

Year 4 - Revised June 2016



City of Port Phillip

# **COUNCIL PLAN**

2013-17

CITY OF

# PORT PHILLIP

OUR PLACE

**OUR UNIQUE AND BEAUTIFUL  
PLACE BY THE BAY**

**A CITY OF CONTRAST**

**LOCAL LIFESTYLE WITH A  
GLOBAL OUTLOOK**

Council respectfully acknowledges the Yalukit Willam Clan of the Boon Wurrung.  
We pay our respect to their Elders, both past and present.  
We acknowledge and uphold their continuing relationship to this land.

**107,127**

people live in  
Port Phillip



**1,400**

approximate births  
in Port Phillip  
each year



**47.7%**

of dwellings are high  
density housing



**65 km**

of bike paths



**11.6 km**

of foreshore



**176 Ha**

of parkland



**271 km**

of roads



**57,354**

dwellings



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# ABOUT THIS PLAN

**This plan outlines Council's vision for the City of Port Phillip and the key deliverables between 2013 and 2017.**

Three years into the plan, Council has reflected on its progress and made some adjustments to the plan. Supporting this revised plan is the Strategic Resource Plan 2016-20 which outlines the financial and non-financial resources to deliver this plan. The Strategic Resource Plan 2016-20 is available as an attachment to this plan.

## **Transparent reporting on our performance**

Council is committed to transparent reporting on its performance and activities. Council will regularly report on its progress toward achieving the objectives of the Council Plan, its financial performance and other activities. These reports, along with Council's annual reports are available online at [www.portphillip.vic.gov.au](http://www.portphillip.vic.gov.au)

# OUR FUTURE FOCUS 2013-17 IN SHORT

**The Council Plan 2013-17 consists of 16 strategic objectives in four areas of focus.**

The delivery of each objective is supported by key actions, and progress will be measured by a number of indicators. This year Council has focused on reviewing the measures of success in the plan to ensure they support the delivery of its strategic objectives. These are detailed in the following pages.

## **Engaged - A well governed City**

- 1.1 Provide clear and open communication and engagement that is valued by the community
- 1.2 Value transparent processes in Council decision making
- 1.3 Build and facilitate a network of active and informed communities
- 1.4 Build strategic relations with our partners
- 1.5 Achieve a reputation for organisational and service excellence

## **Healthy - A healthy, creative and inclusive City**

- 2.1 Ensure our City is a welcoming and safe place for all
- 2.2 Support our community to achieve improved health and wellbeing
- 2.3 Ensure quality and accessible family, youth and children's services that meet the needs of our community
- 2.4 Foster a community that values lifelong learning, strong connections and participating in the life of the City
- 2.5 Promote an improved range of cultural and leisure opportunities that foster a connected and engaged community

## **Resilient - A strong, innovative and adaptive City**

- 3.1 Build resilience through Council action and leadership
- 3.2 Support and increase community action for a resilient City

## **Vibrant - A liveable and connected City**

- 4.1 Encourage viable, vibrant villages
- 4.2 Ensure growth is well planned and managed for the future
- 4.3 Improve and manage local amenity and assets for now and the future
- 4.4 Ensure people can travel with ease using a range of convenient, safe, accessible and sustainable travel choices

