



CEO Report

Quarter 2 2024/25

Volume 114 | September to December

Council respectfully acknowledges the Traditional Owners of this land, the people of the Kulin Nations. We pay our respect to their Elders, past and present. We acknowledge and uphold their continuing relationship to this land.

Message from the CEO

Welcome to the CEO Report for quarter two (Q2), which includes an update on the priorities that Council has set for me and the organisation. The quarterly report offers a deeper understanding of the scope of projects and accomplishments during the quarter, as well as reflections on our efforts in the preceding quarter.

Deliver the Council Plan

Overall project portfolio delivery status for the end of Q1 is 73 per cent on-track progressing as planned, 12 per cent at-risk, and 15 per cent off-track. Further details on the status of priority projects is included in the report.

The Summer Management Program was launched on 21 November 2024 and is currently in full swing. From 1 November to 31 December 2024, over 1.9 million people have been recorded visiting our beaches. Christmas Day was the busiest day on record, with 127,000 people enjoying the foreshore, followed by New Years Eve at 88,000.

Before the 2024 caretaker period, Council adopted several key strategies: the Port Phillip Housing Strategy, the South Melbourne Structure Plan

(SMSPP), and the St Kilda Strategic Plan Review, and the Urban Forest Strategy. Teams are hard at work implementing these strategies, and you can find a deeper dive into these further in the report.

We have continued our work with councillors on developing their new Council Plan which will set out the community vision and the new Council's priorities and direction for the organisation to deliver.

Council passed a unanimous decision on 11 December condemning the antisemitic terrorist attack on the Adass Israel Synagogue in Ripponlea and have been working with community partners and leaders to support a coordinated and culturally sensitive response to the Adass Israel and broader Jewish community. This has included establishing a single Council contact to support Adass Israel navigate Council processes.

Also on 11 December, Council passed a Notice of Motion to address community safety and our commitment to a safe, just, liveable and welcoming City. A roundtable is being established to bring together stakeholders in the housing,

health, legal, community and allied services, people with lived experience, and Police. Planning continues for engagement on the next Community Safety Plan with health, safety and wellbeing a focus for consultation.

The Housing and Homelessness Service supported 22 older persons to be housed into public housing predominately through Council's Sponsorship Housing pathway with Homes Victoria in this quarter and this brings the year-to-date number of older persons housed through this service to 40. Council continued to support a co-ordinated response to rough sleeping involving Council's Housing and Homelessness services through Port Phillip Zero, City Amenity, community organisations and Police.

Governance and Advocacy

Council elections were underway throughout Q2 culminating with the results declaration on Tuesday 12 November. Our new Councillors were sworn into office and commenced their induction program in November. Cr Louise Crawford from Elwood Ward was elected to lead the Port Phillip community as Mayor for the next year, and Cr

Message from the CEO

Bryan Mears from Lakeside Ward was elected Deputy Mayor. This is Cr Crawfords third term as Councillor and second as Mayor.

This quarter it was confirmed Council will receive \$2,606,459 for the St Kilda Foreshore project and \$1,026,237 for St Kilda Adventure Playground project from the Commonwealth Thriving Suburbs grant program. In recognition of the increasingly competitive funding environment and limits on Council funds, Council has increased emphasis on grants applications and management.

Community, Stakeholder, and Customer

The community engagement program was on hold during the election caretaker period from 17 September to 26 October. For the eight projects we were able to consult on during this quarter, we had 928 contributions and 9,722 unique visitors to the Have Your Say digital engagement platform for the period between October and December.

Following our Aged Care transition, in this quarter we also established our Community Connector Service, to support residents aged 55 and over to live at home, maintain their independence,

increase social connections, and reduce social isolation as they age. Community Connectors provide residents with information on how to navigate and access services and programs across a range of areas.

During Q2, the trend of higher request volume for our ASSIST customer service continued, up 13.5 per cent for the same time last year. Despite the increased volumes, we are achieving high service levels which are an average of 88.8 per cent which is above our target of 80 per cent completed on time.

The summer period remains our busiest, as visitors flock to our municipality. This was reflected in the increase to 30,111 service requests in Q2 (up from 26,005 in Q1) or the equivalent of 1,368 requests per month on average. This volume was anticipated and the teams who receive most of our summer period requests have worked hard on preparation in the lead-up to ensure we can deliver great outcomes for our community despite the increased workload.

For Q2 we received 2,010 complaints – a reduction of 42 per cent compared to the same time last year, and achieved an average 93.6 per cent service level (compared to 78 per cent for the same time last year). Last years data was heavily impacted by the transition to a new Waste provider.

Finance, assets, and value for money

Approximately 200m2 of office space at 147 Liardet Street Port Melbourne has been leased to a commercial tenant. This space has been vacant since COVID and will return \$41k to Council in rental payments per annum. An overview of our current financial status is contained in the Mid Year Financial Review separately listed on this agenda.

Message from the CEO

Culture and capability

Our Q2 staff turnover rate was 16.37 per cent. The higher-than-average turnover is attributable to recent Australian Government aged care reforms. The voluntary turnover rate is 12.7 per cent which is slightly higher than the same time last year.

This quarter we received compliance from the Commission for Gender Equality in the Public Sector on the 2023 Gender Equality Action Plan Audit and Progress Report that was submitted to the Commission earlier in the year.

We also progressed several safety initiatives including and audit of our injury management program and safety system implementation reviews. Our wellbeing program continued with a focus on financial wellbeing, sleep hygiene and positive psychology. We also ran a mental health awareness program for leaders.

This quarter we also undertook our Annual Employee Survey, the data of which will be used to understand what people like about working in the organisation and what areas we could improve.

In October, the Jewish Community Council of Victoria facilitated the Jewish Immersion Program, giving 25 Council staff the opportunity to explore the Victorian Jewish community's characteristics, diversity and contemporary challenges.



Chris Carroll

CEO, City of Port Phillip

Inclusive Port Phillip

A City that is a place for all members of our community, where people feel supported and comfortable being themselves and expressing their identities.



Key highlights

Maternal and Child Health (MCH) outreach pilot program

Between 9 October and 5 December, the MCH service conducted a pilot program in which an MCH nurse visited participating Council childcare centres. The purpose was to provide 3.5 key age and stage visits to children who were unable to attend the MCH Centre. The pilot program achieved:

- 65 consultations
- 70 referrals
- 5 new family enrolments
- 6 referrals for developmental or physical concerns.

The MCH service are investigating how to permanently embed an outreach program into service delivery with the view to improving access for families who are unable to attend MCH centre visits.

Community training and networking

Community capacity building initiatives such as the Community Directory, Community Sector News and the Community Training Calendar continue to support the not for profit and community sector within Port Phillip.

There were four community training workshops held this quarter attended by 70 members of community groups representing staff, committees, or volunteers. The topics of the workshops varied, including disability awareness, community project activation and social media for community groups.

Community Connector Service

The Community Connector Service was established in late 2024 to support residents aged 55 and over to live at home, maintain their independence, increase social connections, and reduce social isolation as they age. Community Connectors provide residents with information on how to navigate and access services and programs including aged care services, home, and community care programs for younger people (HACC PYP), health services, Council

services and other community supports and programs.

The Community Connector service is in the first phase of establishment which includes building the service architecture required to manage and track client requests and outcomes and developing promotional materials for an updated Council Aged and Disability webpage. During this phase we also focussed on supporting clients who have transitioned from Council home care services to not-for-profit providers in Port Phillip.

We have responded to 250 individual requests and presented to six groups. This has included a shared presentation with the Community Building team to a local retiree group with 60 attendees who sought advice and information about digital literacy and safety. These requests come from various pathways including from Council, residents, family members and service providers. Requests include assistance for immediate need and for future planning. For example, to set up home care support post-surgery and to explore property modifications to age in place.

Expanding the school holiday program to support youth engagement

The Youth Services team expanded its school holiday program during the spring school holidays. Diverse activities like ice skating, pottery, and DJ workshops, hosted in collaboration with local businesses, have consistently engaged over 50 young people.

The programs have cultivated new friendships and helped reduce social isolation among teenagers, especially those encountering barriers to participation. A major contributor to this success has been improved accessibility, including the provision of transportation for residents of Park Towers.

This growth is further supported by initiatives such as in-school drop-in sessions and an expanded social media presence. These efforts have significantly boosted youth engagement, with over 100 young people regularly accessing a variety of youth supports delivered by the Council.

JL Murphy upgrade

The JL Murphy Pitch 2 & 3 upgrade project will provide new playing surfaces, irrigation, drainage systems, sporting assets and park integration. Pitch 3 works will see the installation of Port Phillip's first synthetic pitch and will increase carrying capacity of the grounds, resulting in increased participation.

The project is progressing well, with instant turf laid on Pitch 2 prior to Christmas, and 200t drainage rock profile installation on Pitch 3 underway.

Service spotlight: Affordable housing and homelessness

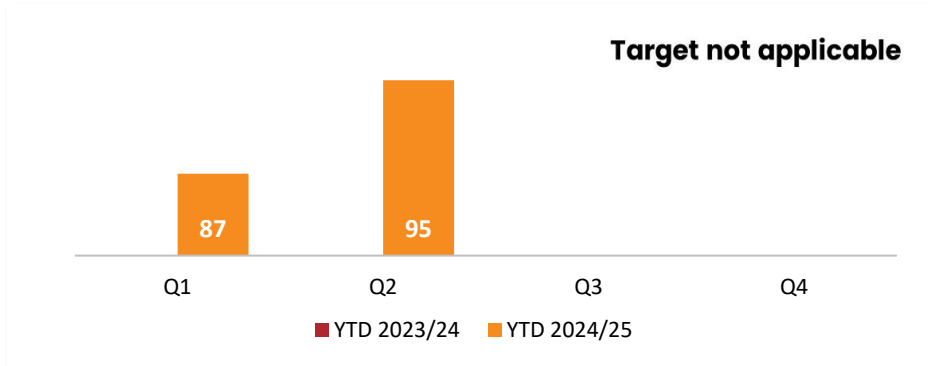
Housing and Homelessness Program

The Housing and Homelessness Service supported 22 older persons to be housed into public housing predominately through council’s Sponsorship Housing pathway with Homes Victoria.

The Housing and Homelessness Service worked alongside the Uniting St Kilda Engagement Hub to house an older person that had been sleeping rough in the community. A previous attempt had been made to house this person but was unsuccessful due to the complexity of this case.

This second attempt however was successful, and this person was able to be housed near local services that are in place to support.

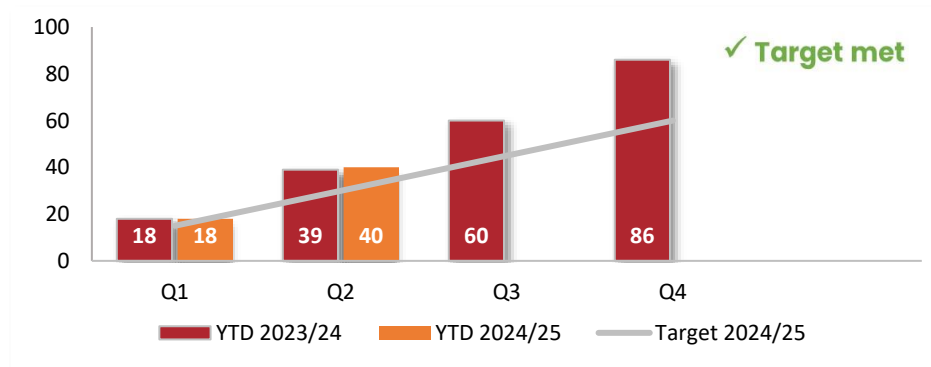
Number of people actively sleeping rough



As at the end of Q2, there were an average of 32 people sleeping rough in the municipality which was up from 29 the previous quarter. Data for this measure is provided by Launch Housing.

Council continues to support a coordinated response to rough sleeping. This involves Council’s Housing and Homelessness services, City Amenity and Indigenous Policy and partnering with community organisations and police.

Number of older local persons housed



In Q2 2024/25, the number of older persons housed was 22 which exceeded the quarterly target of 15. This brings the year-to-date total of 40 older persons housed which exceeds the Q2 target of 30.

Service spotlight: ageing and accessibility

Port Phillip Seniors' Festival

The 2024 Port Phillip Seniors Festival was the largest, most successful Seniors' Festival held to date. Over 2,000 people attended festival events from the 1 to 14 October.

Over the fortnight, there were:

- 43 community events, including 20 events supported through the Seniors' Festival Events grants program
- 17 Council-run events, including many delivered by the adult program librarians across the Port Phillip Library Service
- 6 Council partnership initiatives with the Port Phillip University of the Third Age.

The Festival launched with 100 people attending an 80s cover band event at the Middle Park Bowls Club and finished with the 20th Annual Port Phillip Writing Awards where 50 residents submitted written works to be published in Port Phillip Writes.

International Day of People with Disability

On 3 December, a panel discussion was held at St Kilda Library, in celebration of International Day of People with Disability. The panel consisted of three of Victoria's most ardent disability advocates. Guests Eliza Hull, Peta Hooke and Sam Drummond, brought together attendees to discuss the concept of allyship in the context of disability.



International Day of People with a Disability panel discussion at St Kilda Library.

Older Persons Advisory Committee (OPAC)

In December, an invitation was extended to the valued members of the Older Persons Advisory Committee to participate in the early stages of the development of the Plan for Port Phillip 2025-29.

We thank the members of OPAC for their significant contribution to Council in 2024.

Topics discussed were:

- the 10-year Community Vision and its relevance to the Port Phillip community
- what Council should prioritise over the next four years.

The feedback will be used to inform the development of the new Council Plan, which will be known as the Plan for Port Phillip 2025-2029. This is a crucial Council document and OPAC's input on this was invaluable.

