



CEO Report

May 2024

Volume 108

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 May CEO Report which includes an update on the priorities that Council has set for me.

Deliver the Council Plan

Overall project portfolio delivery status for May is 66 per cent on-track progressing as planned, 18 per cent at-risk, and 15 per cent off-track. Off-track projects are slightly lower than last month caused by cost pressures and some delays. The percentage of projects on track has increased, with many still finalising procurements for delivery at this stage of the financial year. Off Track projects are being managed back into on track by proactive management of issues, and risks.

In May, we completed works for the JL Murphy baseball lighting project. JL Murphy Reserve has the only baseball field within the municipality and the new lighting will increase utilisation in the winter months where previously the park was unlit in the evenings.

In May, Council endorsed changes to the Inkerman Safety Improvement project based on the extensive community consultation held from October to December last year. After listening to community feedback, Council determined to proceed with Option B: Safety improvements with on-road buffered bike lanes. This will result in a significantly less loss of parking bays whilst still achieving safety benefits. We are excited to progress this project with our community.

We also made significant achievements on ongoing projects this month, including completing detailed designs for Bell Street Laneway and Eville Street Laneway, as we completed construction on the Sea Bee replacement and Broadway Road construction.

From 18 April to 13 May, we invited the community to provide feedback on draft Council Plan and Budget (Year 4) and the proposed changes to local rates. In particular, the proposed rate increase of 2.75 per cent in 2024/25 for property

owners and increasing rates for certain land types that have a negative impact on the amenity of the City of Port Phillip including derelict, unactivated and vacant land. At the time of writing, we are pleased that this Plan and Budget has been adopted, and I look forward to updating you on the roll out of this plan in coming reports.

Governance and Advocacy

In May, Council held its third citizenship ceremony for the year, with all 178 approved Port Phillip residents invited to attend. City of Port Phillip is leading the way among neighbouring councils with 93 per cent of approved applicants attending a ceremony within three months of being approved.

We also continue to progress our work on the upcoming Council Elections, being held by postal vote in October. There have been some changes to how Council -enrolled voters must enrol for this election, so in May, we sent letters to people who are eligible to be a Council-enrolled voter with an

Message from the CEO

application form to enrol. We also promoted this across our various communications channels and will continue to do so until the close of roll in August.

Community, Stakeholder, and Customer

For May, 91 per cent of community complaints were resolved within agreed timeframes, exceeding the target of 70 per cent and the result the previous year (80 per cent for May 2023). For May, 86 per cent of community service requests were resolved within agreed timeframes. This result surpassed the 80 per cent target as well as performance for the same time last year (81 per cent for May 2023).

Kerbside bin collection requests for May dropped to 14.25 requests against a monthly target of less than 25 requests per 1,000 households. This has been the best result this financial year as officers continue to work with Citywide to improve bin collection services through more regular contract meetings and system improvements. Kerbside

missed bins have been trending positively closer to target in recent months settling at 9.12 missed collections per 10,000 bins in May against a benchmark of less than five missed per 10,000 collections.

We had a range of projects out for community consultation during May including our Coastal Future plan, our Reconciliation Action Plan, our Digital Parking Permits project and the Footpath trading guidelines.

In May, we were also proud to celebrate local design excellence at our Port Phillip Design and Development Awards night. The award has been held every two years since 1998 and encourage and celebrate design excellence in our City and help raise awareness of what quality design looks like, while recognising the great homes and infrastructure that help make our city such a vibrant place to live. This year exceeded expectations with a 25 per cent increase in entries

received compared to 2022. You can find out more about the recipients on our website.

Finance, assets, and value for money

As at 31 May 2024 the full year forecast for 2023/24 is a cumulative cash surplus of \$0.14 million which is the same as April and \$0.72 million below budget.

City of Port Phillip has an overall low risk rating using the Victorian Auditor General's Office (VAGO) financial sustainability indicators, a forecasted positive net operating result of \$7.6 million (2.9 per cent of total revenue) and a healthy working capital ratio of 350 per cent.

We have also met our return-on-investment KPIs and Corporate Social Responsibility targets, which is a great outcome in the current economic climate.

Message from the CEO

Culture and capability

Staff turnover has improved for May, dropping to 11.4 per cent from 12.1 per cent in April. Our yearly turnover rate is continuing to improve at 12.5 per cent this year compared to a 19.3 per cent average turnover rate for last year.

In May, the percentage of occupational health and safety incidents reported within 24 hours was 79 per cent, which is above the 75 per cent target and tracking at 81.4 per cent year-to-date. Additional communications are being undertaken to understand any issues and remind staff and leaders of the importance of immediate reporting of incidents.

In May, the Safety and Wellbeing team also rolled out the WeCare program for leaders, aimed at upskilling our leaders to help them assist staff who are suffering with their mental health. We also completed Safety Incident Investigation training with our leaders.



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

JL Murphy baseball field lighting upgrade

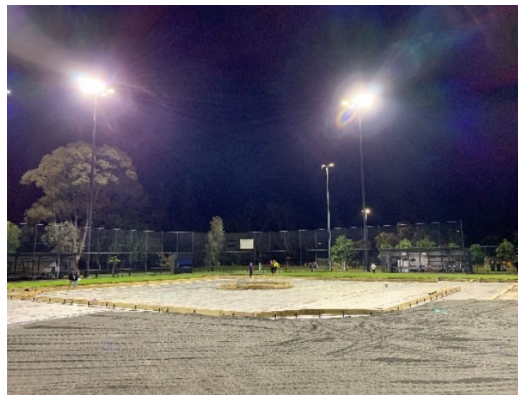
In May, we completed works for the JL Murphy baseball lighting project.

The upgrade included six new poles, that utilise latest technology to light the field to Australian standards. The high-performance exterior lighting has the latest LED and dimming technology which limits power consumption, eliminates upward light and increases lamp light. The poles are positioned to allow light to focus directly on the sports ground whilst eliminating light spill to surrounding areas. Timing is controlled remotely so the lights will turn off automatically.