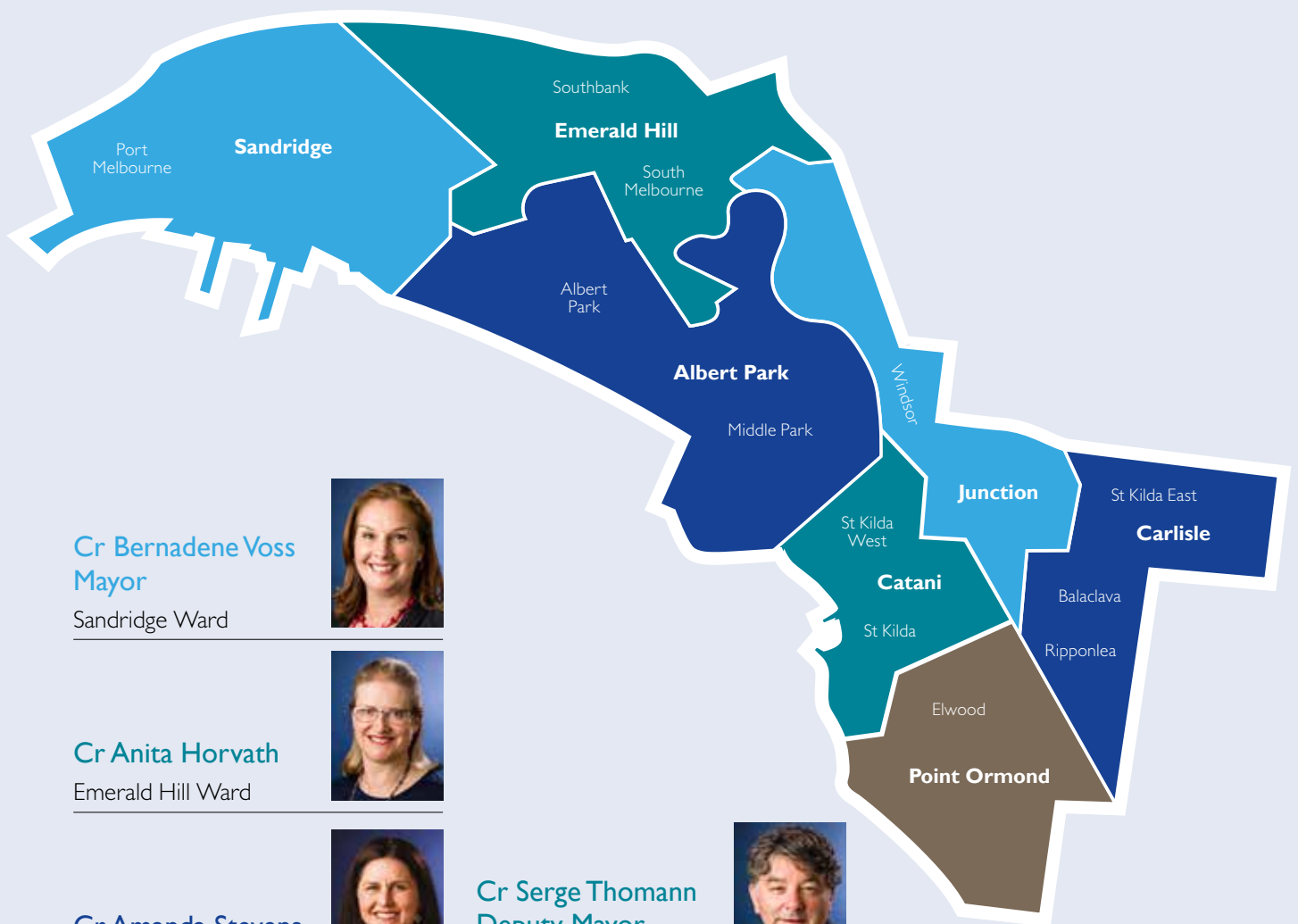




# THE COUNCIL

**The City of Port Phillip is divided into seven wards, represented by one Councillor in each ward.**

The Councillors were elected as representatives of the City of Port Phillip on 27 October 2012 for a four year term. Collectively they have responsibility for setting the strategic direction for the municipality, developing policy, identifying service standards and monitoring performance.



**Cr Bernadene Voss**  
Mayor

Sandridge Ward



**Cr Anita Horvath**

Emerald Hill Ward



**Cr Amanda Stevens**

Albert Park Ward



**Cr Serge Thomann**  
Deputy Mayor

Catani Ward



**Cr Andrew Bond**

Junction Ward



**Cr Vanessa Huxley**

Carlisle Ward



**Cr Jane Touzeau**

Point Ormond Ward







**Cr Bernadene Voss**

Mayor  
City of Port Phillip

# MAYOR'S MESSAGE

**The Councillors and I are pleased to present the City of Port Phillip Council Plan 2013-2017 (Year 4). This revised plan seeks to deliver a healthy, resilient, engaged and vibrant City.**

This is the final year of this Council's four-year plan. We have made significant progress over the last three years, delivering a range of key asset improvements including, North Port Oval, Clarendon Street Family Centre, Emerald Hill Library, Fitzroy Street upgrade and Bubup Womindjeka Family and Children's Centre. We have also delivered other significant programs including, the St Kilda Triangle Master Plan and Vibrant Villages and we continue to work on our Toward Zero strategy to support Council and the community to become more sustainable.

We are committed to reviewing our plan each year when developing our annual budget. The review this year has focused on the key actions and indicators in the plan to ensure we are on track to deliver the community's expectations in this, the final year of our term of Council.

Earlier this year, the Councillors and I spoke with members of our community at various events across the City to help us better understand your views and expectations. We asked targeted questions about the relative priority of our services, options to address funding challenges, and what longer-term initiatives we should be thinking about.

We received more than 1,000 pieces of feedback through the engagement, a significant increase in participation from last year.

The feedback reinforced our commitment to services that improve our public spaces and amenity, contribute to a safer community and support community wellbeing. The engagement also suggested that the community supports us reviewing services and focusing on those that deliver best value and support people most in need.

Your feedback, in conjunction with our progress to date delivering to the plan, suggested that only minor adjustments were required this year. The draft revised Council Plan reflected that and we invited you to again have your say when it was released in April. We received 55 written submissions and 15 presentations about the revised Council Plan and the draft Budget on matters from sports facilities to sustainability to overall expenditure. We considered all submissions before adopting this revised Council Plan.

Through the Council Plan this year, we will deliver significant and exciting developments including upgrades to Acland Street, St Kilda and the Gasworks Building in Albert Park. We will also invest in road safety

improvements in Port Melbourne and St Kilda and sustainability initiatives at the South Melbourne Market. We will also make considerable progress on the Ferrars Street education and community precinct in Fishermans Bend and implementing our walk and bike plans.