Aged care information hubs

Between September and November, we hosted five Aged Care Information Hubs across four libraries, in partnership with the Department of Health and Aged Care and the Australian Library and Information Association (ALIA),

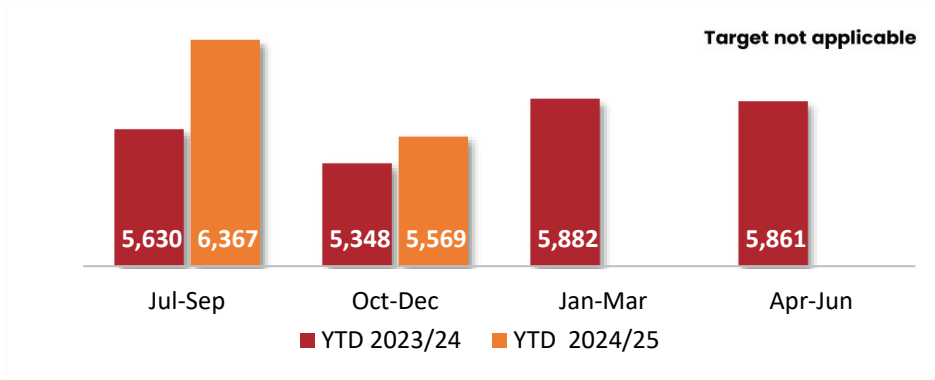
These hubs aimed to help older people, their families, and carers understand changes to aged care, access information, and provide feedback on what's important to them. The hubs operated on Mondays, Wednesdays, and Fridays from 11.00 am to 1.30pm.

The hubs were complemented by targeted information sessions held at three locations, attracting more than 30 attendees.



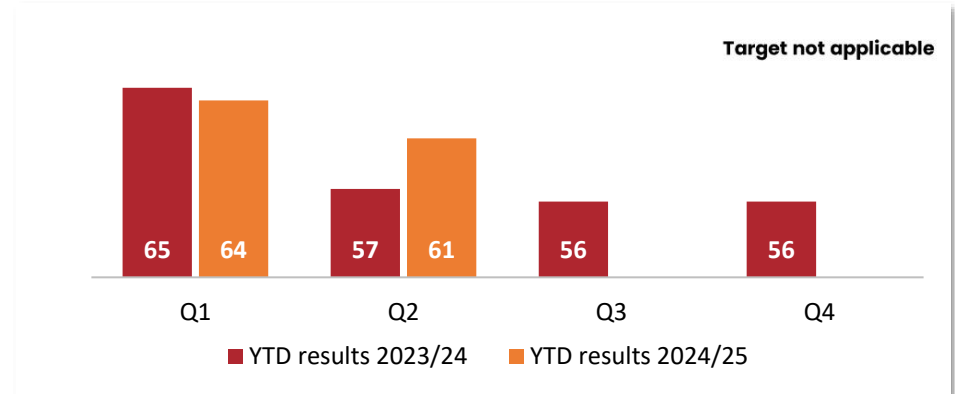
Aged Care Information Hub at Albert Park Library

Number of 'meals on wheels' provided to the community



In Q2 2024/25, 5,569 meals were provided to the community. This represents a 4 per cent increase compared to Q2 the previous year. This is reported as trend data without a target.

Number of people participating in social support programs and events



In Q2 2024/25, 61 unique clients attended group social support programs which is a slight decrease of from 64 in attendance in Q1, however a 7 per cent increase compared to the same time last year. A priority for the team delivering these services is to explore and introduce initiatives to create client value, drive group activity and increase overall attendance. This is reported as trend data, without a target.

Service spotlight: Children

Maternal and Child Health Service

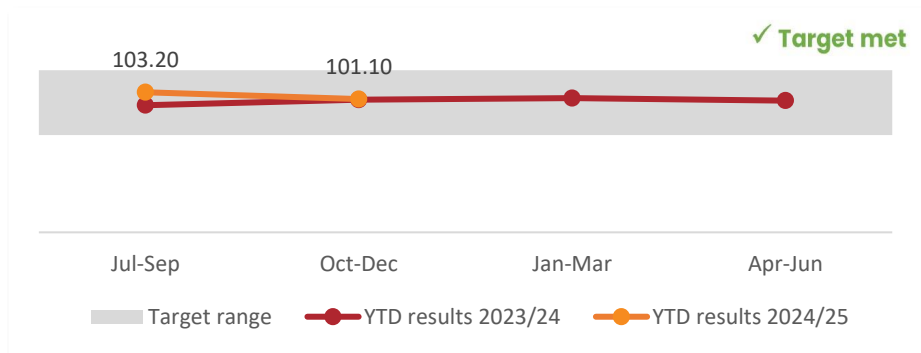
This quarter, the Maternal and Child Health (MCH) Service:

- received 272 birth notices and 286 enrolments
- completed a total of 1,996 Key Ages and Stages Visits and 380 additional consultations
- made 577 internal and external referrals to community supports

Pop-up playgroup and support for vulnerable families

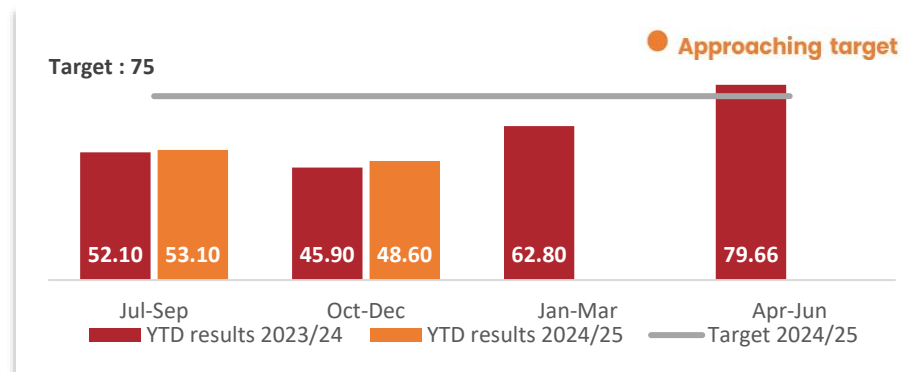
In October and December, the MCH Service facilitated a pop-up playgroup at Park Towers in collaboration with Family Services Lead Family Worker, Better Health Network and Launch Housing. Families experiencing vulnerability were identified and provided support in the areas of developmental assessment, health promotion and intervention. Twelve families attended these playgroups. MCH nurses were able to complete missed Key Ages and Stage consultations and refer families to other agencies for support.

Infant enrolments in maternal and child health services (YTD figure)



The percentage of infant enrolments in MCH services for Q2 was 101 per cent. This is on par compared to the same time last year and is within the target range of 90-110 per cent.

Participation in maternal and child health services (YTD figure)



Participation in MCH for Q2, 2024/25 is 48.6 per cent which is three percentage points higher than the same time last year. The participation rate is expected to increase as the year progresses and enrolments continue and key stage-age visits fall due. The 75 per cent target cannot be realised until 30 June 2025 to allow carers to attend scheduled MHN (maternal health nurse) appointments.

Service spotlight: Community programs and facilities

Community safety

Pre-engagement for development of the next iteration of the Community Safety Plan commenced with Council's advisory committees, ahead of community consultation to take place early in 2025.

Meanwhile, delivery of actions in the current Community Safety Plan continued:

- The Trauma Aware Port Phillip working group continued to develop a practice model.
- Council supported a Neighbourhood Watch initiative in Port Melbourne in October and Victoria Police's Neighbourhood Policing Forum in December 2024.
- A community 'Torch Workshop' was held with ARUP in Carlisle Street to explore lighting design options.
- Council's mobile CCTV trailer was deployed in various locations in St Kilda and Port Melbourne
- The Public Place CCTV renewal program is progressing.

16 Days of Activism

This year, for the 16 Days of Activism campaign (which runs annually from 25 November to 10 December), Council focused on positively engaging men as allies, role models and leaders in preventing violence against women. Council co-hosted free community events including "Conversations that matter: an evening for men" at Caulfield Park Pavilion in partnership with Glen Eira and Stonnington City Councils. The event was attended by 100 men of varied ages and backgrounds and was facilitated by Tomorrow Man, with special guest Collingwood football captain, Darcy Moore.

St Kilda Library hosted a panel discussion with three men who have changed their violent and abusive behaviour, with the aim of understanding their lived experience and encouraging other men to seek help. The evening was facilitated by Margaret Chipperfield, award-winning social worker and victim survivor, who worked with the men in a voluntary men's support group and compiled their stories in a recently published book, "No Buts: twelve inspiring stories from men who changed their violent or abusive behaviour". This allowed the audience to hear from three ordinary men about their journey from being an abuser to becoming an advocate for ending violence against women and children.

Cultural awareness training for Council staff

In October, the Jewish Community Council of Victoria facilitated the Jewish Immersion Program, providing 25 Council staff the opportunity to participate. The program ended at the St Kilda Hebrew Congregation for a tour of the synagogue.

In November, Polaron facilitated Working with Interpreters training in which 15 staff learnt the skills and knowledge they need to confidently book and work with interpreters.

Both sessions aimed to strengthen the capacity of Council staff to be culturally responsive in their practice.

Service spotlight: Families and young people

Seedlings, nature-based playgroup

Council partnered with the St Kilda-based nature playgroup, Seedlings, to deliver a four-week program of nature play activities for children aged 0 to 5 at Skinners Adventure Playground. Representatives from programs across Council were present to engage with families and offer information, guidance, and referrals to other services.

Over the program, 71 parents and 81 children participated. Parents expressed increased confidence in letting their children play in nature, feeling more socially connected, and having a greater understanding of Council supports.



Nature play with Seedlings nature playgroup at Skinners Adventure Playground

Family support during the holiday period

Community need for material aid, social connection and meaningful activities for children and young people increases in the lead up to holiday periods and when important supports and services are closed, including schools.

These times present increased financial barriers, reduced mobility, and poor mental health. This quarter saw an increase in assisting families to manage these challenges with referrals to playgroups and school holiday programs and the provision of Christmas hampers.



Family Services supporting children with additional needs to access meaningful and affordable school holiday activities

Service spotlight: Recreation

Sport and Recreation Strategy

Council's Sport and Recreation Strategy 2015 – 2024 guides Council's provision of sport and recreation facilities and services. We have delivered many high priority recommendations and actions throughout the lifespan of the strategy, with some ongoing actions now embedded into everyday operations.

This quarter we progressed the review of the Strategy, including background research, stakeholder engagement and the preparation of a draft background research and analysis report. This information will be used to inform future engagement with the community and the preparation of a new Strategy.

Key achievements this quarter

- Summer sports clubs commenced their seasonal sportsground and sports pavilion use.
- Some winter sports clubs began pre-season training.
- Launch of 24/25 accessible beaches program at St Kilda, Port Melbourne and Elwood.
- Progressing the Fair Access in Sport Action Plan with education sessions booked for clubs and development of draft club audit tool.
- Two new Outdoor Commercial Recreation licences implemented to support community health and wellbeing, through Social Kickball League and Cool2BConscious Breathwork.

Engagement undertaken

- Sandridge Recreation Precinct – Sport Club Engagement in preparation for master planning the Australia Post site.
- Women in Sport Network (EOI) – recruiting local women and girl leaders to be part of a working group, as an action of the Fair Access in Sport Policy Action Plan.

Project updates

Project initiation and feasibility was undertaken for:

- Alma Park East – Multi Purpose Court
- Elwood Croquet Club Upgrade
- Fishermans Bend Gymnastics Club
- Head Street Sports Ground Upgrade
- Peanut Farm Sport Ground Upgrade
- Sandridge Recreation Precinct – Masterplan of Australia Post site
- Sports Field Lighting – Central Control System

Projects in the discovery and concept design phase:

- Albert Park Bowls Club Pavilion Upgrade
- Elwood Park Change Rooms and Toilets
- North Port Oval Access and Egress

Projects in the planning and design phase:

- Elder Smith Netball Courts and Pavillion

Construction commenced for:

- Lagoon Reserve Pavilion (off-site)

Construction continued for:

- L Murphy Reserve Pitch 2 and 3 redevelopment works
- Port Melbourne Skate Park

Construction completed for:

- JL Murphy Baseball Infield project completed, with the club hosting an opening event which included the first night game.

Procurement underway for:

- Sandridge Recreation Precinct – Masterplan Consultancy
- Sport and Recreation Strategy Refresh – Engagement Consultancy

Contracts awarded:

- North Port Oval Access Project – Access & Egress Consultancy
- Sport and Recreation Strategy Refresh – Research Consultancy



Left and centre: JL Murphy (Pitch 2) turf installation



JL Murphy (Pitch 2) - drainage and rock installation

Inclusive – Strategic priorities and major initiatives

Project	Update	Date	24/25 Forecast/ Budget
Children's Centres Improvement Plan to update six childcare centres			
<p>Stage: Discover and concept to Planning and design</p> <p>Status: At Risk to Off-track</p> <p>About this project: The City of Port Phillip is investing in the upgrade of six (6) Children's Centre over the following six years.</p>	<p>The upgrade of six (6) children's centres – Eildon Road, The Avenue, Elwood, North St Kilda, Clarendon Street, and Lilian Cannam – is Off Track due to a budget shortfall. Construction costs will exceed the allocated budget, and Council is yet to receive commitment from the State or Federal governments to fully fund this shortfall.</p> <p>Development plans are progressing well in terms of timing. The plans for Eildon Road and Clarendon Street are being updated to align with permit conditions. Detailed design for The Avenue is awaiting feedback from the Childcare Committee, whilst the development application for Lilian Cannam is undergoing internal review.</p>	<p>Target completion date: September 2030</p> <p>Adjusted completion: September 2030</p>	<p>\$1.169m /</p> <p>\$1.315m</p>
In Our Back Yard – Implementation / Review			
<p>Stage: Delivery</p> <p>Status: At Risk</p> <p>About the project: Aimed at accelerating and maximising new affordable housing in Port Phillip, the implementation of In Our Backyard (IOBY) is negotiating delivery of a target of 447- 498 units.</p>	<p>The implementation of In Our Backyard (IOBY) is negotiating delivery of a target of 447-498 dwellings including:</p> <ul style="list-style-type: none"> 46 units in Marlborough St., Balaclava, with public parking replacement (Complete). 26 units of 'Common Ground' housing at 28 Wellington St., St Kilda, for rough sleepers under construction and on track to deliver in mid-2025 (In progress in Partnership with Victorian Govt. and St Kilda Community Housing). 283 - 334 units of affordable housing in Fishermans Bend under a planning mechanism (negotiation in progress). <p>Current project (cost of \$4.8M) is for delivery of the Wellington Street 'Common Ground' units and is on track for completion in July 2025.</p>	<p>Target completion date: April 2025</p> <p>Adjusted completion: July 2025</p>	<p>\$2.8m /</p> <p>\$2.8m</p>
Lagoon Reserve Pavillion and Sports Field			
<p>Stage: Delivery</p> <p>Status: On track</p> <p>About this project:</p>	<p>Pavilion: Contractors are in the final stages of completing the Detailed Design drawings required for the Building Permit application. Upon approval, off-site construction of the building modules will be initiated, and run through to March 2025. On-Site works will commence</p>	<p>Target completion date: June 2025</p>	<p>\$3.2m /</p> <p>\$3.2m</p>