JL Murphy Reserve has the only baseball field within the municipality and the new lighting will increase utilisation in the winter months where previously the park was unlit in the evenings.

Works continue the upgrade of the baseball infield which will complement the lighting project. The

field is expected to be fully operational for the summer sport season.



JL Murphy baseball field new lighting and field works

J Talbot Reserve basketball upgrade

In May we completed construction of new basketball facilities at J Talbot Reserve. The highly utilised existing basketball hoop and gravel area at J Talbot Reserve was installed around 15 years ago and reached the end of its functional life. This project will relocate the basketball hoop and create a formal three-point court, improving

usability and avoiding conflict with both playground users and people entering the theatre school.

The new basketball three-point court is built of noise-minimising materials, including noise-reduction backboards and a low-noise surface. The surrounding vegetation and screening has been designed to minimise the visual appearance and avoid balls bouncing onto Barkly Street.



J Talbot Reserve Basketball upgrade

Update regarding Aged Care Changes – Month of May

The Australian Government is continuing the direct selection process for non-for-profit organizations to deliver in home support services to support client independence and autonomy. The implementation of the single assessment service continues, with the Regional Assessment Service continuing to deliver assessment services until 30 June, 2024. Further communication has been sent to clients confirming that once the providers are known, further information, consent forms and preferences for service providers will be supplied to ensure that we can support continuity of care for clients.

Parent information session: strength based parenting

In collaboration with New Pathways Coaching and Education, Council hosted a workshop on strength based parenting, providing parents with skills on how to best support their children’s wellbeing and create a solid foundation to support the family’s wellbeing. The session explored the strengths of the family, the importance of change, adapting to the transitions a child will go through, and building strong family unity.

This session was held as part of Council’s Parenting Information Program, which provides free information sessions for parents, carers and guardians who live, work or learn in the City of Port Phillip. Each session is tailored to meet current and emerging topics of interest, ensuring that Council engages with community needs in an effective and accessible manner.

The Parent Information Program delivers on commitments made in our Council Plan and Children’s Services Policy: Every Child, Our Future.

Maternal and Child Health visits the libraries

In May, the Maternal and Child Health team collaborated with the libraries to commence *Feed, Play, Sleep, Repeat* sessions at St Kilda and Emerald Hill Libraries. The Early Parenting Practitioner presented age-appropriate information sessions on introducing solid foods, sleep and routines in the relaxed environment of the children’s section of the library.

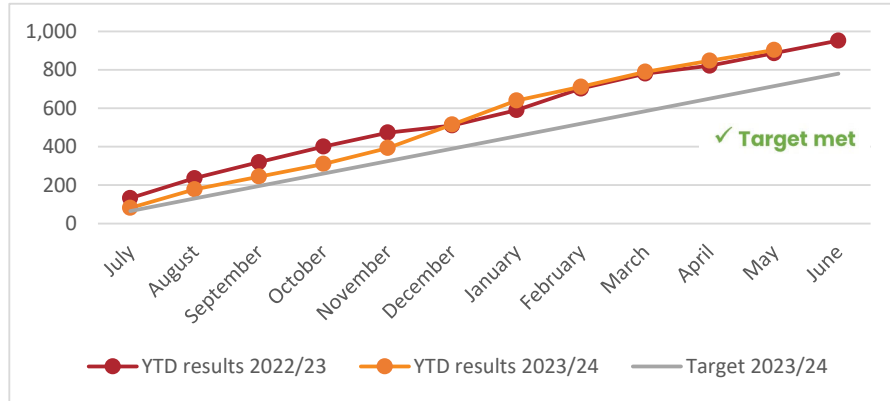
The sessions provide a meeting place for parents who are embarking on their journey with introducing food and the opportunity to connect and meet new families.



Maternal and Child Health visit the libraries

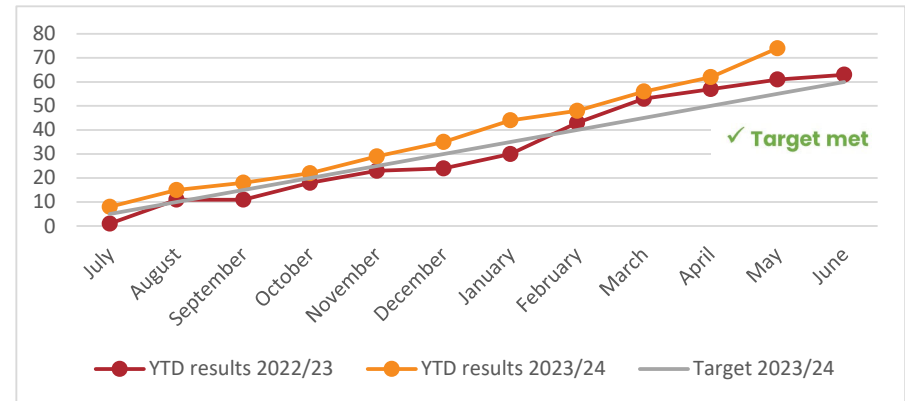
People are supported to find pathways out of homelessness

Number of direct hours of housing assistance supporting older local people (cumulative year to date)



The number of direct hours of housing assistance for May 2024 was 56 hours, bringing the year-to-date total to 903 hours of assistance provided, exceeding the target of 650 hours. Performance for this measure is also above the 821 hours provided year to date for the same period last year.

Number of older local persons housed (cumulative year to date)



For May 2024, the number of older persons housed was 12 – an increase from 6 last month. The result varies depending on the availability of social housing properties. Year-to-date, the result is above target at 62 older persons housed against a target of 50. This result is also above last year’s performance of 57.

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

Leading the way with Citizenship Ceremony wait times

In May, Council held its third citizenship ceremony for the year, with all 178 approved Port Phillip residents invited to attend. Presided by Mayor Cunsolo, with Deputy Mayor Crawford and Cr Pearl also in attendance, we welcomed 148 new Australian Citizens to our City. Those who were unable to attend will be invited to our next citizenship ceremony.