Delivering best value services that the community values is a focus for this Council. This year we will build on our commitment to ensuring our services are effective and efficient and deliver great outcomes for our community.

Thank you for your submissions and thank you for helping us to continue to build a healthy, resilient, engaged and vibrant Port Phillip.

**Cr Bernadene Voss**

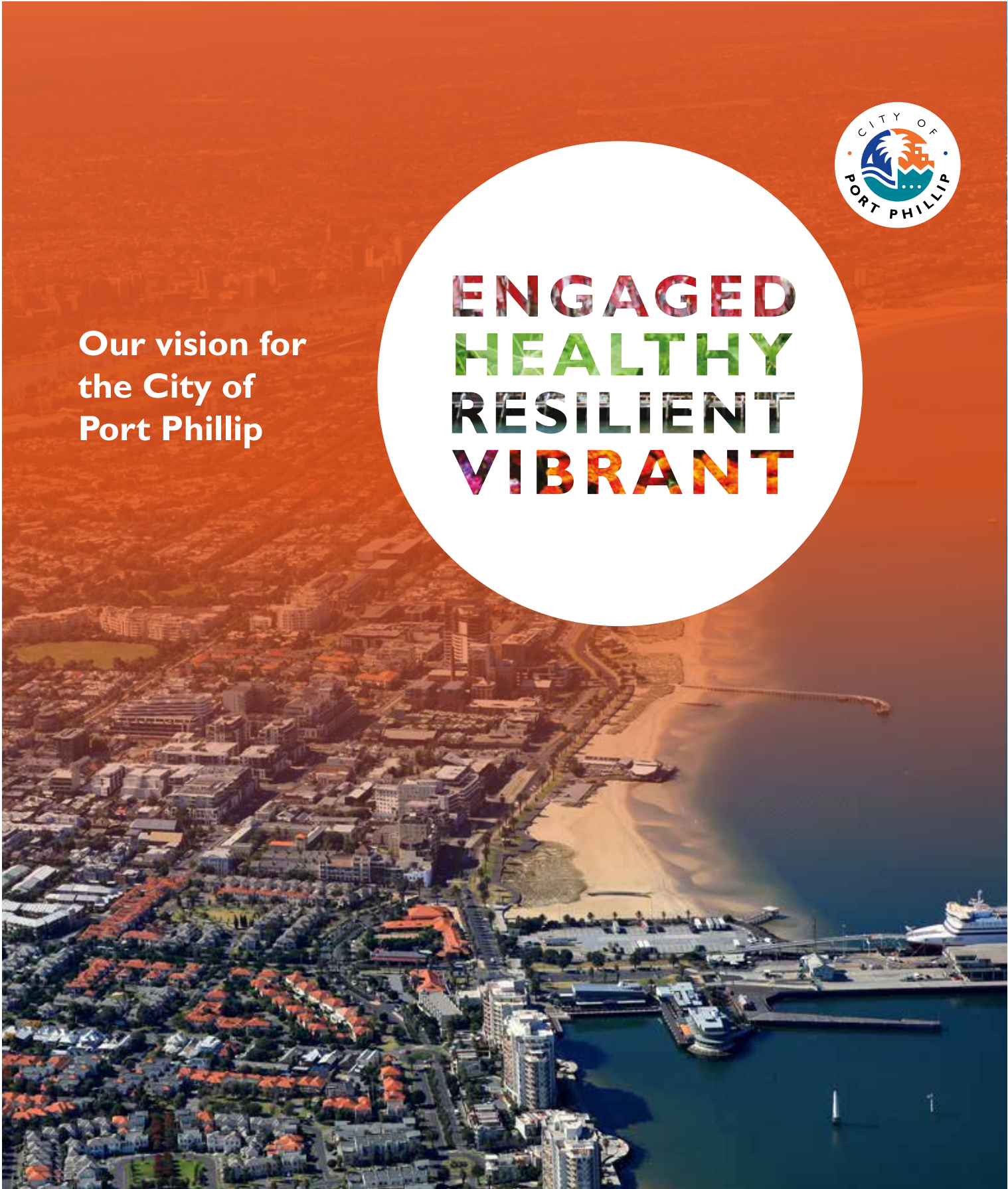
Mayor  
City of Port Phillip





Our vision for  
the City of  
Port Phillip

**ENGAGED**  
**HEALTHY**  
**RESILIENT**  
**VIBRANT**



# CITY OF PORT PHILLIP - A SNAPSHOT

The City of Port Phillip is located south of the Melbourne city centre, on the northern shore of Port Phillip Bay. Port Phillip is one of the oldest areas of European settlement in Melbourne, known and treasured by many for its urban village feel and artistic expression.