Project	Update	Date	24/25 Forecast/ Budget
We're upgrading Lagoon Reserve in Port Melbourne to provide greater access to sport and recreation opportunities. Upgrades to the entire reserve include a new pavillion, cricket nets, public toilets, BBQ, picnic facilities, a reconstructed sportsfield, new sports ground lighting and upgraded path network.	thereafter, with the project currently tracking to milestones and a Practical Completion target of 30 July 2025. Sports Ground, Sports Lights, Cricket Nets and Walking Path: Grass installation is complete, and oval was opened to the public on 01 October 2024.	Adjusted completion: September 2025	
JL Murphy sports field redevelopment			
Stage: On track Status: About this project: JL Murphy Reserve is the largest Council- managed park in Port Phillip. Upgrades to park include the baseball field lighting and infield reconstruction, as well as the resurfacing of two community pitches (pitch 2 and 3)	Baseball Lighting (Complete): Project is complete. Opening event was held Monday 9th September 2024. Baseball Infield (Complete): Works are now complete. Pitch 2 & 3: (On Track): The project is on track. Works have progressed well in Q2, with turf installed on Pitch 2 and the installation of drainage profile rock commencing on Pitch 3. The reserve remains open, however minor disruptions may occur around the perimeter of the sportsgrounds. The sportsgrounds are scheduled to open to the public prior to the start of the winter sport season in April 2025.	Target completion date: June 2025 Adjusted completion: April 2025	\$5.9m / \$6.1m
Construction of new netball courts, pavilion, car parking and lighting at Elder Smith Reserve			
Stage: Planning and design Status: Off Track About this project: With support from the Victorian Government, Council has an	The project is off track. Preliminary feedback from Third Party asset owners in response to the proposed design is being considered and assessed against the planned project delivery capability. A detailed analysis paper exploring risks, cost implications and impact to schedule is being developed to enable a briefing of Councillors to be scheduled for February 2025.	Target completion date: July 2025 Adjusted completion: March 2026	\$342k / \$342k

Project	Update	Date	24/25 Forecast/ Budget
<p>opportunity to develop a new netball facility at Elder Smith Reserve, Port Melbourne including four outdoor netball courts with sports lighting, a pavillion and on-site car parking. The facility will support the growth of netball and improve the provision for female-led sports within the municipality.</p>			
Aged Care Reform Response			
<p>Stage: Complete Status: Complete About this project: The Australian Government made changes to how it funds services for older people as part of its aged care reforms. As a result of this, Council will continue to offer community-based services like social programs, transportation, delivered meals and the hop-on hop-off bus service whilst transitioning in home services such as cleaning, personal care, respite care, and property maintenance and modifications to specialist providers appointed by the Australian Government.</p>	<p>A Council decision was made in February 2024 to relinquish the delivery of in-home support back to the Commonwealth and State and to retain the delivery of community-based supports and the establishment of a new team known as a community connector service. This new model known as the Village model commenced operation on the 1st of September following the transition of in-home support services with all roles recruited to and filled. The transition of in-home support services has concluded (27th September), with transition process ensuring client choice over the service provider and continuity of care. A small contingency workforce was implemented to support 113 clients from 30 August to 27 September due to provider readiness. All impacted staff have concluded their employment and have been supported with outplacement support delivered by Hudson to transition to their next phase of their career.</p>	<p>Target completion date: August 2024 Adjusted completion: January 2025</p>	<p>\$150k / \$150k</p>

Liveable Port Phillip

A City that is a great place to live, where our community has access to high quality public spaces, development and growth are well-managed, and it is safer and easy to connect and travel within.



Key highlights

Summer Management Program

The Summer Management Program was launched on 21 November 2024 and is currently in full swing. From 1 November to 31 December 2024, over 1.9 million people have been recorded visiting our beaches. Christmas Day was the busiest day on record, with 127,000 people enjoying the foreshore, followed by New Years Eve at 88,000.

Strongly established processes, collaborating with Victoria Police and local traders, have resulted in successful management of the foreshore so far this summer. Feedback from traders has been positive.



Mayor Louise Crawford giving a media briefing at the launch of the summer management campaign, St Kilda

Hewison Reserve Playground upgrade completed

Construction was completed on the Hewison Reserve Upgrade in December 2024.

Upgrades to Hewison Reserve have improved the existing play space and fencing to enhance the accessibility of the public open space, including the construction of a new play space equipment

sourced from sustainably locally grown Australian timber.

The upgrades include the refurbishment of the existing BBQ areas, including the provision of an accessible BBQ and accessible picnic setting.



Hewison Reserve new play equipment made from locally sourced sustainable timber.

Service spotlight: City planning and urban design

Before the 2024 caretaker period, Council adopted three key strategies: the Port Phillip Housing Strategy, the South Melbourne Structure Plan (SMSP), and the St Kilda Strategic Plan Review. This quarter, the City Policy and Strategy team commenced implementing the actions of these foundational documents, demonstrating

significant progress toward achieving Council's strategic priorities.

During Q2, we responded quickly to state-level announcements by providing clear and detailed submissions on proposed ResCode reforms, housing targets, and the new Plan Victoria. The team met all deadlines successfully.

State government advocacy

City of Port Phillip has taken a leading role in the M9 advocacy initiative focusing on planning and housing issues. This proactive engagement underscores the Council's dedication to influencing state-level policies that impact the local community.

Service spotlight: public space

Urban Forest Strategy

The new Urban Forest Strategy was endorsed in August 2024. During Q2, we commenced implementation of the core actions including:

- development of Urban Forest Precinct Plans that will increase tree canopy and biodiversity starting with the Balaclava and East St Kilda neighbourhood.
- development of a Plane Tree Management Plan to address issues of species dominance, succession planning, disease management and infrastructure damage.
- refining a Palm Tree Management Plan to respond to the presence and spread of disease.

We are also making significant progress towards achieving Council's strategic priorities through other urban forest actions including:

- undertaking a review of residential zones for vegetation in the private realm to facilitate increase of canopy trees, and other type of innovative and resilient urban greenery in private developments.
- increasing tree plantings in streets and parks by proactively finding tree planting spots in a series of dedicated site visits across the municipality.
- improving permeability through project delivery of capital projects.

Project updates for Q2

Strategy work in progress:

- Revision of Play Space Strategy
- Preparation of School Use of Public Open Space Guidelines
- Fishermans Bend Open Space Plan
- Our Coastal Future, to develop our Foreshore Management Plan and Coastal Adaptation Plan
- Balaclava and East St Kilda Urban Forest Precinct Plan
- Plane Tree Management Plan
- Palm Tree management Plan

Feasibility underway:

- new land acquisitions including 43 and 49 Pakington Street, 30 Kalymna Grove and 14

Lansdowne Rd. Demolition works will take place at Pakington Street and Lansdowne Road next quarter

- Burnett Gray Gardens (formerly Greenline Feasibility)
- Port Melbourne Light Rail Linear Parks Plan
- Pier Road and Bay Trail Safety Upgrade

Concept design completed:

- Johnson Street Park

Engagement undertaken:

- Fred Jackson Reserve
- Sandridge Beach and Raleigh Street, Windsor.

Both projects are part of the Greening Port Phillip Program.

Design underway for:

- Shrine to Sea (Kerferd Road median and forecourt works)

Detailed design completed for:

- expansion of Pakington Street Reserve
- St Kilda and St Kilda Pier landside project.

Procurement underway for:

- St Vincent Gardens
- Sol Green Reserve

Contracts awarded for:

- Gasworks Art Park – overall park plan
- Balaclava East St Kilda Urban Forest Precinct Plan

Construction complete

- Hewison Reserve Playground

Service spotlight: Municipal emergency management

As the weather heated up for summer, Council’s community awareness campaign for “extreme heat” commenced in December. As an action in Council’s Heatwave plan, awareness posters and brochures have been placed at all community facilities, including libraries, maternal child health centres, council run childcare centres, sporting pavilions, ASSIST counters and the community transport bus. The campaign provides information created by the Victorian Government Department of Health, which aims to make people aware of the dangers to community during extreme heat and heatwaves and provides helpful tips to look after you and your family.



Extreme Heat awareness material placed in all our community facilities.

Service spotlight: Development approvals and compliance

Improving application processing times

In comparison to the same quarter last year, our application processing performance has improved significantly. This is driven by the focus on the backlog of applications in Q1. This quarter, 72 per cent of all applications were decided within the designated timeframe compared to the same time last year where 62.6 per cent of all applications were decided within the timeframe. This is an increase of 9.4 percentage points.

VicSmart applications

This quarter, 98.85 per cent of VicSmart applications were determined within 10 days compared to 85.5 per for the same time last year. This is an increase of 13.5 per centage points.

The significant improvement in both overall application processing and VicSmart applications demonstrates our commitment to enhancing customer service and operational efficiency.

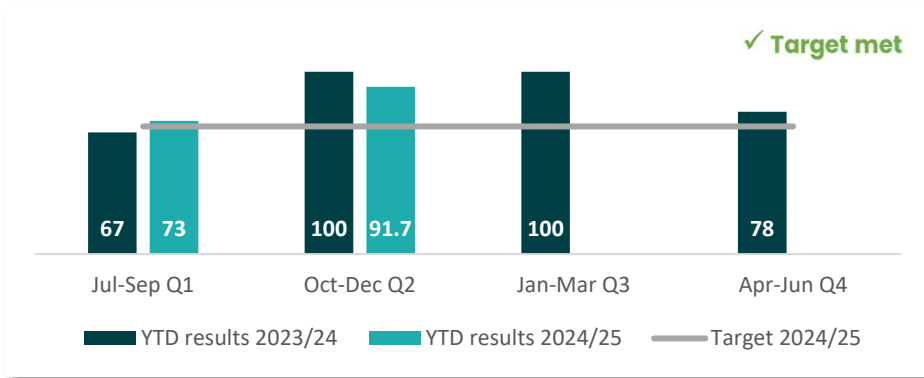
VCAT appeals

This quarter, 11 out of 12 VCAT appeals (91.7 per cent) were determined in favour of the Council's decisions which is an excellent outcome.

A particularly notable outcome was on 4 December 4, 2024, when VCAT upheld Council's decision to approve a major amendment application for the large site opposite South Melbourne Market, at the intersection of Cecil, York, Market, and Northumberland Streets.

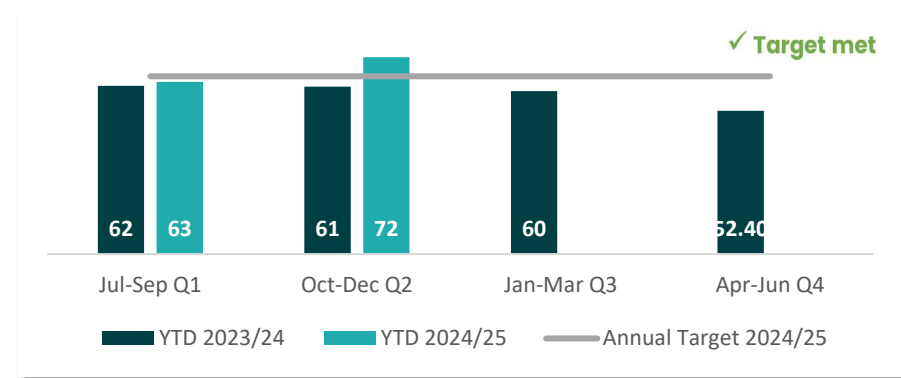
This approved development will enhance the South Melbourne Activity Centre, featuring a new full-line supermarket and extensive office space.

Planning decisions upheld at VCAT



For Q2 2024/25, 91.7 per cent of planning decisions were upheld at VCAT which exceeded the 70 per cent target.

Percentage of planning applications decided within required timeframes



For Q2 2024/25, 72 per cent of planning applications were decided within the required timeframe, exceeding the target of 65 percent for 2024/25. This is an improvement compared to the same time last year at 61 per cent.

Service spotlight: Health

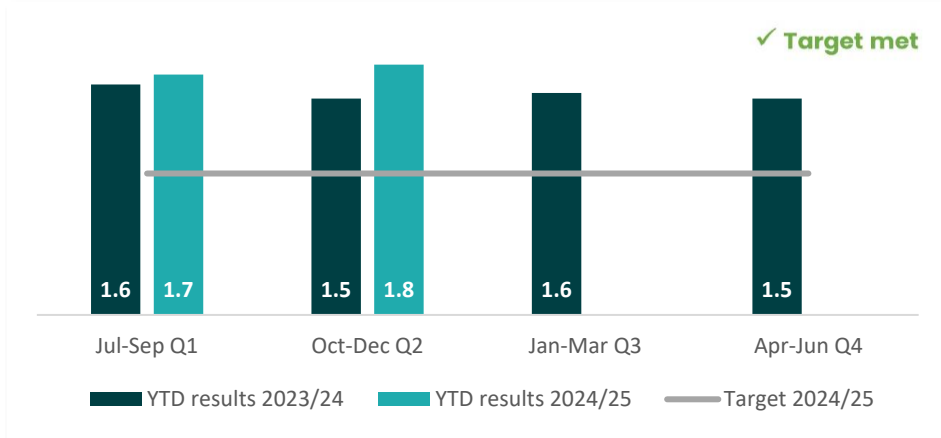
Annual inspection and registration update

This quarter, the following inspections and activities were undertaken:

- approximately 2,461 annual inspections of food premises registered under the Food Act 1984
- commenced the renewal of registration process for the 1,277 food and public health registered premises. Registration runs on the calendar year, with all premises required to renew their registration by 1 Jan 2025.