City of Port Phillip is leading the way among neighbouring councils with an impressive 93% of approved applicants attending a ceremony within three months of being approved (data correct as of 30 April 2024).¹



Citizenship Ceremony, January 2024

Inkerman Safety Improvement Project

At the 15 May meeting, Council endorsed changes to the Inkerman Safety Improvement project based on the extensive community consultation held from October to December last year.

After listening to community feedback, Council determined to proceed with Option B: Safety improvements with on-road buffered bike lanes. This will result in a significantly less loss of parking bays whilst still achieving the desired safety benefits.

Further information on the project can be found on our website [Help Improve Road Safety on Inkerman Street | Have Your Say Port Phillip](#).

¹ Source: Department Home Affairs
<https://immi.homeaffairs.gov.au/citizenship/citizenship-processing-times/ceremony-wait-times>

City of Port Phillip Design and Development Awards 2024

In May, we were proud to celebrate local design excellence at our Port Phillip Design and Development Awards night. The award has been held every two years since 1998 and encourage and celebrate design excellence in our City and help raise awareness of what quality design looks like, while recognising the great homes and infrastructure that help make our city such a vibrant place to live.

The are free to enter, and this year exceeded expectations with a 25 per cent increase in entries received compared to 2022. Good design benefits our community in many ways including:

- improving the quality and usability our neighbourhoods and public places
- contributing to a positive lifestyle through well designed apartments, homes, shops and offices or art and public spaces
- protecting and enhancing our heritage by investing in durable and timeless designs
- showcasing sustainable design
- supporting the local design and construction industry.

We're delighted with the high standard of this year's entries, and we thank all the entrants for their creative contributions to our City.

Alongside many exemplary private projects, three of Council's own projects received recognition by the jury:

- Dickens Street Activation Project
- South Melbourne Market External Food Hall
- Marlborough Street Community Housing.



Award winners and commendations 2024 City of Port Phillip Design & Development Awards 2024

Walkable Neighbourhoods in the City of Port Phillip

During May, a major update was made to our Nearme maps to update the aerial photography and expand the list of available information to over twenty-one pieces of information accessible.

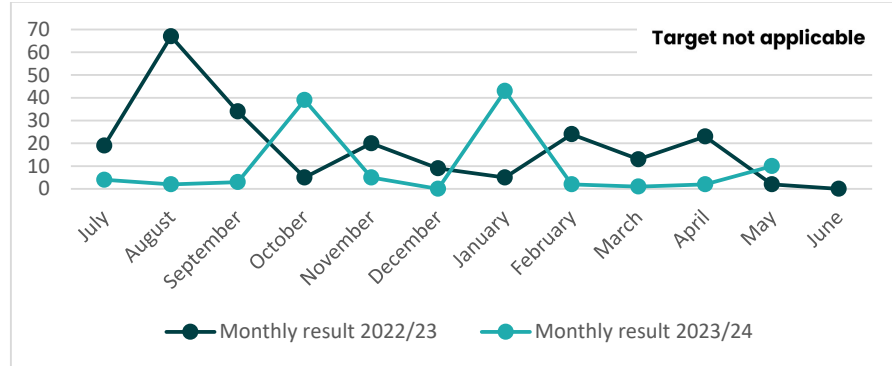
[Nearme](#) is an online map which helps residents, community and businesses find nearby services, amenities and places to visit. Walkable cities are gaining traction, and finding the balance of where to live and what's nearby has never been more important. Encouraging our community and residents to explore local services and promote active transport (like walking or bike riding) to reach work, shopping, education and entertainment is now easier with Nearme.

To use the online map, simply enter a local address and Nearme shows you handy information such as bin collection dates, childcare centres, kindergarten, community centres, parks and playgrounds, off leash dog parks, sporting grounds and contact details for councillors and the distance from the address you are at.

Nearme map works on web enabled devices including smart phones and tablets can be accessed our website here: [Near Me \(tlcloud.com\)](https://nearme.tlcloud.com)

Port Phillip is safer with liveable streets and public spaces for people of all ages and abilities to enjoy

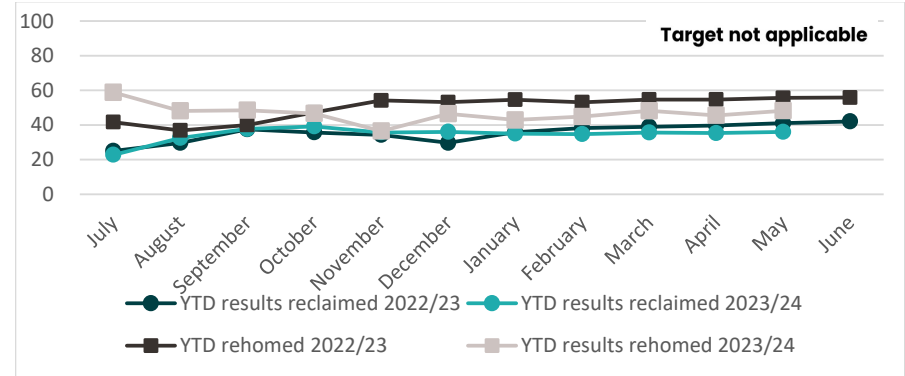
Number of fines issued related to animal management



For May, there were 10 fines issued related to animal management. Seven infringements were issued for 'Contravening Council Order', two infringements were issued for 'Non serious injury by non-dangerous dog' and one infringement was issued for 'failure to apply to register a dog or cat'.