Port Phillip is a city of neighbourhoods, defined by heritage buildings, distinct shopping precincts and tree-lined streets. The major villages of Bay Street (Port Melbourne), Clarendon Street (South Melbourne), Fitzroy and Acland streets (St Kilda) and Carlisle Street (Balacava) provide retail, leisure and entertainment experiences, each with its own character.

Significant employment areas in Port Phillip include the St Kilda Road office district, and industrial, warehousing and manufacturing districts in South Melbourne and Port Melbourne.

The foreshore stretches over 11 kilometres, and public open spaces make the City desirable to residents and visitors. Port Phillip is well served by public transport. The network includes St Kilda and Port Melbourne light rail, two railway stations on the Sandringham line, and tram and bus routes.

Port Phillip is a sought-after inner city area of Melbourne. The physical environment will change as the City continues to experience significant residential development. Substantial growth is anticipated over the next 40 years in the Fishermans Bend Urban Renewal Area on the northern edge of the City.

Valuing our history, ensuring a sense of place, and planning for the future of a dynamic and evolving city continues to be a challenge.

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## The people

Port Phillip has a diverse community. It is estimated that in 2016 more than 107,127 people live in the City, an increase of 9.2 per cent in the last five years. Our population will continue to grow. Fishermans Bend is expected to be home to around 80,000 residents and provide jobs for 40,000 over the next four decades.

Port Phillip is the most densely populated municipality in Victoria. St Kilda is the largest neighbourhood and South Melbourne is the smallest.

Approximately 53.5 per cent of our population is between 25 and 49 years of age, while 14.9 per cent are over 60 years old. The number of young people (17 years and younger) has increased slightly in recent years.

The average household is small (two people), but there are many families living in Port Phillip. Our community is one of the most educated compared with other metropolitan councils.

There are some wealthy households, but approximately 16 per cent of households are classified as

low income. The majority of our residents rent their homes and around eight per cent of our residents live in community or public housing.

More than 18,000 Port Phillip residents were born in non-English speaking countries (around 18.5 per cent) and 31 per cent were born overseas. Port Phillip also attracts a large number of visitors, approximately four million each year.

The rich diversity of our community, will continue to play a significant role in shaping Port Phillip's future.



# COUNCIL'S ROLE

**In delivering the Council Plan 2013-17 it is important to acknowledge the range of roles performed by Council.**

Table 1 provides a summary of these different roles, which are reflected throughout this Council Plan.

**Table 1: Role of Council**

<b>Council's role</b>	<b>Council will...</b>	<b>Example</b>
<b>Leader</b>	Lead by example	Pursue social justice for all people in our community
<b>Service provider</b>	Fully or partially fund service	Provide and promote opportunities for family, youth and children's services
<b>Deliverer</b>	Directly implement projects and works	Enhance our urban forest through trees that thrive in our locality
<b>Partner</b>	Contribute funds or other resources	Partner with others to improve the quality of water in the bay and deliver storm water harvesting projects
<b>Facilitator</b>	Bring stakeholders together	Support local business and facilitate networks and opportunities for a viable and prosperous future
<b>Regulator</b>	Take direct legal responsibility	Regulate sustainable design and development for environmental, cultural and social benefits
<b>Advocate</b>	Proactively make representation	Advocate to increase the number of primary and secondary schools in Port Phillip
<b>Funder</b>	Provide funds or other resources	Fund and partner with other providers for family, youth and children's services and facilities in the City



# OUR FUTURE FOCUS 2013-17

## Our focus is:

ENGAGED - A Well Governed City

HEALTHY - A Healthy, Creative and Inclusive City

RESILIENT - A Strong, Innovative and Adaptive City

VIBRANT - A Liveable and Connected City

**Each focus area consists of objectives and corresponding indicators to measure achievement. The delivery of each objective is supported by a number of key actions.**

Council recognises that none of these areas of focus exist in isolation of each other. Council will take a holistic and integrated approach to improving our City, now and into the future.



# ENGAGED

## A well governed City

We are proud of the City we represent. Council will be a leader in good governance, and sound financial and asset management.

We will work together, act with integrity, and be open and transparent.

We will take our collective decision making seriously in the long-term interests of the community as a whole. We aspire to represent a community that actively participates and contributes to our City, and we are committed to inform, connect and engage with our diverse community. We want people

to have a positive experience of Council, its services and facilities. We encourage community feedback so we can drive continuous improvement, and we value a healthy and respectful relationship with our staff as committed professionals who care and want to make a difference for the community.



