair Value

The amount an asset could be exchanged between knowledgeable willing parties where available markets exist or the amount of the asset's current replacement cost less accumulated depreciation.

Financial Year

This document reports on the financial year 1 July 2013 – 30 June 2014.

Financial Statements

Incorporates the Income Statement, Balance Sheet, Statement of Changes in Equity, Cashflow Statement plus the Notes to and forming part of the Accounts that support these statements.

Fixed Assets

Physical assets owned or controlled by Council and that are used for operational requirements.

Frankston City News

Council's newsletter, distributed five times per year, provides residents with information about Council's activities. It is delivered by Australia Post to all residents and businesses within Frankston City.

Frankston City Planning Scheme

Outlines State and local planning policies including zones, overlays and other provisions.

Furniture and Fittings

Assets and capital acquisitions relating to computer equipment, electronic equipment, appliances, furniture, fixtures and fittings.

Governance

Governance relates to Council's purpose, objectives, role and functions as set out in the *Local Government Act 1989*.

Grants – non-recurrent income

Grant income received for a 'one off' specific purpose, generally for a particular project.

Grants – recurrent income

Grant income received on a regular basis (i.e. quarterly, annually) and granted to Council by another entity for specific or general purposes.

Greenhouse Gas Emissions

Generated from a large number of processes and from a range of sources. Key sources of greenhouse gases includes energy sector, transport emissions, agricultural, land use change and forestry, industrial processes and waste.

Green Wedge

A non-urban are of Frankston City defined in the State Government's Planning Strategy. The area is to be maintained as a predominately green environment.

Heritage Assets

Includes antiques, artefacts, artworks, photographs, Mayoral chains and heritage buildings owned by Council.

Income Statement

Identifies all revenues earned and expenses incurred during the financial year.

Indicators

Indicators define what will be measured to show we are meeting our objectives.

Infrastructure

Stock of fixed capital equipment including roads, public buildings, footpaths.

Internal Audit

An independent appraisal function which examines and evaluates Frankston City's financial, management and internal control systems.

Key Performance Indicator

A significant measure used on its own or in combination with other Key Performance indicators to monitor how well a business is achieving its quantifiable objectives.

Land

All land owned or controlled by Council.

Land Improvements

Includes all capital improvements, other than buildings, to any land owned or controlled by Council.

Liabilities

Future sacrifices of economic benefits that Council is presently obliged to make to other entities as a result of past transactions or other past events.

Local Law

The laws adopted by Council that prohibit, regulate and control activities, events, practices and behaviours within Frankston City.

Local Roads

The municipal road network which is maintained by Council.

MAC

Metropolitan Activity Centre (MAC) as defined by the Frankston Structure Plan (Draft) and State Planning Policy. Approximately interchangeable with Central Activities Area (CAA) and generally refers to the Frankston city centre.

Masterplan

This is a plan which outlines a preferred future vision for a particular area in Frankston City. It is usually developed for an area being considered for redevelopment or redesign.

MSS

The Municipal Strategic Statement (MSS) is Council's long-range plan to guide development of the City and its urban form. It forms part of the Frankston City Planning Scheme.

Municipal Association of Victoria (MAV)

The industry body who advocates on behalf of Victoria's 79 Councils.

Net Assets

The difference between total assets and total liabilities, which represents Council's net worth. Net assets are also equal to total equity.

Operating Leases

A lease under which the lessor effectively retains substantially all the risks and benefits incidental to ownership of the leased asset.

Performance Measures

Mechanisms such as unit costs or response times which can be used to measure Council's performance over time.

Plant and Equipment

Assets owned by Council including ticket machines, garbage bins, fleet and trailers.

Prepayments

Payments made to Council in advance of receiving the goods or services.

Provisions

Includes accrued long service leave, annual leave and rostered days off owing to employees at reporting date.

Rates and charges income

Income received from ratepayers in relation to general rates, garbage rates and special rate schemes.

Rating Strategy

The process by which Council's rate structure is established and how the quantum of rate change has been determined taking into consideration long-term issues.

Reserves

Monies set aside in the Statement of Financial Position for specific purposes in accordance with statutory and discretionary principles.

Revaluation

The process where the fair value of an asset or the useful life of an asset is reassessed.

Revenue

Revenue is the amount of money that Council actually receives from its activities, mostly from rates and services provided to customers and ratepayers.

Risk Management

A policy and process for identifying business risks and controlling the likelihood and/or impact of a risk event occurring.

Roads

Includes road pavements, footpaths, kerb and channel, traffic signals and speed restriction devices.

Statement of Changes in Equity

Summarises the change in Council's net worth.