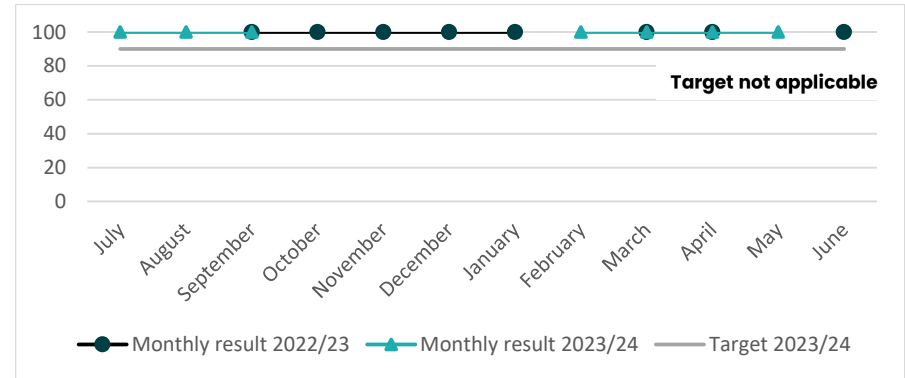
The peak in January relate to morning patrols in hotspot areas issuing dog off leash fines and the peak in October was due to the increased number of fines issued to pet owners who failed to renew their annual pet registration.

Percentage of collected animals reclaimed and rehomed (year to date)



For July 2023 to May 2024, 214 animals were collected. This is an increase of 10 per cent (19 animals) compared to the same period last year. Of these animals, 77 (36 per cent) were reclaimed by their owners which is a decline compared to the same time last year. Of the remaining 137 animals, 66 animals were rehomed (48 per cent). The percentage of animals rehomed has decreased YTD compared to 55 per cent (64 animals) during the same period last year.

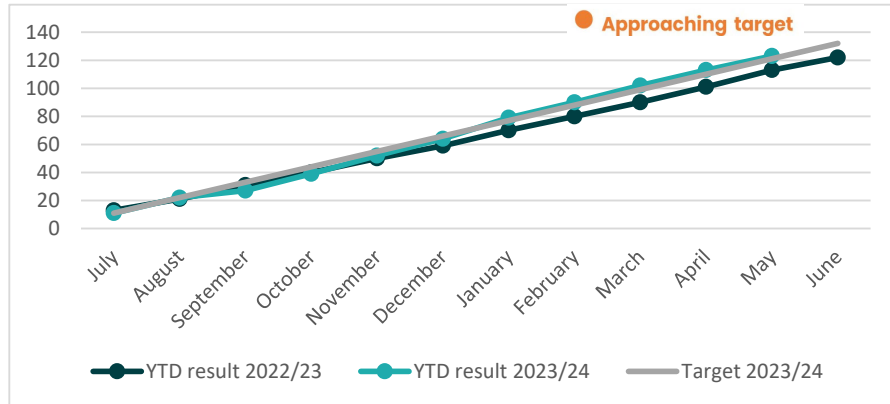
Percentage of successful animal management prosecutions



For May 2024, there were four animal management prosecutions. Year-to-date there has been 100 per cent success with animal management prosecutions.

The City is well connected and easy to move around with options for sustainable and active transport

Number of sealed local road requests* (year to date)



Council received 10 sealed local road requests in May which within the monthly threshold target of target of not more than 11 requests per month.

Year to date (from 1 July) there have been a total of 123 requests against a cumulative target of 121. Compared to the same time last year we have received 9 per cent more requests (113 compared to 123).

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.



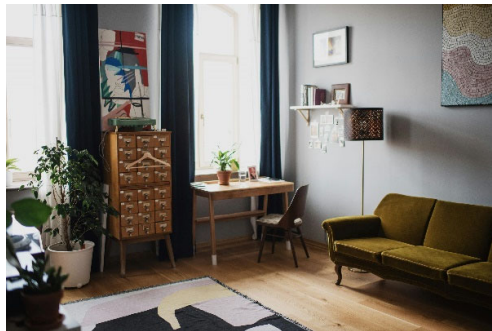
Key highlights

'Winter comfort for renters' community webinar

In May, the Sustainability and Climate Change team continued its partnership with energy experts Renew to deliver a series of online webinars to the community.

The 'Winter comfort for renters' webinar provided renters with practical tips on how to stay warm and comfortable this winter and how to keep energy bills down.

This webinar was the last in a series of four.



Winter comfort for renters

High Life Expo Waste in Apartments Webinar

City of Port Phillip supported the 'High Life Expo' online seminar series on 20 May 'Waste not: how to reduce and optimise waste management and recycling in apartment buildings'. This was the first webinar in a series of three. The High Life Expo is for apartment owners, renters, Strata Managers, and Facility Managers to learn about sustainability and resilience solutions tailored for apartments, apartment buildings, and units.



High Life Expo, Waste Webinar

Urban Forest Strategy community consultation

Work on the new Urban Forest Strategy continued in May, with community Consultation to open from 10 June to 7 July.

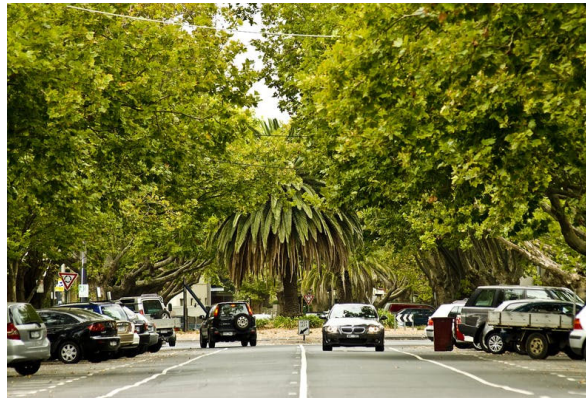
The Urban Forest Strategy will set the vision for Port Phillip's Urban Forest to 2040 and includes the following objectives:

- Increase canopy cover on public and private land for a liveable, sustainable, and vibrant city.
- Cooler and greener city, which is more climate ready (or resilient) to face more extreme weather and changes in rainfall.
- Our community is engaged, and trees and plants are valued and we build partnerships to green our urban environment across all land types.
- A well-managed forest, including healthy trees and tree quality, pest and disease management and succession planning for iconic species and locations
- A biodiverse urban forest with diverse species, healthy ecosystems, and habitat

The strategy will be supported by an action plan that will outline how Council and the community can work towards a greener City of Port Phillip. The draft includes actions to:

- further green Council managed public space
- support residents to green their properties or neighbourhoods
- strengthen protections for trees and vegetation on private land.