### **1.1 Provide clear and open communication and engagement that is valued by the community**

#### **Measure of success**

- Community satisfaction with Council's consultation and engagement in decision making on key local issues is consistent with industry benchmarks

#### **Key actions**

- Continue to improve Council's communications and engagement practices to support open and inclusive decision making and reach diverse audiences
- Provide seamless and consistent information to the community about Council's policies and processes
- Better inform the community about Council priorities and how their rates are used
- Use more innovative approaches and new technologies to inform and engage the community

### **1.2 Value transparent processes in Council decision making**

#### **Measures of success**

- At least 80% of community satisfaction survey respondents agree Council is trustworthy, reliable and responsible
- Percentage of Council decisions made in public is consistent with industry benchmarks

#### **Key actions**

- Promote a culture of good governance and build on Council's reputation for good and transparent practice
- Ensure long-term financial viability through robust financial management and accountability
- Ensure Council's decision making processes, reporting and information provision is transparent and clear

### **1.3 Build and facilitate a network of active and informed communities**

#### **Measure of success**

- At least 80% of community satisfaction survey respondents agree they feel proud of, connected to and enjoy living in their neighbourhoods (reported half-yearly)

#### **Key actions**

- Facilitate community networks to build on local strengths and to keep people informed and connected
- Support and fund opportunities for local community members to participate in local leadership programs
- Develop and support community reference committees in providing advice to Council
- Promote and support a culture of active citizenship and caring for others

### **1.4 Build strategic relations with our partners**

#### **Measure of success**

- Community rating of Council's performance in lobbying on behalf of the community is consistent with industry benchmarks (reported annually)

#### **Key actions**

- Through a bipartisan approach, advocate for the important issues, needs and priorities of our community
- Identify and foster strategic partnerships in working with the three tiers of government
- Forge partnerships and good working relationships with our neighbouring councils, government peak bodies and other key stakeholders (including universities and businesses)

### **1.5 Achieve a reputation for organisational and service excellence**

#### **Measures of success**

- Community satisfaction with the overall performance of Council is consistent with industry benchmarks
- Total council expenditure per property assessment is consistent with industry benchmarks

#### **Key actions**

- Develop a strong organisational culture of excellence as viewed through the eyes of our community
- Improve awareness of Council's services to ensure people can access what they need
- Ensure a strategic approach to reviewing and improving Council's operations
- Provide clear and efficient processes for managing resident enquiries, requests and complaints
- Ensure the organisation is an employer of choice by developing its people and valuing their contribution in making a positive difference to the community

#### **Did you know?**

Council resolved 170 items at Council meetings over the 2014 / 15 financial year.



# HEALTHY

## A healthy, creative and inclusive City

**We celebrate people from all walks of life who live in or visit the City. We want people to experience it as a welcoming, creative and safe place to enjoy.**

We want the City to be a place of health and activity, a refuge for those who seek it and a place where people feel like there are opportunities for all. We will support people to come together, look out for one another and embrace differences. We respect the special contribution

of Aboriginal and Torres Strait Islander people to our community and are committed to working toward reconciliation.

Council connects with people in a myriad of circumstances and stages in life. Perhaps you are a first time parent? A young person who is looking for somewhere to hang out? Maybe you are a local or a visitor enjoying the endless number of big and small events, leisure and cultural experiences? Perhaps your life circumstances

have taken an unexpected turn and you need some help or support? Or you are now an empty nester or older person looking for connections with others? In all these situations and many more, Council will work hard with partners to deliver services and support.

We want to make our City more dynamic, more creative and more diverse.





## 2.1 Ensure our City is a welcoming and safe place for all

### Measures of success

- At least 80% of community satisfaction survey respondents believe that Port Phillip is a welcoming and supportive community for everyone (reported half-yearly)
- At least 80% of community satisfaction survey respondents feel a sense of safety and security in Port Phillip

### Key actions

- Enable an inclusive community that welcomes diversity and works to eliminate discrimination
- Pursue social justice for all people in our community
- Promote and celebrate equal rights and opportunities for people who identify as gay, lesbian, bisexual, transgender and intersex
- Support the delivery of affordable housing to meet community needs
- Continue to pursue reconciliation with our Indigenous community
- Seek to make the City a more welcoming, accessible and safe place for older people
- Foster a community where people from diverse cultural and linguistic backgrounds feel supported and safe
- Foster a city where people living with disabilities can participate in community life without barriers

## 2.2 Support our community to achieve improved health and wellbeing

### Measures of success

- Local Health and Wellbeing Index (reported annually)
- Community rating of Council's recreation facility performance is consistent with industry benchmarks (reported annually)

### Key actions

- Promote a healthy and active lifestyle for our community
- Enhance recreation and sporting activities that support people of all ages
- Advocate to, and partner with, others to address factors impacting on people's health and wellbeing
- Provide flexible community spaces that meet the broad needs of the community
- Work with our emergency management partners to prepare for, and respond to emergencies
- Ensure our parks, open spaces and the built environment encourage activity for all ages
- Provide shared space, amenities and regulations to support responsible pet ownership and enjoyment

## 2.3 Ensure quality and accessible family, youth and children's services that meet the needs of our community

### Measures of success

- At least 80% of community satisfaction survey respondents are satisfied with the performance of Council around services that support, families, youth and children
- All assessed state-regulated family, youth and children's services meet or exceed accreditation standards (reported annually)