Statement of Financial Position

Reports all assets owned by Council (including amounts owed to Council) and all liabilities owed by Council.

Strategic Resource Plan

Sets out the long term financial resources of Council and includes key financial indicators.

Strategy

A plan of action intended to accomplish specific objectives.

Surplus (deficit)

Represents the difference between total revenues, expenses, net gain (loss) on disposal of property, plant and equipment, infrastructure and share of net profits (losses) of associates and joint ventures accounted for by the equity method.

Sustainable

Meet present day needs without compromising future generations' ability to meet their needs.

Triple Bottom Line

Measures community wellbeing by assessing economic, social and environmental considerations.

Trust Funds and Deposits

Monies received by Council for a specific purpose, which are to be refunded upon a specific event occurring (i.e. Council assets are not damaged). If that specific event does not occur, Council is entitled to recognise these monies as income.

User Fees

Income received by Council from a variety of fees and charges such as aged and health services fees, animal and local law fines and registrations, building permits and other charges, childcare, children's program fees, debt collection recovery charges, election fines, parking meter fees, ticket machine fees, leisure centre and recreation fees, library fines and other charges.

Values

Values are beliefs that underpin behaviours and processes. The values of an organisation guide its culture.

Vision

A description of the future we aim to achieve for our City and community.

Ward

Defined electoral area to which a representative is elected as Councillor.

Wellbeing

A general term to encompass health, happiness, welfare, security, comfort, quality of life and a sense of belonging.

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Contact us

Hard copies of this Annual Report are available at the locations listed below, or can be downloaded at frankston.vic.gov.au. Phone 1300 322 322 to request a copy be sent to you.

Frankston Civic Centre

30 Young Street, Frankston
 Telephone: 1300 322 322
 Facsimile: 9784 1094
 Website: frankston.vic.gov.au
 Hours: Monday to Friday 8.20am-5pm

Langwarrin Customer Service Centre

Shop 6, Gateway Village Shopping Centre
 Frankston-Cranbourne Road, Langwarrin
 Telephone: 9786 6512
 Facsimile: 8786 6511
 Hours: Monday to Friday 9am-5pm
 Saturday 9am-12pm

Seaford Customer Service Centre

120 Nepean Highway, Seaford
 Telephone: 8773 9601
 Facsimile: 8773 9600
 Hours: Monday to Friday 9am-5pm
 Saturday 9am-12pm

Frankston Library

60 Playne Street, Frankston
 Telephone: 9784 1020
 Facsimile: 9784 1750
 Hours: Monday to Wednesday 9am-8pm
 Thursday and Friday 9am-6pm
 Saturday and Sunday 10am-4pm

Carrum Downs Library

203 Lyrebird Drive, Carrum Downs
 Telephone: 9782 0418
 Facsimile: 9782 0187
 Hours: Monday to Wednesday 11am-6pm
 Thursday 1pm-8pm
 Friday 9.30am-4.30pm
 Saturday 11am-4pm
 Sunday 12pm-4pm

Frankston Visitor Information Centre

Frankston Waterfront
 7N Pier Promenade, Frankston
 Telephone: 1300 322 842
 Facsimile: 9768 1433
 Website: visitfrankston.com
 Hours: Monday to Sunday 9am-5pm

Please check frankston.vic.gov.au for opening hours on Public Holidays

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Purpose of Annual Report

The Local Government Act 1989 requires all councils to present an Annual Report to the Minister for Local Government by 30 September each year. As well as meeting this statutory requirement, Council sees the Annual Report as a vital tool to keep residents, businesses, employees and potential employees, State and Federal politicians, peak bodies, community groups and organisations informed about its performance and future direction.

The Annual Financial Report (see following report) shows how Council performed during the 2013-2014 financial year. It is prepared and presented in accordance with the Australian Accounting Standards.

Council adopted the Annual Financial Report following a review by its independent Audit and Risk Management Committee.

The statements were certified by the Principal Accounting Officer (Manager Financial Services), the CEO, Mayor and another nominated Councillor.

The Victorian Auditor-General's office has certified that the Performance Statement including the Standard Statements and the Annual Financial Report fairly present the financial position of Frankston City Council.

Thank you for reading Frankston City Council's 2013-2014 Annual Report.

We value your feedback and welcome your views on this report, they can be sent by post to:

Frankston City Council,
PO Box 490, Frankston VIC 3199

or emailed to **correspondence@frankston.vic.gov.au**

or telephone Council on **1300 322 322**.

Acknowledgements

Frankston City Council would like to thank all those who contributed to the development of the 2012-2013 Annual Report.