For more information and to provide feedback on the draft strategy, please see our website [Urban Forest Strategy | Have Your Say Port Phillip](#).



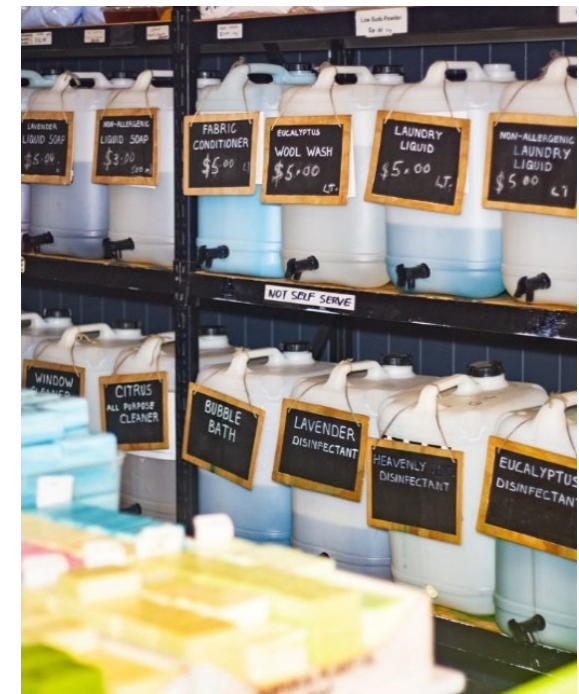
Tree canopy, City of Port Phillip

South Melbourne Market and the University of Melbourne's Innovation Practice Program

During the first semester of 2024, the Operations Team at South Melbourne Market mentored a group of five Master of Engineering students as part of the University of Melbourne's Innovation Practice Program. The students were presented with a challenge: to propose at least one innovative intervention to help drive a dramatic reduction in waste going to landfill from the Market, in line with the Market's 2023-2027 Sustainability Strategy.

Over the 12-week semester, the students conducted in-depth research, interviewed traders and key stakeholders, drew insights, ideated solutions, and validated their solutions. At the end

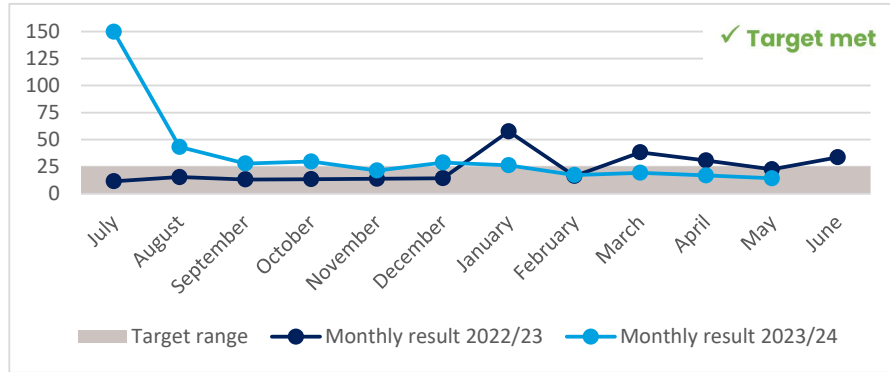
of May, the students presented their findings to the Market Management during their final showcase. Their presentation impressed the Market Management and as a result, the project will continue beyond the semester. In the coming weeks, the Market Management team will be refining the students' solutions into actions. Future updates will be shared on the Market's website as we work towards achieving our sustainability targets.



The Soap Shop has been encouraging shoppers to reduce and recycle for over 20 years.

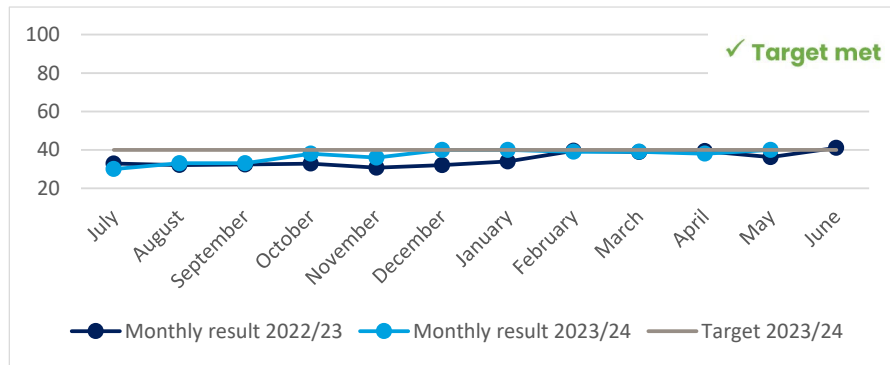
Port Phillip manages waste well, maximises reuse and recycling opportunities and supports the circular economy

Kerbside bin collection requests (per 1,000 households)



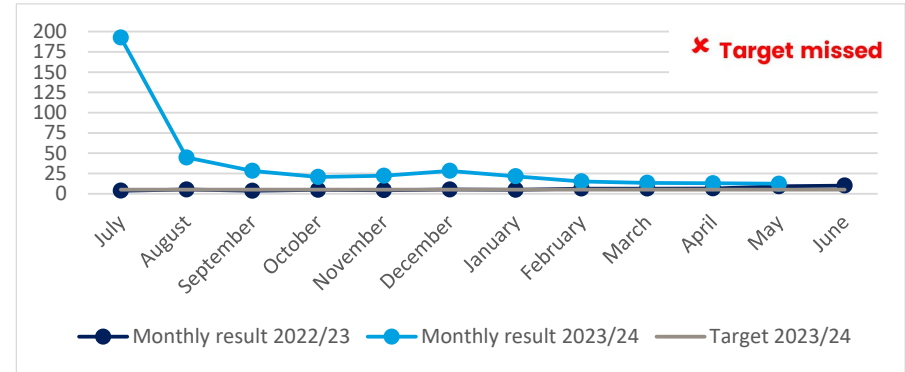
Kerbside bin collection requests for May dropped to 14.25 requests against a monthly threshold of 25 per 1,000 households. This has been the best result this financial year as officers continue to work with Citywide to improve bin collection services through more regular contract meetings and system improvements.