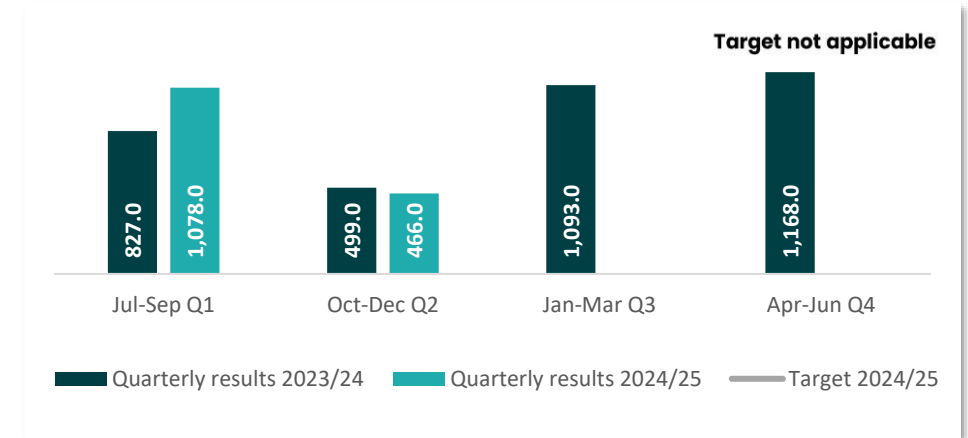
- completed the annual inspection of all accommodation premises registered under the *Public Health & Wellbeing Act 2008* including rooming houses, backpackers, hotels and motels
- completed the annual food sampling and testing program as required by the *Food Act 1984*. Two hundred and twenty food samples were obtained over the calendar year from registered food premises across the municipality and laboratory tested for microbiological quality, correct composition, and labelling requirements.

Time taken to action food complaints (days)



Time taken to action food complaints was 1.77 days in Q2 2024/25. The result is within the target range of one to 10 days. Results for this measure have been relatively stable over the past 12 months.

Number of clients seen for immunisation



During Q2 2024/25 466 clients were seen for immunisation. This was a decrease of 33 immunisations or 7 per cent compared to the same time last year.

This is reported as trend data and does not have a target.

Service spotlight: Local laws and animal management

Local laws

In Q2, local laws officers received 1,558 cases to investigate, a 30 per cent increase compared to the previous year. Snap Send Solves are now easily the most popular method for our community submitting complaints. Construction amenity, unsightly land, vegetation, bins and excessive noise continues to be the most common complaints. 79 Infringements for breaches of the Local Law were issued from October to December.

Local Laws is currently prosecuting developers in St Kilda East for continued breaches of Council's permitted work times and amenity clauses. Nine infringements were issued at the site within 6 months. Unfortunately, the infringements didn't deter the builders, and the matter has now been adjourned to February 2025.

Animal management

With dog off leash restrictions coming into play during Q2, our Animal Management team has increased their patrols of Councils beaches with 149 infringements issued between October – December 2024. 47 of these infringements were appealed (32 per cent) and 43 were upheld based on their evidence.

Animal Management has commenced using its new OneCouncil reporting process for their patrols. All interactions, locations, hours and follow up actions can now be captured via this process. This allows our officers to quickly respond to community queries around patrol locations. Since 14 December 2024, officers have had 79 dog offence interactions in the field and issued 63 infringements.

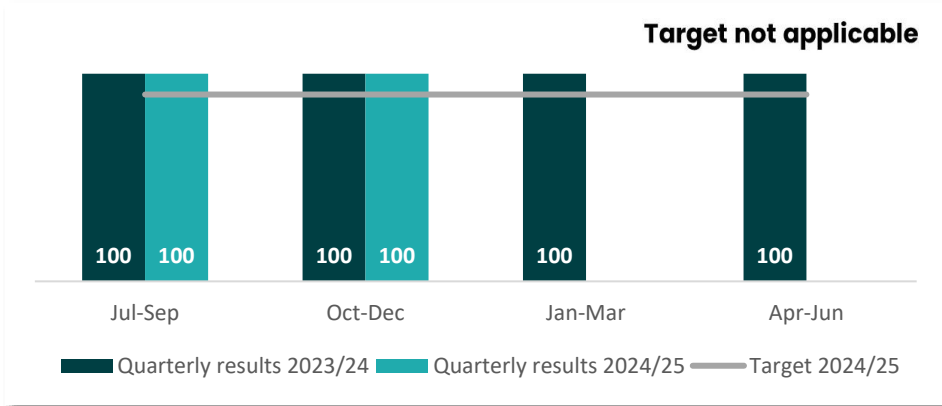
Animal Management has now released its new Dog Attack Reporting & Prevention guidebook to assist the community in understanding the law,

Councils obligations and what evidence is required. The new guideline can be found here: [Dog attack reporting and prevention - a guide for dog owners and residents.](#)

Animal Management Officers ran a stall at the annual 'Howl-O-Ween' Paw Parade in Port Melbourne in October 24. Officers provided free microchip scanning, ran quizzes for children and gave away hundreds of goodies and info packs to attending pet owners and their pooches.



Percentage of successful animal management prosecution cases



For Q2 2024/25, there were four successful animal management prosecution cases (100 per cent). Animal prosecutions through the Magistrate Court has been consistently achieving a 100 per cent success rate.

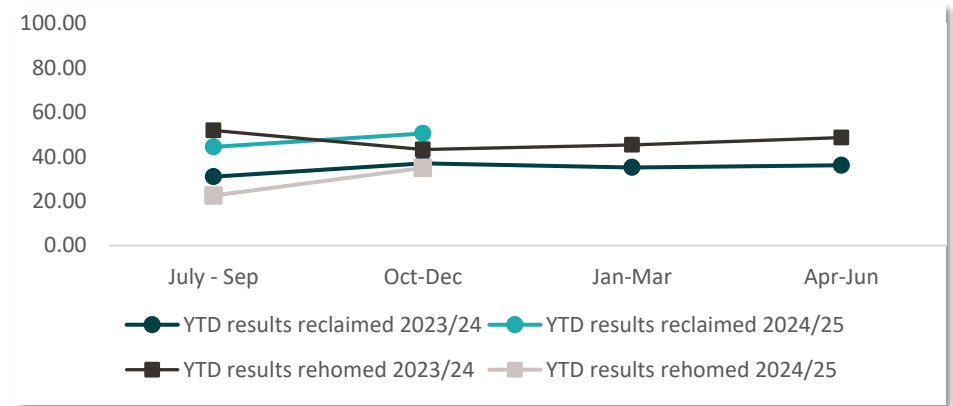
Service spotlight: Transport and parking management

Number of sealed local road condition requests

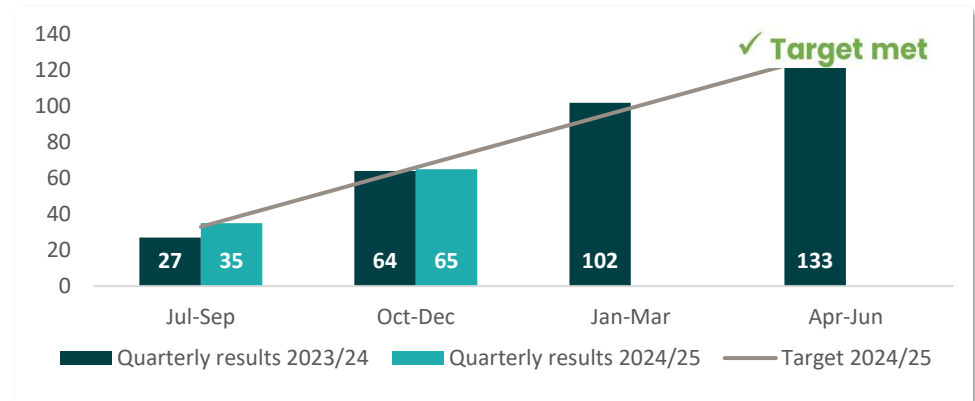
The number of sealed road requests for Q2 was 30, which is below the threshold target of 33 requests. This brings the YTD figure to 65 requests, which is on par to the result for the same time last year at 64 requests.

The number of road condition related requests fluctuates from year to year. Requests in September were mostly related to edging and laneways.

Animals reclaimed and rehomed



Of the 71 animals collected from 1 July 2024 to 31 December 2024, 36 animals (50.70 per cent) were reclaimed by their owners. Out of the remaining 35 animals, 12 animals were rehomed (34.28 per cent). A further 7 animals (20.00 per cent) were being assessed at the time this report was generated. All avenues are explored to ensure animals find new homes. 16 out of the 71 animals collected were surrendered by their owners (22.53 per cent).



Liveable – Strategic priorities and major initiatives

Project	Update	Date	24/25 Forecast/ Budget
Fishermans Bend Program			
<p>Stage: Delivery</p> <p>Status: At Risk</p> <p>About this project:</p> <p>The Fishermans Bend Urban Renewal Area is the largest urban renewal area in Australia.</p>	<p>Q2 has been focused on preparation for and attendance at the Standing Advisory Committee (SAC) public hearings for the Planning Scheme Amendment GC224 for Fishermans Bend's Development Contributions Plan (DCP). The hearings ran from November to December 2024. While the DCP is intended to fund significant amount of community infrastructure within Fishermans Bend, there is a potential funding gap of up to \$800 million for local infrastructure that is unfunded. A panel report from the SAC is expected in February 2025.</p> <p>The Fishermans Bend Program is supporting several projects, including:</p> <ul style="list-style-type: none"> Sandridge Sports Precinct Master Planning. This incorporates the Bunnings site, the DHL site and the Australia Post site, as well as upgrades to North Port Oval. Redeveloping Smith Street to cater for the new Fishermans Bend Primary School. Johnson Street Park. Council has been working with a developer and the State Government to close part of Johnson Street to deliver a new park in the Montague Precinct. Gymnastics Facility Feasibility Study <p>Officers are collaborating with the Department of Transport, Planning (DCP), and the City of Melbourne on an updated Fishermans Bend Partnership Agreement.</p>	<p>Target completion date:</p> <p>TBC</p> <p>Adjusted completion:</p> <p>TBC</p>	<p>\$537k/ \$537k</p>
Housing Strategy			
<p>Stage: Complete</p> <p>Status: Complete</p> <p>About this project:</p>	<p>Council endorsed of the final strategy on 21 August 2024.</p>	<p>Target completion date:</p>	<p>\$165k/ \$165k</p>

Project	Update	Date	24/25 Forecast/ Budget
<p>The Housing Strategy sets out a municipal wide housing Vision guiding Council's actions to respond to our housing needs and aspirations over the next 15 years. Council endorsed of the final strategy on 21 August 2024.</p> <p>The implementation of the Housing Strategy for FY 24-25 consists of two consultancy projects funded by the Federal Housing Grant:</p> <ul style="list-style-type: none"> • Residential Zone and Policy Review • Residential Zone Review: Heritage Advice 		<p>August 2024</p> <p>Adjustment completion date: August 2024</p>	
Inkerman Safe Travel Corridor between St Kilda Road and Orrong Road			
<p>Stage: Discovery and Concept</p> <p>Status: On track</p> <p>About this project:</p> <p>The Inkerman Safe Travel Corridor project addresses the high crash rate on Inkerman Street and aims to provide safer travel alternatives for various users, including cyclists and other active travel users, pedestrians, and motorists.</p>	<p>At a Council meeting in May 2024, officers received direction to proceed to detailed design on Option B (buffered bike lanes). 50% detailed design milestone was achieved on time. It is expected that the detailed design milestone will achieve 80% completion by mid-February 2025.</p>	<p>Target completion date:</p> <p>May 2028</p> <p>Adjusted completion:</p> <p>November 2027</p>	<p>\$455k /</p> <p>\$410k</p>
Park Street Streetscape Improvement Project			
<p>Stage: Delivery</p> <p>Status: On track</p>	<p>A contract to construct the Bike Link was signed on 12 September 2024. The contractor has started preliminary works, including obtaining service permits, Yarra Trams and Memorandum of Authorisation (MoA) permits from the Department of</p>	<p>Target completion date:</p>	<p>\$1.60m/ \$1.66m</p>

Project	Update	Date	24/25 Forecast/ Budget
<p>About this project:</p> <p>Park Street is a strategically important east-west bike-riding corridor, linking the Domain Precinct and future ANZAC Station to the South Melbourne Activity Centre and beyond to Fishermans Bend.</p> <p>The Park Street Streetscape Improvement project will create a safe and refreshed streetscape for those living on or nearby, travelling through and using Park Street.</p> <p>The two projects include the Park Street Bike Link and the Streetscape Improvement project.</p>	<p>Transport and Planning (DTP). These are planned to be completed before starting construction in late January 2025.</p>	<p>June 2025</p> <p>Adjusted completion:</p> <p>December 2025</p>	
Elwood foreshore facilities development project			
<p>Stage: Discovery and concept</p> <p>Status: On track</p> <p>About this project:</p> <p>Council is developing a masterplan for Elwood Foreshore to ensure it meets the demands of our growing and changing community. We know that many of the buildings are ageing, that climate change might impact this area in coming years, that there are challenges for the way traffic and people move about the site, and that there</p>	<p>A project Business Case has been drafted and submitted. Feedback is now being incorporated for finalisation of the Business Case, which will re-baseline the project. Budget is not at risk, however there is a threat that an associated sub-project – the Melbourne Water pipeline reinstatement – may grossly exceed budget.</p>	<p>Target completion date:</p> <p>June 2034</p> <p>Adjustment completion date:</p> <p>No adjustment</p>	<p>\$430k/ \$487k</p>