### Key actions

- Deliver quality family, youth and children's services and facilities in the City
- Fund and partner with other providers for family, youth and children's services and facilities in the City
- Improve the way we engage with young people
- Provide and promote opportunities and spaces for positive and safe youth activity and engagement
- Continue to foster a child and family friendly City
- Advocate at local, state and federal levels to improve services to meet the changing needs of families, young people and children

## 2.4 Foster a community that values lifelong learning, strong connections and participating in the life of the City

### Measure of success

- At least 80% of community satisfaction survey respondents feel they have opportunities to participate in affordable local community events and activities of their choosing (reported half-yearly)

### Key actions

- Advocate to increase the number of primary and secondary schools in Port Phillip
- Improve access to a diversity of high quality lifelong learning opportunities
- Ensure Council's community facilities are accessible and relevant to community needs
- Strengthen and support the community sector to deliver opportunities that build health and wellbeing
- Promote and increase participation of volunteers

## 2.5 Promote an improved range of cultural and leisure opportunities that foster a connected and engaged community

### Measures of success

- At least 80% of community satisfaction survey respondents agree Port Phillip has a culture of creativity, learning and physical activity (reported half-yearly)
- Maintained or improved community satisfaction with the service performance of libraries

### Key actions

- Promote and deliver a diverse program of festivals and events across the City
- Support and advocate for a vibrant live music scene across the City
- Support and showcase the City's creative people and culture
- Position our library services and spaces to meet the community's future needs and aspirations
- Provide public spaces for all to enjoy, be active and feel safe

# RESILIENT

## A strong, innovative and adaptive City

We are focused on the future and we will need to adapt to a different climate. 'Cool' will have greater meaning. How will we stay 'cool' and continue to thrive in extended periods of hot weather? How can we stay 'cool', calm and collected to more easily respond and manage the impact of more variable rainfall events?

We need to be prepared. We want to strengthen our resilience and capacity to adapt. We want to lead, to work with and empower our community to be adaptive and innovative. For us to create opportunities and face this challenge together it will require information, intelligence, efficiency, dynamic ideas and an

optimistic mindset. We recognise we can't do this alone. It will be vital to advocate and partner with community, businesses, universities, other governments and organisations.

The City is an extraordinary place, which we can make even more so.



### 3.1 Build resilience through Council action and leadership

#### Measures of success

- Kerbside waste diversion from landfill rate is consistent with like councils
- At least 80% of community satisfaction survey respondents are satisfied with the performance of Council to make the City of Port Phillip more environmentally sustainable
- Reduction in Council's total greenhouse gas emissions per annum (reported annually)
- Achievement of Council's total potable water consumption target for the year
- Progress towards Council's use of alternative water source targets (reported annually)
- Progress towards stormwater quality targets (reported annually)

#### Key actions

- Minimise waste through recycling and reduced consumption
- Demonstrate leadership in sustainability in our organisational practices
- Seek opportunities for Council and the community to produce renewable energy
- Reduce Council's non-renewable energy use and source alternative renewable energy options
- Provide clearer policy guidance that promotes sustainability initiatives appropriate to heritage precincts

### 3.2 Support and increase community action for a resilient City

#### Measures of success

- Percentage of participants in Council environment programs who report taking action as a result of their involvement

#### Key actions

- Encourage, grow and support community and individual leadership, capacity and action
- Help people understand climate issues, the impacts and how we can adapt
- Support the community and schools in travel planning for safe bike riding, walking and public transport in local areas
- Build a connected network of community groups and leaders, and increase the number of people involved in sustainability programs

#### Did you know?

There were 4,644,521 visitors to the South Melbourne Market in 2015 / 16.

# VIBRANT

## A liveable and connected City

We all have a responsibility to be future-focused and agile; to respect our history while embracing the new. The City will grow and we will strive to build new communities, not just buildings.

We need to take an intelligent approach to getting the balance right and managing change so that the City will continue to be a desirable and vibrant place where:

- a diverse community of people feel connected and have a sense of belonging
- businesses can thrive and jobs are within easy reach of home
- the City's infrastructure is of high quality, and access to services and goods is inclusive of all
- heritage sits elegantly alongside new innovative design
- there are rich cultural experiences
- it is easy to move about, to walk, tram and ride.

It's all about planning for the future and working with others to create a healthy, sustainable and liveable city that future generations will be proud of.