Kerbside collection waste diverted from landfill



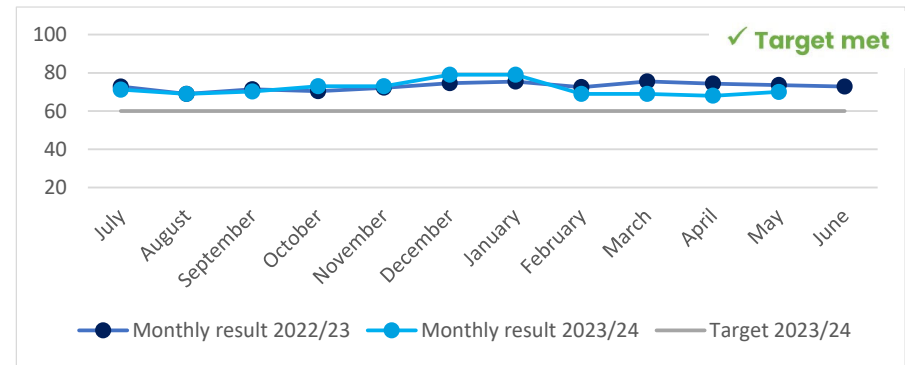
In May 2024, 40 per cent of kerbside collection waste was diverted from landfill which is at monthly performance target levels and a slight uplift on previous months. Year-to-date, waste diverted from landfill is trending positively at 36.9 per cent compared to 34.6 per cent for the same period last year.

Kerbside collection bins missed (per 10,000 scheduled kerbside bin lifts)



Kerbside missed bins have been trending positively closer to target in recent months settling at 9.12 missed collections per 10,000 bins in May against a benchmark of less than five. The improvement trend is continuing since the significant issues of July. Officers continue to work with Citywide to improve missed bin services through regular contract meetings and system improvements.

Percentage of investment in fossil-free institutions



Investment in fossil-free investment for May was 70 per cent, still tracking above a 60 per cent target. The percentage of investment in fossil-free institutions has been relatively stable over the past year and consistently above the target.

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

New public artwork at South Melbourne Market

In May, a new public artwork was unveiled at the South Melbourne Market which honours 150 years of the South Melbourne Bloods.

The project was a collaboration between the City of Port Phillip and Sydney Swans Football Club and represents the club’s rich history, featuring a selection of key figures from the club’s South Melbourne days: Bob Skilton, Ron Clegg and Peter Burns as well as Hall of Fame member John Rantall and the club’s first Indigenous player, Elkin Reily.

The mural was designed and painted by Indigenous artist Jesse Wright, (aka JESWRI), from Gadigal land, best known for his large-scale public art collaborations.

The mural was launched ahead of the 150-year celebration game between the Swans and the Bulldogs at Marvel Stadium, with a traditional Welcome to Country and smoking ceremony performed by Alex Kerr. In attendance at the launch was Rebecca Skilton, number one ticketholder for the Sydney Swans and

granddaughter of Bloods legend, Bob Skilton, Bloods legend, Peter Bedford, City of Port Phillip Mayor Cr Heather Cunsolo, alongside South Melbourne Market customers and Swans members.



Artist: JESWRI, Photo courtesy of Yoshi_Travel

Cinema Chronicles: Exhibition Commemorating 40 Years of St Kilda Film Festival

This year marks the 40th anniversary of St Kilda Film Festival. To celebrate, we have presented an exclusive look at the last 40 years of the film festival using pieces curated from the City of Port Phillip Collection and local historical societies.

Showcasing how it went from a weekend add-on to an Academy Awards® qualifying event, the exhibition also chronicles the last century of local film history. Going all the way back to the very beginning of cinema in Port Phillip, visitors can follow the evolution of local film from its silent era to its boundary breaking present and discover what led St Kilda to being the home of Australia's longest-running short film festival.

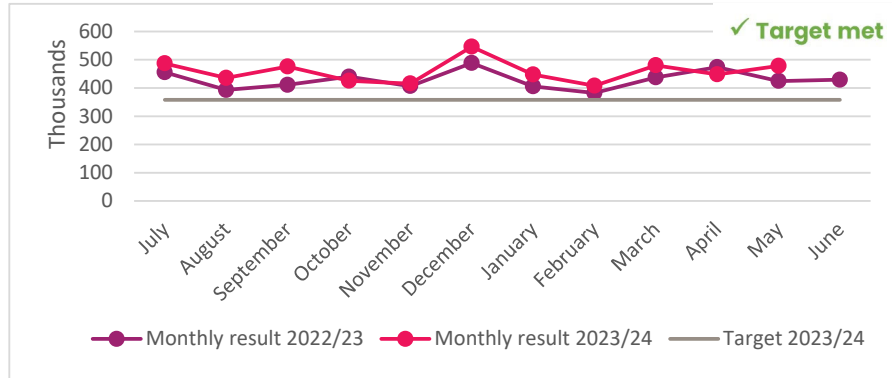
The exhibition opening included an entertaining panel conversation hosted by St Kilda Film Festival director Richard Sowada, with previous directors Lisa French and Paul Harris.