Project	Update	Date	24/25 Forecast/ Budget
are growing numbers of females in organised sports that we need to plan for. This initiative aims to address these concerns and develop a plan for development across the site over the next decade.			
South Melbourne Structure Plan			
<p>Stage: Delivery</p> <p>Status: On track</p> <p>About this project:</p> <p>Council has prepared a new South Melbourne Structure Plan to manage change and help respond to challenges such as climate change and population growth.</p> <p>The Plan sets out the long-term strategic vision for South Melbourne and an action plan on how it will be achieved.</p>	<p>Officers have lodged a request for authorisation to the Minister for Planning to prepare and exhibit Amendment C219port to the Port Phillip Planning Scheme.</p> <p>Amendment C219port seeks to implement the land use and built form recommendations in the Port Phillip Planning Scheme. Officers have not yet received a response from the Minister for Planning.</p>	<p>Target completion date:</p> <p>August 2024</p> <p>Adjusted completion:</p> <p>August 2024</p>	<p>\$138k/ \$50k</p>
Gasworks Arts Park upgrade			
<p>Stage: Delivery</p> <p>Status: On track</p> <p>About this project:</p> <p>The upgrade of and landscape renewal of Gasworks Art Park is a priority action</p>	<p>Playground complete - The project reached practical completion on 20 September 24. Park lighting, sculptures and some furniture will be installed in October and November.</p> <p>Full Park Upgrade - The project is On Track. The contract was signed by all parties on the 2 December 2024. A kick-off meeting with the contractor was held 12 December 2024. The palm and garden bed removals to the plaza have been</p>	<p>Target completion date:</p> <p>May 2025</p>	<p>\$3.0m/ \$3.35m</p>

Project	Update	Date	24/25 Forecast/ Budget
identified within the City of Port Phillip's <i>Public Space Strategy 2022-2032</i> . The two-phased project includes a new playground and park upgrade.	completed. Project remains on track to meet the completion milestone of end June 2025.	Adjusted completion date: June 2025	
Palais Theatre and Luna Park Precinct hostile vehicle mitigation and amenity upgrades			
Stage: Complete Status: On track About this project: The Palais Theatre and Luna Park precinct revitalisation was undertaken in order to create a safer, pedestrian friendly and attractive user-friendly space.	Works are complete and the revitalised space is being enjoyed by the community and visitors alike. A grand opening was held on 1 September 2024 with the precinct officially opened to the public. In addition to improved amenity achieved through seating, planting, innovative paving, and new public lighting, the precinct demonstrates a dramatic uplift in public safety measures with the addition of hostile vehicle mitigation strategies.	Forecast completion: July 2024 Adjusted completion: August 2024	\$1.367m/ \$1.373m
Partner with the Australian Marina Development Corporation to deliver the St Kilda Marina redevelopment			
Stage: Delivery Status: Off track About this project: The Palais Theatre and Luna Park precinct revitalisation was undertaken in order to create a safer, pedestrian friendly and attractive user-friendly space.	This project is off track, as the timeline for the planned redevelopment works for the St Kilda Marina is delayed. A briefing was provided to the new Councillor group in December 2024. Officers are on track to provide a further briefing to Councillors in February 2025. It is intended that a resolution will be known by the end of Q3.	Forecast completion: September 2025 Adjusted completion: TBC	\$330k/ \$330k
Partner with the Victorian Government to ensure appropriate outcomes for our community are achieved through the redevelopment of St Kilda Pier			
Stage: Discovery and Concept Status: At Risk	The project is At Risk due to the tight budget constraints. Tender drawings and pretender cost plan have been finalised. Revised Business Case has been drafted and will be submitted for review and approval by 20 January 2025. Tender release date is scheduled for early 2025, with	Forecast completion: January 2026	\$949k/ \$662k

Project	Update	Date	24/25 Forecast/ Budget
St Kilda Pier is being upgraded by Parks Victoria. We've recognised there's a great opportunity to extend their design, revitalise and upgrade the surrounding foreshore area and develop connecting paths between the promenade, park and other visitor attractions.	contract award on track for May 2025. A Briefing will be presented to Councillors in Quarter 3 to update them on the project.	Adjusted completion: January 2026	

Sustainable Port Phillip

A city that has a sustainable future, where our environmentally aware and active community benefits from living in a bayside city that is greener, cooler, cleaner and climate resilient.



Key highlights

Spring flood preparation awareness campaign

The annual spring flood preparation awareness campaign kicked off in September. This year the campaign was expanded to include other suburbs in the City of Port Phillip as well Elwood.

The campaign featured two different headline messages:

- in high-risk areas such as Elwood, the message was ‘High risk flood area. Be flood ready, make a plan’
- in other suburbs, the message was ‘Do you live in a high-risk flood area?’

The campaign included outdoor posters along the Elwood canal, bus shelters, posters for libraries and community centres, social media posts and a DL brochure. A QR code linked to further information online.



Flood awareness campaign posters posted to bus shelter locations in St Kilda, Port Melbourne, Southbank, Melbourne, Brighton and Elwood.

‘Hot loads’ – an avoidable hazard for waste management

Hot Loads’, the industry term for waste and recycling truck fires, are on the rise across Victoria.

This is in large part due to the improper disposal of vapes and batteries. In November, we extended our vape recycling trial to include a free, fire-safe disposal point at the Pride Centre on Fitzroy Street, St Kilda and in December commenced a communications campaign. This includes street posters in high traffic areas, and stickers on residential bins.



Posters are on display in high-traffic areas to create awareness for the correct disposal of vapes

Kerbside waste collection tender

Kerbside waste collection tender is progressing for release in late January 2025, as part of Council's commitment to continuously improve the quality of our services. The tendering process is an opportunity to establish a fresh and mutually beneficial agreement with a provider who is committed to delivering the standard of services expected by our community. We have learned much from the challenges encountered during the changeover to the previous kerbside waste collection contract and are actively working to avoid any similar issues in the future.

Service spotlight: Amenity

City Amenity patrols

During the quarter, 30 joint patrols with Victoria Police were conducted in hotspot areas of Fitzroy, Acland and Carlisle Streets. Additionally, City Amenity Officers carried out a joint patrol of Fraser Street dunes in St Kilda West with police in early December. Officers removed three tents, two knives and 129 used syringes. One arrest was made by police for a person masturbating in public.

City Amenity Officers are patrolling our beaches every day as part of Council's Summer Management Plan. Officers have witnessed a 25 per cent decrease in enforcement conversations around drinking alcohol and bringing glass to the beach compared to last summer. This has allowed our Officers to focus on other issues such as dogs in prohibited areas or off-leash.

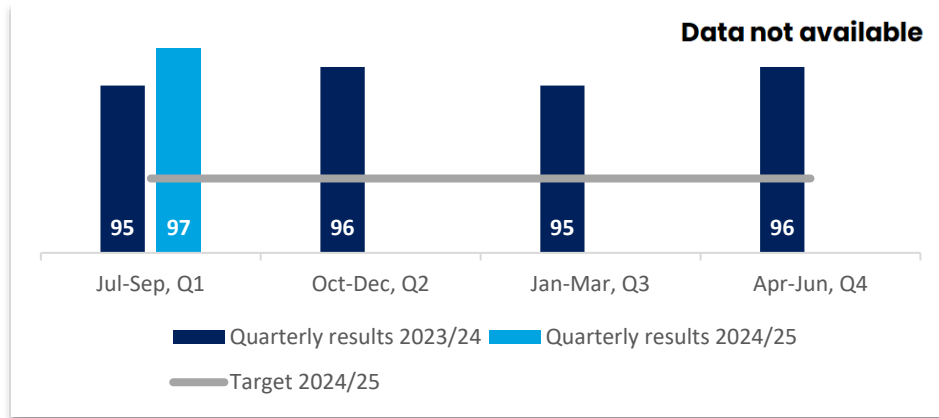
In response to community complaints about theft and damage in the area, City Amenity Officers coordinated with police to remove a dozen squatters

from vacant land at 17 Grosvenor Street, Balaclava. Knives, drugs and stolen goods were recovered before builders sealed windows and doors with steel over three days. The site covers an entire residential block owned by Housing First and is due for demolition late in January.

Escalation meetings for those sleeping rough

City Amenity along with Police, Ngwala and Officers from Council's Housing, Safety & Reconciliation team have worked together to establish escalation meetings for persons most in need of immediate assistance. The teams most recently met to discuss a long-term person sleeping rough having an enormous impact on the St Kilda. The teams were able to get her housing through her care worker and City Amenity assisted to get into this housing.

Street cleaning audit compliance



The street cleaning audit compliance data is unavailable due to staffing issue. Data is expected to resume collection from Quarter 3 (March 2025).

Service spotlight: Sustainability

Act and Adapt Strategy

In December 2024, eight heat monitors were placed around JL Murphy Reserve to measure the ambient temperatures around this space in Summer prior to artificial turf being installed.

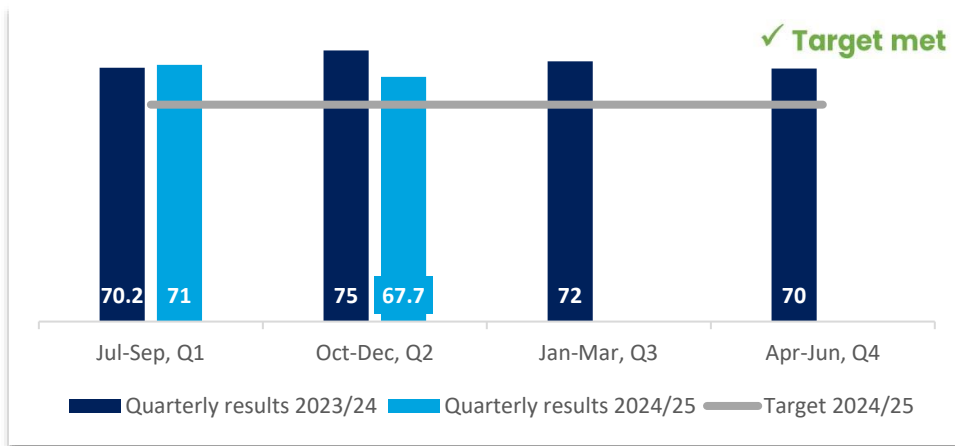
EcoCentre building works continued to progress towards completion. Foundations and in-ground services were completed with structural walls, floors and roof erected, the interior fit-out underway, and solar panels installed.

The 'Solar Savers' program received 45 enquiries from householders, many enquiring about multiple items. 35 enquires were for solar panels, 30 enquiries were for heat pump hot water systems and 20 enquiries were for reverse cycling air-conditioning split systems.

Environmental Leader course

The second Port Phillip Environmental Leaders course for 2024 wrapped up in November, with 12 graduates completing the course. Since 2018, the course has accepted 266 community members to take part in the 10-week program.

Percentage of investment in fossil-free institutions



The percentage of investment in fossil-free institutions has been consistently above the 60 per cent target over the past year. In Q2, the investment rate was 67.7 per cent, which is below the 75 percent result for the same time last year however still meeting target.

Service spotlight: waste management

Don't Waste It! Waste Management Strategy

The review of Don't Waste It! 2022–2025 continues. Council staff have been given the opportunity to provide detailed feedback on the existing strategy, as officers are required to contribute to actions.

New State Government kerbside bin service standards and associations are due to be ratified by April 2025 and we anticipate that some of targets in the current Don't Waste It! will be reviewed.

The proposed transition to fortnightly garbage, initially proposed for June 2025, has been delayed and will be reviewed as part of the next iteration of Don't Waste It!

In November, internal audit staff have recommenced contamination audits with the annual municipal-wide audit looking at communal, kerbside, and public street bins.

Waste planning during major events

In Q2, improved waste management planning for the three major events and event series, and several minor events has seen an uplift in the City amenity following events, with significantly less staff resources directed to cleaning up after events.

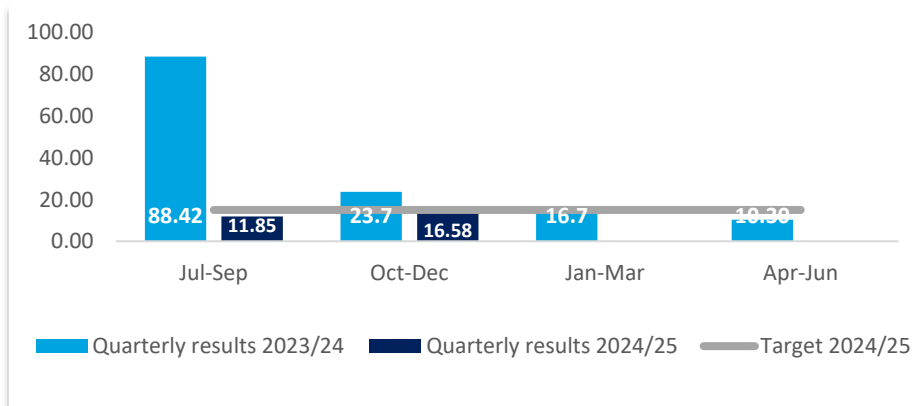
Improper disposal of e-waste

The improper disposal of e-waste items like lithium batteries and vapes, is an escalating

concern within the waste industry, causing fires in waste trucks and at waste disposal facilities. These fires are also known in the industry as "hot loads".

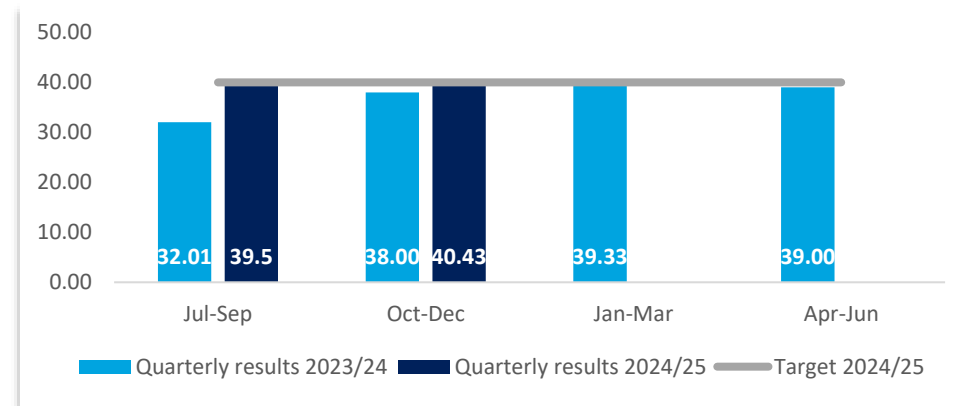
In the last six months, Council experienced a hot load from a street litter bin collection and a fire at the Resource Recovery Centre due to a lithium battery on a discarded e-bike. The kerbside collection contractor also reported four hot loads in July and another in August. In response, Council has launched a communications campaign featuring bin stickers and street posters to raise awareness and promote safe disposal practices.