#### 4.1 Encourage viable, vibrant villages

##### Measures of success

- At least 80% of community satisfaction survey respondents agree their local retail area is vibrant, accessible, engaging, full of energy and life, and somewhere they want to be
- At least 80% of community satisfaction survey respondents believe South Melbourne Market is a significant benefit to residents (reported annually)

##### Key actions

- Support local business and facilitate networks and opportunities for a viable and prosperous future
- Develop partnerships with the community to facilitate sustainable activation and deliver creative community-led initiatives through formation of Village Partnership Groups
- Implement integrated infrastructure and innovations to support local walking and bike riding
- Maintain, create and foster welcoming, attractive and prosperous villages aligned to local character, heritage and community
- Facilitate and support arts and cultural clusters and enterprises
- Maintain and improve local village feel to create and foster welcoming, attractive and prosperous places that reflect the character and heritage for everyone
- Work with our partners to ensure our entertainment and night-time precincts are safe and enjoyable places for everyone
- Recognise and support tourism as an integral component of the local economy
- Continue improvements to South Melbourne Market and support local markets

#### 4.2 Ensure growth is well planned and managed for the future

##### Measure of success

- Increased number of planning permit applicants participating in the Sustainable Design Assessment in the Planning Process (SDAPP) program within Port Phillip (reported half-yearly)

##### Key actions

- Work with and advocate to, State Government to guide the renewal of Fishermans Bend to a modern, sustainable and diverse extension of our City, where social connections and the health and wellbeing of future communities will thrive
- Advocate for and progress Council's key priorities in relation to the Montague Precinct Structure Plan and Fishermans Bend Urban Renewal Area as a model for sustainable quality design outcomes
- Continue planning to achieve improved development outcomes in the design and amenity of the public realm within Port Melbourne
- Implement St Kilda Triangle 2012, continuing to work towards securing a sustainable future for the St Kilda Triangle and Palais Theatre
- Continue to advocate for the redevelopment of the St Kilda Pier to ensure cultural and environmental values are retained
- Lead, advocate for and regulate sustainable design and development for environmental, cultural and social benefits
- Ensure integrated planning and management of our foreshore
- Support programs and partner with others to build connections and a sense of community in high density living
- Introduce planning policy to ensure the design of buildings and spaces facilitates social interaction and community connections

#### 4.3 Improve and manage local amenity and assets for now and the future

##### Measures of success

- At least 80% of community satisfaction survey respondents are satisfied with quality of parks and open space
- At least 80% of community satisfaction survey respondents are satisfied with quality of beach cleaning
- At least 80% of community satisfaction survey respondents are satisfied with quality of street cleaning
- Proportion of the capital works program that is delivered on budget
- Renewal gap ratio - difference between rate of spending on assets and asset depreciation (reported annually)

##### Key actions

- Support sustainable and strategic investment in the management of our assets, and physical and social infrastructure
- Enhance our urban forest through trees that thrive in our locality
- Improve our network of accessible parks and open space across the City
- Ensure that our projects are well planned to deliver the best outcomes for the community
- Design and implement sustainable and accessible streetscapes
- Advocate to state and federal governments to support improved infrastructure for the future

#### 4.4 Ensure people can travel with ease using a range of convenient, safe, accessible and sustainable travel choices

##### Measures of success

- Increase in reported community use of sustainable options as their main mode of transport (reported half-yearly)
- Community satisfaction with parking management is consistent with industry benchmarks
- Reduction in the number of serious traffic collisions involving pedestrians, cyclists and motorcyclists (reported annually)

##### Key actions

- Enhance quality and safety for bike riding and walking
- Plan for, and respond to, the changing transport needs of a high density community
- Work with State Government and the community to continue delivering safe and connected commuter bike routes and pedestrian access on major roads
- Advocate for improved public transport accessibility and connections
- Proactively address traffic management and parking issues in the City, and minimise the impacts of motor vehicles on the liveability of our City
- Advocate for improved management of transport movement in and through the City

# REVIEWING OUR FUTURE FOCUS 2013-17

## The Council Plan 2013-17 was adopted by Council in June 2013.

Each year Council is required to review its four-year Council Plan. This year's review of the City of Port Phillip Council Plan 2013-17 has built on the work and analysis undertaken in previous years that helped Councillors determine their vision for an engaged, healthy, resilient and vibrant city.

To update this plan, we asked for the community's views on how to tackle some of the challenges we face and what services they value. We received more than 1,000 pieces of feedback during pop-up engagement events, open house sessions, stakeholder meetings, and through our online survey. People also engaged with us through social media.

We asked people what services and programs are important to them, their views on options to address the funding gap (the difference between what it costs to run our services and deliver projects and the available revenue after applying the cap on rate increases), and what longer term initiatives we should consider or plan for.