Jim Lee, St Kilda Film Festival Opening Event, Palais Theatre, 2014

Port Phillip's main streets, activity centres and laneways are vibrant and activated

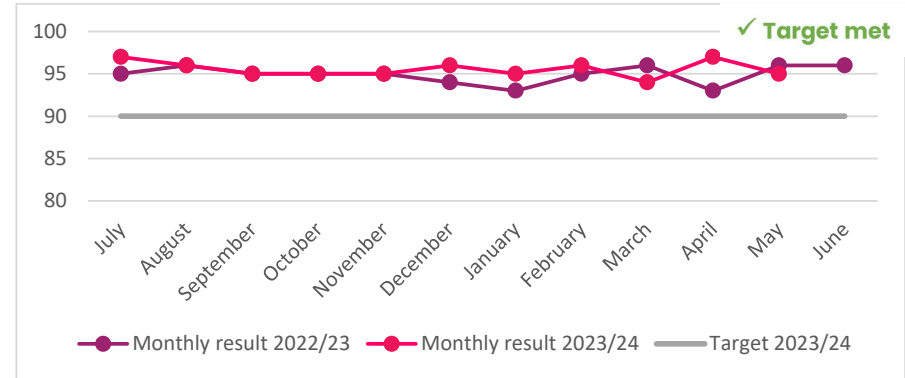
Visits to South Melbourne Market



Visitation was high again during May with 478,285 visits to South Melbourne Market. This was an increase of 30,000 visits (7 per cent) compared to April and 53,495 (13 per cent) compared to the May last year. Visitation levels are now exceeding pre-pandemic levels.

Visits for 2023/24 are consistently trending above the 358,333 monthly target and exceeding the year-to-date target visitation by 28 per cent (5.05m actual visits compared to a target of 3.94m visits).

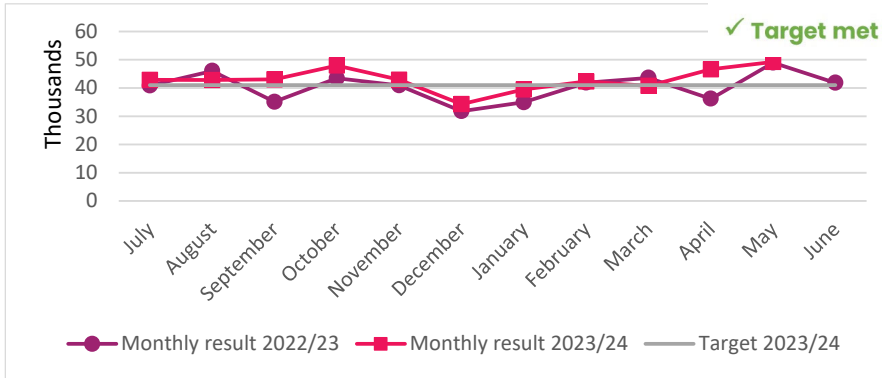
Per centage of street cleaning audit compliance



The street cleaning audit compliance score for May 2024 decreased slightly by two percentage points to 95 per cent which is above the 90 per cent target and slightly above on par to the same time last year (96 per cent in May 2023). Overall, results for street cleaning audit compliance are relatively stable and consistently above target.

Arts, culture, learning, and creative expression are part of everyday life

Visits to libraries*



Visits to libraries in May was the second highest monthly visitation this financial year with 46,616 visits (against a target of 41,000 visits). This was also 29 per cent higher than the same month last year (36,189 visits). Ongoing network issues affecting Middle Park Community Centre affected visitor statistics from that site.

For the current financial year (1 July to 30 April) visitation is 13,126 (3 per cent) higher than the year-to-date target.

*The door counter at St Kilda Library was broken for several months for the financial year 2022/23. Library visits during that time have been estimated by calculating the ratio of the visitor numbers between Albert Park and Middle Park for July and June where we had complete data, then using the median value between to project the St Kilda visitor statistics.

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

Council Plan and Budget 2024 -25 update

From 18 April to 13 May, we invited the community to provide feedback on draft Council Plan and Budget (Year 4) and the proposed changes to local rates. In particular, the proposed rate increase of 2.75 per cent in 2024/25 for property owners and increasing rates for certain land types that have a negative impact on the amenity of the City of Port Phillip including derelict, unactivated and vacant land.

The communications program to encourage participation included direct letters to potentially affected property-owners of the proposed changes to differential rates, emails to community organisations and other interested individuals, social media campaigns, articles in Council's electronic newsletters and hard copy facts sheets at the St Kilda Town Hall.

A total of 382 people and organisations provided feedback on the draft Council Plan and Budget, including online feedback (via survey, Q&A and email) from 244 participants. There were approximately 118 participants at the eight pop-up

conversations held around the municipality, with an additional 20 speakers at the Council Meeting.

The feedback was collated for Councillors on 14 May in an interim report. This feedback will inform changes to the draft Council Plan and Budget with a final report to be presented at a Council meeting on 26 June.

You can find more information here: [Council Plan & Budget \(Year 4\) | Have Your Say Port Phillip](#)

Community engagement in May

Other projects open for Community Consultation during May include:

- Help Shape our Coastal Future
- Reconciliation Action Plan
- Safe Crossings – Williamstown Road
- Johnson Street Park, South Melbourne: Your New Green Space
- Parking Smarter with Digital Parking Permits
- Footpath trading guidelines.

For a full list of current and closed projects, please visit [Home | Have Your Say Port Phillip](#).



The Council Plan sets out the long-term vision for City of Port Phillip. It ensures that our key strategies, services, projects, and initiatives align with our community's priorities. It also addresses changing community expectations and needs, plans for population growth, and waste management.

Council Election Update

The 2024 Victorian Council election will be held in October. In May, we sent letters to people eligible to be a Council-enrolled voter with an application form to enrol. Forms need to be signed and returned by early August using the included postage paid envelope or in-person at our ASSIST counter. We also have online forms available on our website.