Kerbside collection bins missed per 10,000 scheduled bin lifts



For Q2, kerbside collection bins missed per 10,000 scheduled collections was 16.58 which is within the 15-target threshold. This is a significant improvement from the same time last year where the number was impacted by the transition to a new waste services provider.

Kerbside collection waste diverted from landfill



For Q2, kerbside collection waste diverted from was 40.4 per cent which is an improvement compared to the same time last year and meets the 40 per cent target.

Sustainable strategic priorities and major initiatives

Project	Monthly Update	Date	24/25 Forecast/ budget
Deliver an updated Foreshore Management Plan, Marine and Coastal Management Plan and Coastal Adaptation Plan			
<p>Stage: Discovery and Concept</p> <p>Status: At Risk</p> <p>About this project:</p> <p>Council is embarking on two projects to strategically manage our coastline and better prepare us for the future: a Foreshore Management Plan (FMP) and a Coastal Adaptation Plan (CAP). These plans will operate together to form a holistic and comprehensive approach to managing the Port Phillip coastline through the integrated project, Our Coastal Future.</p>	shrine	<p>Target completion: June 2027</p> <p>Adjusted completion: June 2026</p>	<p>\$384k/ \$395k</p>
Shrine to Sea			
<p>Stage: Initiation</p> <p>Status: On track</p> <p>About this project:</p> <p>The Shrine to Sea project will deliver landscape, artistic and civil works to the Kerferd Road median and pier forecourt, in accordance with the State Government's Shrine to Sea Masterplan.</p>	<p>The Shrine to Sea project is on track. The process to engage a design consultant is underway. Site investigations underway for irrigation, trees, and cultural heritage.</p> <p>An introduction with the Bunurong Land Council Aboriginal Corporation has been undertaken.</p>	<p>Target completion: June 2027</p> <p>Adjusted completion: No change</p>	<p>\$525k / \$300k</p>
New Community Safety and Wellbeing Plan			

Project	Monthly Update	Date	24/25 Forecast/ budget
<p>Stage: Initiation</p> <p>Status: On Track</p> <p>About this project:</p> <p>The Community Safety Plan outlines how we're working towards building a safe and connected community where everyone feels safe to live, work and play. We are working on the next Community Safety Plan 2025-2029</p>	<p>The Internal Community Safety Committee and Community Safety Project Control Group meet monthly to monitor delivery of the Community Safety Plan, Public Place CCTV renewal, and other projects.</p> <ul style="list-style-type: none"> • Delivery of actions in the current Community Safety Plan continued. Pre-engagement for development of the next iteration was plan was delivered with Council's advisory committees ahead of community consultation to take place early in 2025. • The Trauma Aware Port Phillip working group continued to develop a practice model. • Council supported a Neighbourhood Watch initiative in Port Melbourne in October and Victoria Police's Neighbourhood Policing Forum in December 2024. <p>A community 'Torch Workshop' was held with ARUP in Carlisle Street to explore lighting design options. Council's mobile CCTV trailer was deployed in various locations in St Kilda and Port Melbourne and the Public Place CCTV renewal program is progressing.</p>	<p>Target completion: April 2025</p> <p>Adjusted completion: November 2025</p>	<p>\$225k</p> <p>\$225k</p>
Eco-Centre Redevelopment			
<p>Stage: Delivery</p> <p>Status: At Risk</p> <p>About this project:</p> <p>Since 1999, the Port Phillip EcoCentre has delivered education, programs and services to more than 19,000 participants annually. The popularity of the EcoCentre over this time has seen it outgrow its current building which is no longer fit for purpose. A new building will increase the EcoCentre's ability to deliver sustainability programs, meet compliance requirements, and provide a leading example of environmentally sustainable design. It offers a larger space for the</p>	<p>Construction works are continuing in accordance with the completion construction program submitted by the Contractor which has Practical Completion scheduled for 28 March 2025.</p> <p>Internal works are progressing with finishing trades working through the building. All painting works have been completed, cabinetry to level 1 is complete and progressing to ground floor, carpentry fix is progressing, services fit off with lights and air conditioning units is progressing and floor covering has commenced.</p> <p>A majority of the scaffold was dismantled prior to Christmas with external earthworks and landscaping commencing late January 2025. Compilation of statutory compliance documentation for occupancy has commenced.</p>	<p>Target completion: May 2024</p> <p>Adjusted completion: March 2025</p>	<p>\$294k</p> <p>\$2.2m</p>

Project	Monthly Update	Date	24/25 Forecast/ budget
community to book, and includes Australia's first Citizen Science Lab.			

Vibrant Port Phillip

A City that has a flourishing economy, where our community and local businesses thrive, and we maintain and enhance our reputation as one of Melbourne's cultural and creative hubs.



Key highlights

The Big Sculpture Trail

The BIG Sculpture Trail is a free, new event exhibiting 20 sculptures from 21 artists across St Kilda.

Utilising QR Codes linked to the Big Sculpture website and online map, the trail commences with artwork at Acland Plaza and then travels north along Acland Street with sculptures outside Readings Bookstore, Linden New Art, Theatreworks and Christ Church St Kilda. It then moves to Alfred Square and includes sculptures at the Espy Market, outside the Palais Theatre, Luna Park and in O'Donnell Gardens. With additional sculptures located in the Veg Out Community Garden and on the front lawn of the St Kilda Town Hall.

The project was developed in partnership with the City of Port Phillip through its Cultural Development Fund and supported by the Acland Street Business Association, Partridge Structural Engineers,

Monash Art Projects, Linden New Art and Luna Park. For more information, visit the website: [BIG Sculpture Australia | St Kilda Art Exhibition Trail](#)

Libraries' engaging community programs

Our libraries continue to deliver a range of engaging programs for Port Phillip's diverse community. In October, the library celebrated the Senior's Festival, with 277 people attending music and cultural performances, local and family history events, film screenings and more.

One participant remarked that an event was *"insightful, stimulating, and thought-provoking"*. Local writers with disability celebrated the release of their #OwnVoices Zine, a project they worked on during the Writability Goes Local program, and the library also hosted a panel on how to 'Be an ally on International Day of People With Disability.' To mark 16 Days of Activism, the library hosted a

brave event aimed at men who need to change their behaviour to end gender-based violence.

These events provide opportunities for the Port Phillip community to come together to learn and connect, and demonstrate the way that libraries change lives.



Albert Park Library

Festive season at the market

South Melbourne Market was a one-stop-shop for Christmas, offering quality fresh produce, groceries, fashion and unique gifts for young and old. There was a festive buzz in the air throughout the month of December, with roving entertainers, choir performances, giveaways plus visits from Santa in the lead up to the big day.

The Market is home to three resident fishmongers; Aptus Seafoods, Gem Pier Seafood and South Melbourne Seafoods, who had a bumper week in the lead-up to Christmas, with great weather and great prices meaning seafood was on the menu for many. In the week leading up to Christmas, the Market's three fishmongers sold over 12 tonnes of lobster and crayfish, 20 tonne of prawns and 25,000 dozen oysters, with queues starting in the early hours of the morning on Christmas Eve.



Santa and his elf at South Melbourne Market in December

Ride2Work Day

South Melbourne Market hosted Ride2Work day in partnership with Council's Strategic Transport Team on Wednesday 16 October. The community were encouraged to ride their bikes to the Market between 7am - 9:30am for a free breakfast, coffee and bike tune-up courtesy of Back2Bikes.

A popular event on the cyclist's calendar, the event attracted both regular and new cyclists who want to give it a go, and mini cyclists who didn't want to miss out on the fun.

Balaclava Boogie brings the beat to Carlisle Street

The Balaclava Boogie lit up the last weekend of November with three days of music and arts for all ages. Organised by the Carlisle Street Traders Association, this year's festival featured expanded events and drew a vibrant crowd.

Supported by the City of Port Phillip with \$20,000 in funding from the Cultural Development Fund and \$5,000 of Locals Playing Locals funding, the festival showcased local talent through initiatives like a young female artist Open Mic in a repurposed shop. Performances by acts such as Better than Sex, Backyard Banjo Club, and Rob Paine & The Fulltime Lovers filled venues like The Local and Balaclava Hotel.

Sunday's highlight was an outdoor concert at Rear 202 Carlisle Street, featuring headliners Kylie Auldish, Hot Machine, and local primary school band Primary Scream. The St Kilda Library hosted a family-friendly event in Duke Street Park, while the Carlisle Street Market brought energy to the Balaclava Hotel car park.

The festival's success reflects the collaboration of the community, local businesses, and artists. Stay tuned for more updates on this dynamic celebration of creativity!



Hot Machine rocking the stage with a high energy and classic rock sound playing Balaclava Boogie

St Kilda Film Festival regional tour

2024 was a great year for the St Kilda Film Festival regional tour with 13 locations participating since August and more to come in early 2025...with a couple of metro ones included as well.

Two programs were offered at each town- Festival Award Winners and the Director's Choice, usually programmed with an intermission and supper. For many of them, they represent major cultural events on their annual calendar. For others, long-standing fundraising opportunities and for others just a big night out to bring the town together.

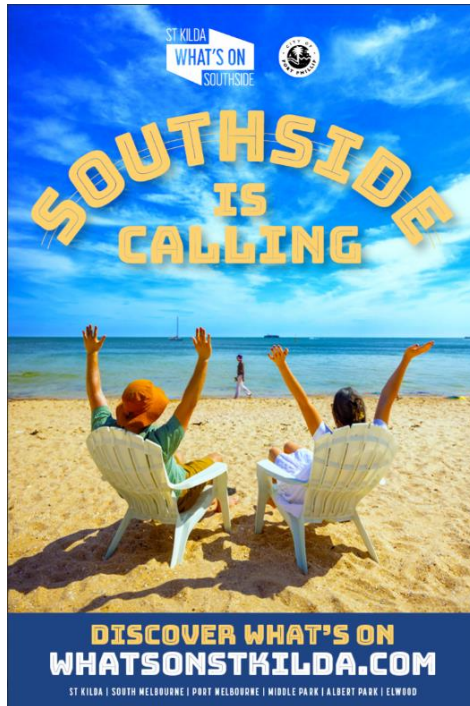
The tour continues to thrive, connect communities, increase screenings for filmmakers and grow the

identity, reputation and benefit of the St Kilda Film Festival. The Tour is funded by Vic Screen.



Southside is calling in our Summer Campaign

In Q2 our City Marketing team launched our new Summer Campaign, which we run annually to encourage visitors from outside our City and within our own community to explore and enjoy Port Phillip across the summer period. Alongside promoting tourism, it also helps support local businesses and events and highlights iconic destinations across our City. This year's theme is *Southside is calling* and the campaign continues online and across various marketing channels throughout summer.



Service spotlight: Art, culture & heritage

Creative and Prosperous City Strategy

The Creative and Prosperous City Strategy continues to be delivered through key initiatives including place activation, economic development, events and creative industries investment, partnership and service delivery.

Through the Great Places and Precincts initiative has progressed a number of actions in this time including finalisation of recommendations for lighting on Carlisle Street and progression with public art and wayfinding in Port Melbourne.

Restoration work

Restoration and conservation of the South African War Memorial in Alfred Square has continued to progress. The work is protected by the Heritage Act 2017 and required a permit from Heritage Victoria following extensive assessment from conservators and specialists.

This permit was received in November 2024 and conservation work is currently underway accordingly. There has been a high level of community interest and engagement in the restoration as well as the length of time the assessment has taken, partly due to the scaffolding that has been erected and in place for some time.

Service spotlight: Festivals

Planning continued for festival delivery, with the St Kilda Festival due to be delivered in February 2025 and the St Kilda Film Festival in May. The St Kilda Film Festival continued its Tour showing highlights of the 2024 program and opened call for entries for the 2-25 event – welcoming submissions from around Australia for Australian filmmakers.

Service spotlight: Economic Development and Tourism

Council will receive \$2,606,459 for the St Kilda Foreshore project and \$1,026,237 for St Kilda Adventure Playground project from the Commonwealth Thriving Suburbs grant program. In recognition of the increasingly competitive funding environment and limits on Council funds, Council has increased emphasis on grants applications and management.

Service spotlight: Libraries

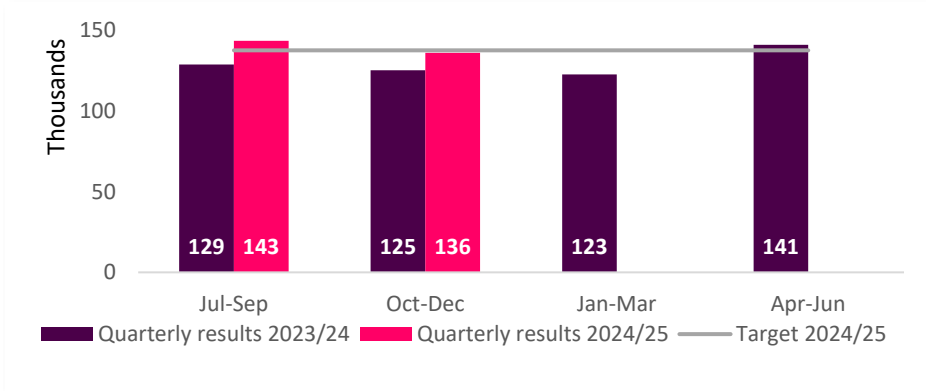
During Q2, libraries performed well with service utilisation and visitation continuing to increase as we implement our Library Action Plan 2021–2026. Compared to the same period last year, visits to libraries and loans of collection items both increased by 9 per cent and attendance at programs increased by 12 per cent. Community consultation was conducted for the Middle Park Library Upgrade with works expected to be completed by mid-2025.