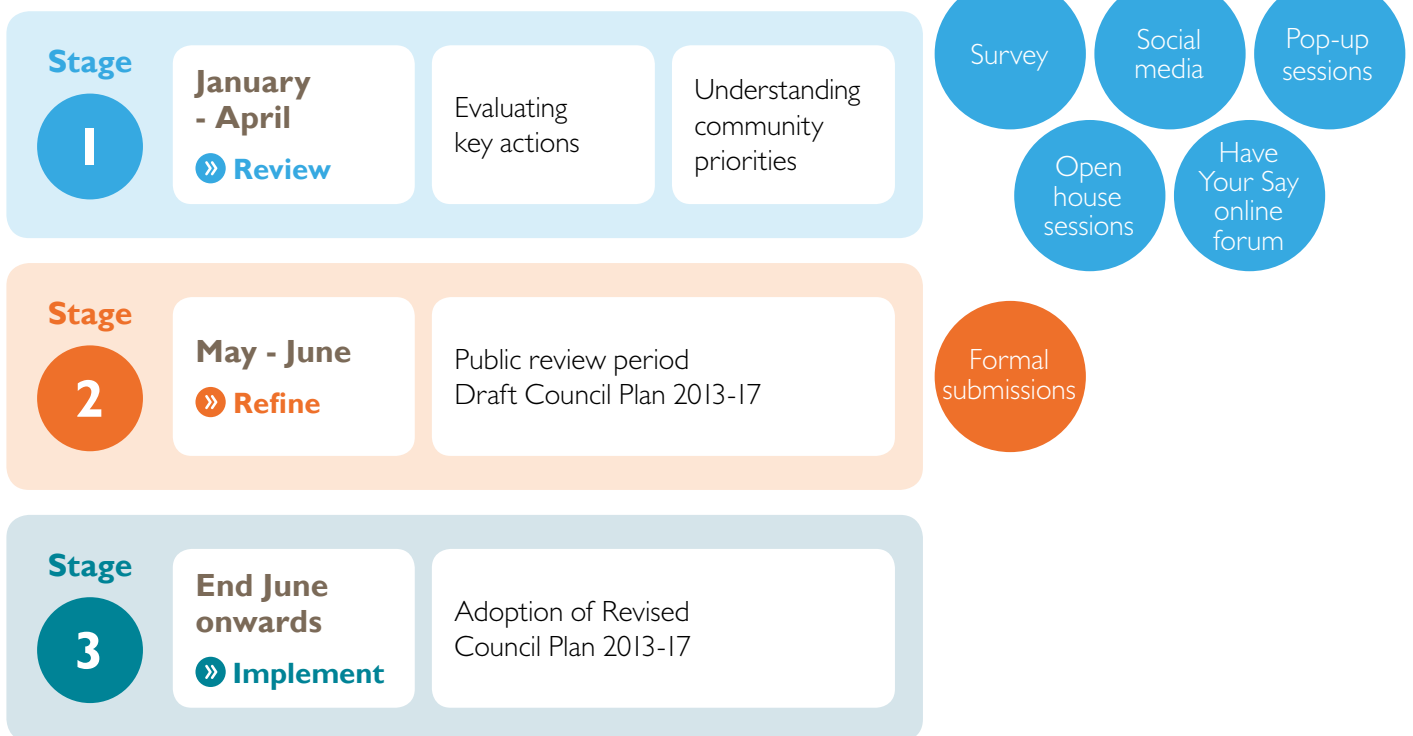
Survey responses suggest that community safety and amenity and public space services are most highly valued by our community. City planning, design and compliance and community wellbeing are also important. Services ranked as lower priority include vibrancy, culture and

heritage services and governance and engagement.

The majority of respondents support tightening service provision to address the funding gap.

Responses to the open question about longer-term initiatives reflected the breadth of our role and touched on our changing and growing population, the impact of climate change, development, and ongoing financial sustainability.

Figure 1: Reviewing the City of Port Phillip Council Plan 2013-17



# PLANNING AND REPORTING FRAMEWORK

**Council is committed to a continuous cycle of planning, resourcing, reporting and review to ensure it delivers the best outcomes for the community.**

Council has a robust planning framework in place to support the delivery of the Council Plan. Sitting alongside the Council Plan are the Municipal Health and Wellbeing Plan and the Port Phillip Planning Scheme. Together these high level plans ensure the current and future health and wellbeing of the City.

Council also has plans and strategies that provide greater analysis and detail to address specific policy objectives. Within the organisation, department and individual plans align to support the delivery of the Council Plan objectives.

Council's 10-Year Financial Plan provides the framework for allocating resources to the Council Plan objectives and for ensuring sound financial management. The 10-Year

Financial Plan also shapes our medium-term strategic resource plan and short-term annual budget.

The timing of each plan is critical to achieving the planned outcomes. The council plan and strategic resource plan must be completed by 30 June following a general election and are reviewed each year when we develop our annual budget.





For more information, please contact us via:

[www.portphillip.vic.gov.au/contact\\_us.htm](http://www.portphillip.vic.gov.au/contact_us.htm)

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You can also visit our website [www.portphillip.vic.gov.au](http://www.portphillip.vic.gov.au)

**Postal address:** City of Port Phillip, Private Bag 3, PO St Kilda, VIC 3182



A phone solution for people who are deaf or have a hearing or speech impairment

If you are deaf or have a hearing or speech impairment, you can phone us through the National Relay Service (NRS):

- TTY users dial 133677, then ask for 03 9209 6777
- Speak & Listen users can phone 1300 555 727 then ask for 03 9209 6777

For more information visit: [www.relayservice.gov.au](http://www.relayservice.gov.au)

Please contact ASSIST on 03 9209 6777 if you require a large print version.

#### Language assistance

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Polska 9679 9812 Other 9679 9814