Middle Park Library Engagement

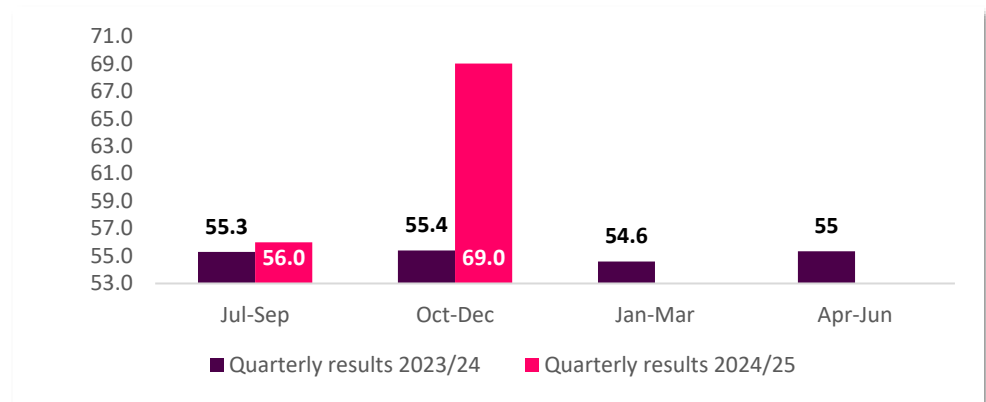
Service spotlight: Libraries

Visits to libraries



In Q2 there were 136,013 visits to the libraries which was just short of the quarterly target of 137,500 visits. Library visitation increased by 9 per cent in comparison to the same period last year. This increase was influenced by an increase in the number of community programs which resulted in the number of program attendees. The most significant increase was in programs for adults and older adults with a focus on digital literacy, social connection, and literary events. The increase in programming is a core deliverable of the Port Phillip Library Action Plan 2021-26.

Percentage of recently purchased library collection



As at the end of Q2, 69 percent of the library collection was purchased in the last 5 years which was higher than the same time last year at 55.3 percent.

This measure is an indicator of the turnover and currency of library resources.

Service spotlight: South Melbourne Market

A Victorian Affair

During October, South Melbourne Market shone a spotlight on locally made and grown products and ingredients available at the Market.

Many Market traders pride themselves on either making their products locally or stocking products made by local artists and designers. From leather bags and childrenswear, to slippers, skincare and soap, customers are spoilt for choice when shopping for products made in Melbourne or wider Victoria.

Victoria is also known for its skilled and innovative producers and is home to some of the best food and drinks in the world. To celebrate some of these local heroes, the Market hosted A Victorian Affair; an event that invited ticketholders to take a degustation tour of the Market to sample twelve dishes starring local ingredients, including Portarlington Mussels, Beechworth Honey and Walnut Gelato and Curdsey Cheese.

The campaign and onsite activations encouraged consumers to support local, small business and promoted the benefits of eating local, seasonal foods.



Cobb Lane Bakery's 'Pain au Chocoluxe' for a Victorian Affair, starring Cuvee Chocolate from the Mornington Peninsula

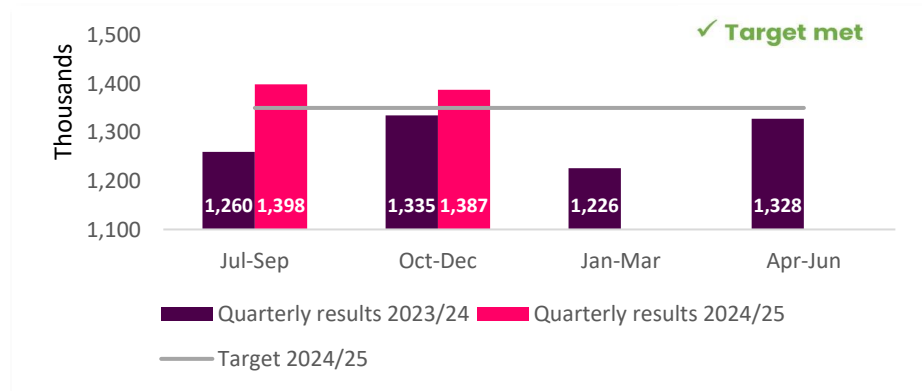
South Melbourne Market Committee

The South Melbourne Market Committee farewelled its two Councillor members, Cr Marcus Pearl and Cr Andrew Bond, at the end of the Council term. They represented the Market on the Committee for a combined total of 14 years and were both passionate about the Market's connection with the community and provided valuable strategic advice.

In December, two new Councillors were appointed to the Committee, Cr Alex Makin and Cr Beti Jay. The Market are excited to have them join the Committee as the business heads into the development of the Market's 2025-30 Strategic Plan.

Cecil Street Essential Services Project

The Cecil Street Essential Services project (in conjunction with COPP Project Delivery team) continued to be delivered in Q2 which includes the installation of essential services to the restaurant's street kiosks and improved waste services. The project commenced in September 2024 and is due for completion by March 2025.



Visits to the South Melbourne Market

For Q2, there were 1.387 million visits to the South Melbourne Market which is above the 1.35 million quarterly target. This year we have set an annual target of 5.4 million which if achieved, will be our largest visitation in the market's history.

December is the busiest month of the year at the Market due to Christmas. The Market was also open for the five days leading up to Christmas Day (Fri-Tues).

Vibrant Strategic priorities and major initiatives

Project	Monthly update	Date	2024/25 Forecast/Budget
St Kilda Triangle Project (Feasibility)			
<p>Stage: Delivery</p> <p>Status: On track</p> <p>About this project:</p> <p>The St Kilda Triangle is located on the St Kilda foreshore, next to the Palais Theatre and Luna Park across from one of the city's busiest beaches. In 2016 Council adopted a masterplan for the site to provide guidelines for development. In 2022, a feasibility study for the site as a live music and performance venue was made, followed by the backing of a proposal to transform the triangle into a 5,000-person standing room live music venue. The next phase of this project relies on strong engagement and support from the Victorian Government.</p>	<p>A key milestone was achieved on 17 July 24 when Council, at a public meeting, considered the outcomes of a recent targeted live music market engagement program and options for the next steps in the project. Council decided to continue some work on the project to engage with State Government to seek support and funding for a business case, with the outcomes of this to be reported to the new Council in the first half of 2025.</p>	<p>Target completion: June 2025</p> <p>Adjusted completion: May 2025</p>	<p>\$67k/\$67k</p>
Implementation of New Creative and Prosperous City Strategy 23-26 and the Live Music Action Plan – Music Precincts project			
<p>Stage: Delivery</p> <p>Status: On track</p> <p>About this project:</p> <p>The Creative and Prosperous City Strategy 2023-2026 is designed to deliver on the Vibrant Port Phillip Strategic Direction of Port Phillip's Council Plan 2021-31.</p>	<p>Games Action Plan Implementation– Initiatives under this plan continue to support and champion the economic benefit driven by Port Phillip's Games industry including AR delivery during the St Kilda Film Festival and Melbourne Megagames.</p> <p>Activation of Public Space – The Love My Place 2024/25 grants have been announced and allocated. Work is underway on Clarendon Street creative lighting and other priorities through Council's Great Places and Precincts program.</p>	<p>Target completion: July 2025</p> <p>Adjusted Completion: July 2025</p>	<p>\$900k</p> <p>\$1.1m</p>

Project	Monthly update	Date	2024/25 Forecast/ Budget
	<p>Business Support – The What’s On St Kilda and Southside summer and Grand Prix campaigns have been successfully implemented and vacant shop activations have occurred in Acland and Fitzroy Streets.</p> <p>Live Music Action Plan – The necessary Planning Scheme Amendment was endorsed by Council and has been sent to the State Government for consideration. Council continues to advocate to the State about ways to support live music through planning, policy and legislation, including with agencies including the EPA and Creative Victoria and the Better Approvals program.</p> <p>Council continues to provide targeted support programs such as Locals Playing Locals, support for precinct-based programs including the Port Melbourne music crawl, and upcoming Q4 events in South Melbourne and Balaclava. In addition, we have undertaken targeted youth engagement to seek input into future planning and programs, and support for a youth music conference.</p>		
South Melbourne Town Hall redevelopment and ANAM lease			
<p>Stage: Delivery</p> <p>Status: Off Track</p> <p>About: South Melbourne Town Hall is a 140-year-old building, and in fair condition overall but due for major restoration and renewal. It requires some repair, due to a collapse of part of the ceiling in 2018 that triggered the fire system, causing water damage.</p> <p>Further structural investigation completed in December 2020 confirmed the need to keep it closed until the project is complete. This will ensure the safety of the building.</p>	<p>Preliminary investigation works are underway in accordance with the Contractor program of works. The building permit process is ongoing.</p> <p>The main works onsite investigations have continued and are resulting in further information and design clarifications from the Contractor to the Project Team in preparation for construction to commence in earnest. Due to notification received from the Contractor regarding the discovery of a latent condition, this project is now off track.</p>	<p>Target completion:</p> <p>April 2026</p> <p>Forecast completion:</p> <p>July 2026</p>	<p>\$10m</p> <p>\$10.7m</p>
Carlisle Street Carparks Redevelopment			

Project	Monthly update	Date	2024/25 Forecast/Budget
<p>Stage: Planning and design</p> <p>Status: On Track</p>	<p>This project is on track after Council at its ordinary meeting on 21 August 2024 resolved to commence the statutory procedures for a proposal to discontinue roads and sell land to an adjoining property owner, Coles Group Property Developments Ltd. As described in points 5.8 and 5.9 of the Council report, community engagement on the proposal will occur.</p> <p>Officers are currently preparing the community engagement, which is scheduled to commence in November 2024. Any written submissions pertaining to the proposal will be presented to Council for consideration, prior to any Council decision in respect of the proposal.</p>	<p>Target completion:</p> <p>February 2025</p> <p>Forecast completion:</p> <p>February 2025</p>	<p>\$58k</p> <p>\$58k</p>

Well Governed Port Phillip

A city that is a leading local government authority, where our community and our organisation are in a better place as a result of our collective efforts



Key highlights

Councillor elections

Council elections were underway throughout Q2 culminating with the results declaration on Tuesday 12 November.

[Our new Councillors](#) were sworn into office and commenced their induction program, which is a legislative requirement and must be completed within four months from taking the oath or affirmation of office.

Their first Council meeting was held Thursday 14 November at which they elected a Mayor and Deputy Mayor for 2024-25.

Cr Louise Crawford from Elwood Ward was elected to lead the Port Phillip community as Mayor for the next year, and Cr Bryan Mears from Lakeside Ward was elected Deputy Mayor. This is Cr Crawford's third term as Councillor and second as Mayor.



Mayor Louise Crawford, Elwood Ward and Deputy Mayor Cr Bryan Mears, Lakeside Ward.



New Council crew: Top row, from left: Crs Justin Halliday, Louise Crawford, Bryan Mears, Beti Jay. Bottom row, from left: Crs Libby Buckingham, Heather Cunsolo, Alex Makin, Serge Thomann, Rod Hardy.

Community engagement conversations and pop-ups

Council officers and councillors popped-up at eight neighborhoods around the municipality to have conversations and hear feedback on three key projects; Plan for Port Phillip, Community Engagement Strategy and Love your neighbourhood.

In addition to these pop-ups, the Stakeholder Engagement Team championed a range of other engagement activities to gather feedback for the Plan for Port Phillip and Community Engagement Strategy. These included targeted activities to reach into diverse communities that might otherwise not engage with Council via:

- 7 x community conversations
- 7 x workshops
- Interviews with key stakeholders

Father Bob Maguire Foundation annual Christmas lunch

In December, the Father Bob Maguire Foundation hosted their annual Christmas Lunch at St Kilda Town Hall. This heartwarming event brought together 350 marginalised members of our local community for a festive celebration. The event was proudly supported through the Town Hall Hire

Subsidy Scheme, which assists local not-for-profit groups in hosting a broad range of subsidised community events at our Town Halls.



Father Bob Maguire Foundation annual Christmas lunch

Events at St Kilda Town Hall

Event season was in full swing during Q2, and our Events team were busy coordinating some exciting community events at St Kilda Town Hall including:

- Le Grape Escape showcased the best of French wines. This multi-day event hosted by the folks behind annual French music and cultural festival So Frenchy So Chic brought over 1000 attendees per day into the venue.

There are plans for their return in 2025.

- Stars and the Moon (or STaM for short) - is a Melbourne-based theatre group creating life changing opportunities for people with and without disabilities. A performance held at St Kilda Town Hall was attended by over 700 people was proudly supported through the Town Hall Hire Subsidy Scheme.

Service Spotlight: Communication and engagement

The community engagement program was on hold during the election caretaker period from 17 September to 26 October. As the period ended, engagement programs resumed.

Eight projects were open for community feedback this quarter:

- Middle Park Library Upgrade
- Plan for Port Phillip
- Community Engagement Strategy
- Love you neighbourhood (neighbourhood branding)
- Upgrading Smith Street for the new Fishermans Bend Primary School
- Danks St Biolink Review and Renewal
- Greening Raleigh St, Windsor
- Greening Fred Jackson Reserve and Sandridge Beach

Engagement reports for six projects were written and shared with the community:

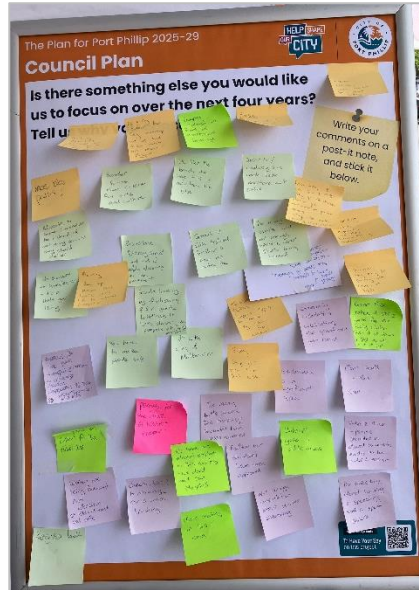
- Health and Wellbeing Plan (Phase 1 of the Plan for Port Phillip)
- Middle Park Library Upgrade
- Youth Soundcheck
- Danks St Biolink Review and Renewal
- Greening Raleigh St, Windsor
- Greening Fred Jackson Reserve and Sandridge Beach

Three monthly newsletters were sent:

- October: 3,329 recipients
- November: 3,319 recipients

- December: 3,389 recipients

There were 928 contributions and 9,722 unique visitors to the Have Your Say digital engagement platform for the period between October and December.



Community feedback and ideas on the Plan for Port Phillip captured at a neighbourhood pop-up

Service spotlight: Customer experience

Our customer service area ASSIST achieved an 84 per cent service level for calls answered within 30 seconds over the final 6 weeks of 2024.

During Q2, the trend of higher request volume continued, up 13.5 per cent from 26,521 for the same time last year compared to 30,111 in Q2 FY 24/25. Despite the increased volumes, we are achieving high service levels which are an average of 88.8 per cent which is above our target of 80 per cent completed on time.

Financial year-to-date, our service level is stable at 88.1 per cent.

The summer period remains our busiest, as visitors flock to our municipality. This was reflected in the increase to 30,111 service requests in Q2 (up from 26,005 in Q1) or the equivalent of 1,368 requests per month on average. This volume was anticipated and the teams who receive most of our summer period requests have worked hard on preparation in the lead-up to ensure we can deliver great outcomes for our community despite the increased workload.

Our top 10 request types by volume are currently exceeding the 80 per cent target for on-time completion. Seven of those 10 categories are above 90 per cent which is an excellent achievement by the responsible teams (Waste, Parking Enforcement, Parking Permits, Street and Beach, Rates, Asset Management and Animal Management).

During Q2 we received 2,010 complaints – a reduction of 42 per cent compared to the same

time last year at 3,468 complaints. Most of these complaints were for our Waste service team and contractors focus on service recovery during the transition to a new provider last year.

For Q2 we achieved an average 93.6 per cent service level compared to 78 per cent for the same time last year.

Service spotlight: Governance

Council elections

At the close of nominations at 12 noon on Tuesday 17 September 48 candidates had nominated for the nine ward vacancies within Port Phillip.

On Wednesday 16 October we had our last council meeting before the close of voting for the 2024 local government elections.

The timetable for Council meetings in 2025 was confirmed during September. A full list of Council meeting dates for 2025 is available on Council's website [Timetable - Council Meetings - City of Port Phillip](#)

At 3 pm on Tuesday 12 November 2024 the Victorian Electoral Commission declared the nine candidates elected to represent their community on Port Phillip City Council until the next general council election in October 2028.

Service Spotlight: Asset management

Approximately 200m² of office space at 147 Liardet Street Port Melbourne has been leased to a commercial tenant. This space has been vacant since COVID and will return \$41k to Council in rental payments per annum.

The banquet kitchen at the St Kilda Town Hall has received an uplift, with the arrival of new electric appliances changing out gas ones. Part of our commitment to sustainability, these all-electric appliances have greatly improved the commercial kitchen, making it more attractive as a bookable space. We look forward to seeing these appliances well used, and to changing out the remaining gas stove and fryer in the future, which will see a fully electric kitchen in situ at the town hall.

Service spotlight: People, culture and capability

This quarter, a number of safety initiatives were progressed including:

- Audit of our injury management program
- Safety system implementation reviews relating to incident notification and reviews in Donesafe, emergency management procedure implementation along with the implementation of the driving risk assessment recommendations. These findings have recommendations that are followed up with the relevant Departments.
- Our wellbeing program continued with financial wellbeing – superannuation sessions, finalising the roll out of the mental health awareness program for leaders as well as the focus topics of sleep and positive psychology.

All employees were invited to participate in the 2024 Annual Employee Survey that was conducted from 11 to 22 November 2024. Feedback from this survey will be used to understand what people like about working in the organisation and what areas we could improve.

This quarter we also received compliance from the Commission for Gender Equality in the Public Sector on the *2023 Gender Equality Action Plan Audit and Progress Report* that was submitted to the Commission earlier in the year.

Staff event and training held in October and November on Family and Domestic Violence.

16 Day of Activism staff event and leadership training

In the lead up to the 16 Days of Activism, and to recognise the unacceptable statistics of gender-based violence an all staff event was held on the 31 October with a guest speaker on family and domestic violence.

The focus of this event was to understand the current state, hear about a lived experience and identify the actions we can take as individuals and as an organisation to prevent and respond to family and domestic violence.

Additionally, on 21 November our executive leadership team and department managers participated in Family and Domestic Violence Training to ensure that they are equipped to support any staff members experiencing this situation.

A refresh of the guidance and intranet resources available for staff and their managers also occurred.

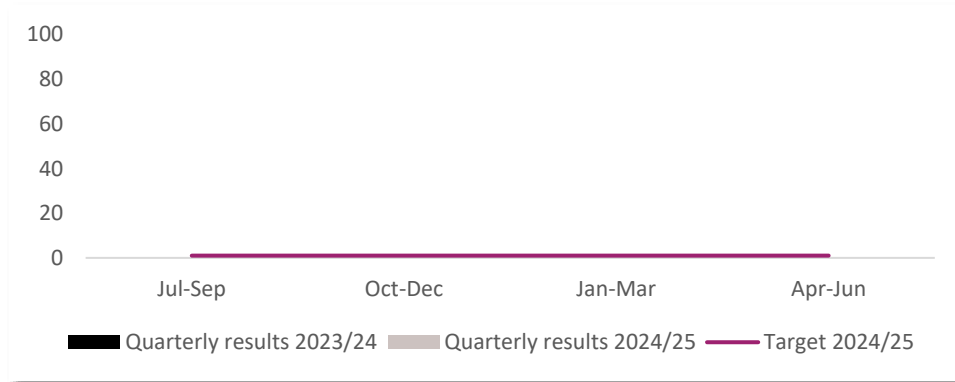
At council, we play a significant role in preventing family violence. More on our role and action in this space can be found on our website: [Family violence - City of Port Phillip](#)

Service spotlight: Technology

During Q2, the technology team has focussed on:

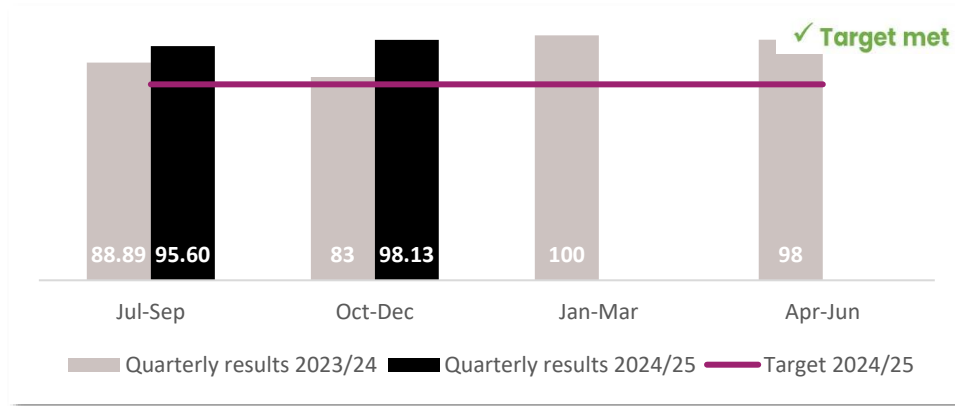
- Making a number of improvements to our Enterprise Resource Planning (ERP) system, called OneCouncil, across its various areas of business including its customer request management, planning and permit management area's to ensure that the system remains fit for purpose and drives the necessary benefits for both Council employee's and the City of Port Phillip community.
- Planning for the upgrade of our Enterprise Resource Planning (ERP) system, OneCouncil, to ensure the Council has the latest version of this system that has a number of bug fixes and improvements.
- Implementing a number of improvements to support our Councillors and Council processes. This includes the upgrade of our Council Meeting artifact repository, InfoCouncil, and the automation of a number of forms our Councillors would use, highlighted below.

Material legislative breaches



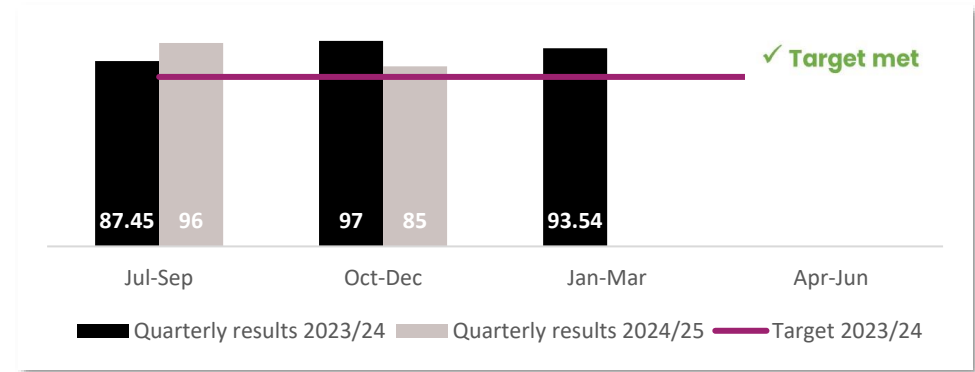
There were no material legislative breaches for Q2 consistent with the target and the result for the same period last year.

Percentage of councillor attendance at council meetings



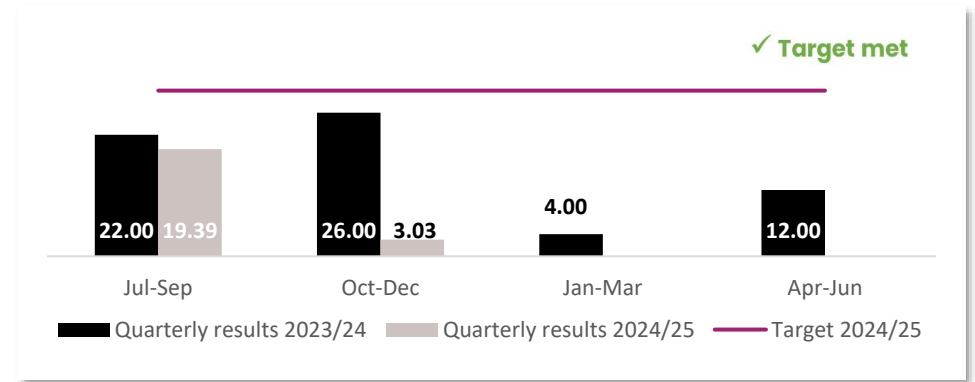
In Q2, there was 98 per cent councillor attendance at council meetings which was above the same time last year of 83 per cent. There was 100 per cent attendance for the December 11 Council meeting.

Percentage of audit actions completed on time



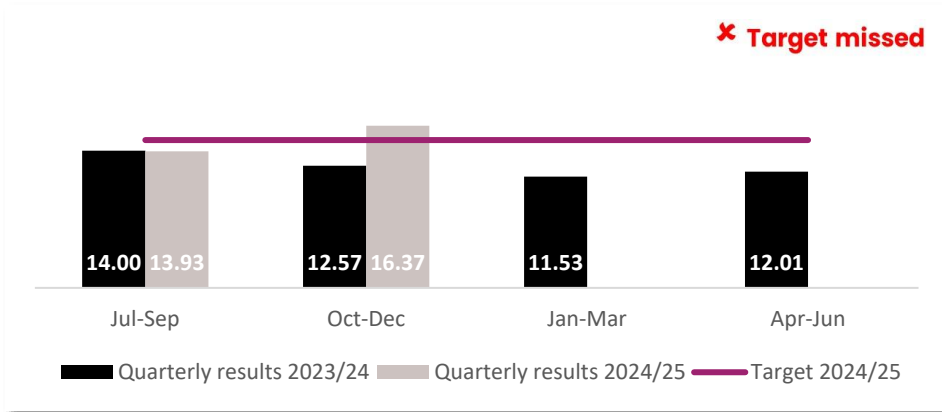
For Q2 85 per cent of audit actions were completed on time which is a decline compared to the same time last year at 97 per cent, however above the quarterly target of 80 percent.

Percentage of Council decisions made at meetings closed to the public



In Q2, 33 Council decisions were made at meetings with one of these decisions (3 per cent) made at meetings closed to the public this is under the target of less than 30 per cent. This result is lower than the same time last year where 26 per cent decisions were made in closed meetings. decline is due to caretaker period in October where no Council meetings were conducted.

Staff turnover (rolling 12 month average)



Our Q2 staff turnover rate was 16.37 per cent against a target threshold of 15 per cent. The higher-than-average turnover is attributable to recent Australian Government aged care reforms and the transition of some of our in-home services to other providers – this is temporary and will reduce. The voluntary turnover rate is 12.7 per cent which is slightly higher than the same time last year.

Project portfolio summary

Overall status



On track 73% Latest result has achieved target for measure. On track across all elements.	At risk 12% Latest result experienced a minor miss in relation to target for measure. One or more elements	Off track 14% There is a significant variation from targeted result for measure. Off track for one or more elements.	No report 1% Status update was not available at the time this report was generated.
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Portfolio status trend

	12-month average	Jul-24	Aug-24	Sep-24
On track	70%	74%	75%	73%
At risk	16%	13%	16%	12%
Off track	13%	14%	9%	14%
No report	2%	0%	0%	1%

Portfolio financial performance

	Number of projects	Annual budget (\$ million)	Annual forecast (\$ million)	YTD forecast (\$ million)	YTD actuals (\$ million)	YTD variance (\$ million)	Forecast remaining (\$ million)
Capital	120	62.5	63.6	23.3	16.9	6.4	46.6
Operating	57	10.6	11.0	6.4	5.0	1.3	6.0
Land	2	35.2	39.1	38.8	38.9	0.0	0.3
Total	179	108.4	113.7	68.5	60.8	7.7	52.8

Financial update

We will be providing data on our current financial status in our upcoming Q2 Financial Report which can be found in the Council Meeting minutes on our website.



City of Port Phillip

99a Carlisle Street, St Kilda, VIC 3182

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普通話 9679 9858 Русский 9679 9813 Other 9679 9814



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- TTY users, dial **133677**, then ask for **03 9209 6777**
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