State-enrolled voters are automatically enrolled to vote in the 2024 Council elections. For more information and the online enrolment form please visit [Council elections – City of Port Phillip](#)

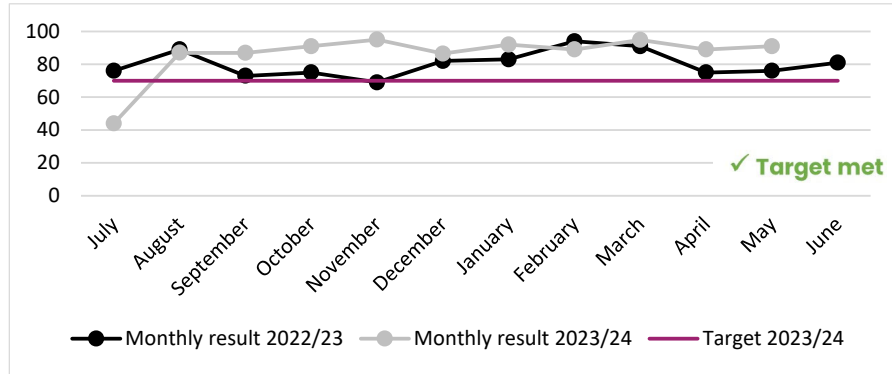
Safety and wellbeing initiatives

In May, the Safety and Wellbeing team continued with the delivery of key initiatives:

- Internal safety audits were undertaken for the Procurement Contract and Fleets Department, and of Safety Management System implementation.
- The We Care program for leaders was rolled out to approximately 80 leaders aimed at upskilling on addressing staff mental health concerns.
- Safety incident investigation training (for leaders) was completed by 35 leaders.

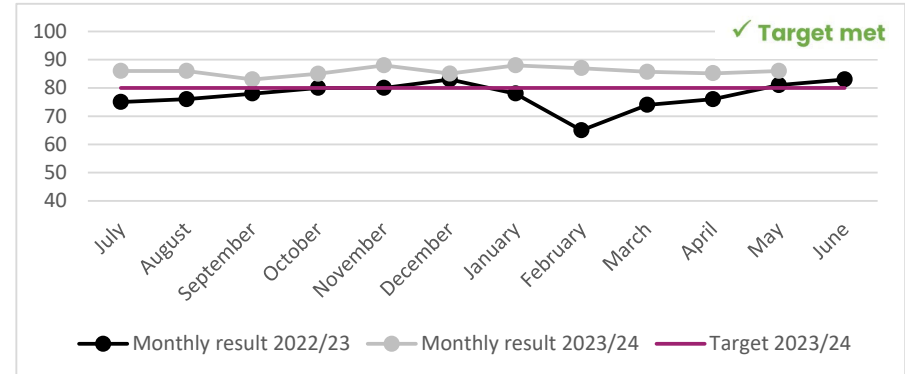
Port Phillip Council is cost-effective, efficient and delivers with speed, simplicity and confidence

Percentage of community complaints resolved within agreed timeframes



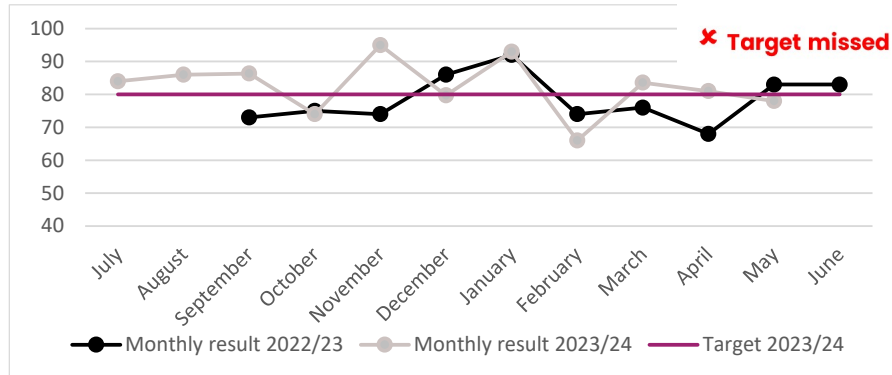
For May, 91 per cent of community complaints were resolved within agreed timeframes, exceeding the target of 70 per cent and the result the previous year (80 per cent for May 2023). This shows consistent high level of service since July 2023, which was impacted by the waste contractor transition.

Percentage of community requests resolved within agreed timeframes



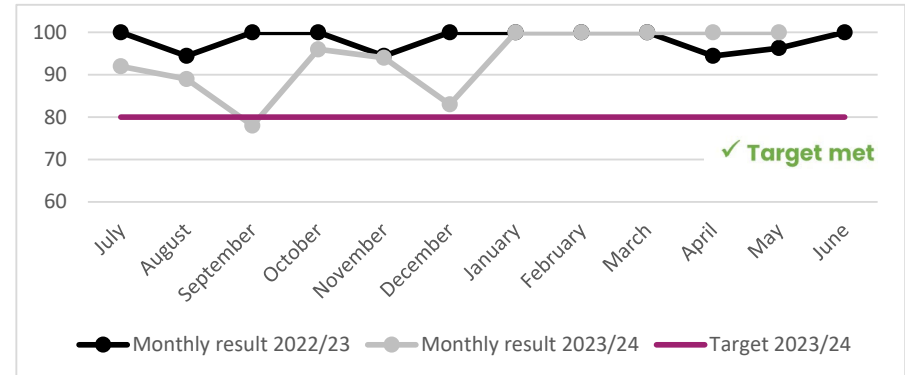
For May, 86 per cent of community service requests were resolved within agreed timeframes. This result surpassed the 80 per cent target as well as performance for the same time last year (81 per cent for May 2023).

Percentage of Councillor requests resolved within agreed timeframe



In May, Councillor request volume peaked to the highest volume in the past 12 month as we move towards caretaker period. Seventy-eight percent of requests were resolved in the agreed timeframe which is slightly under the 80 per cent target.

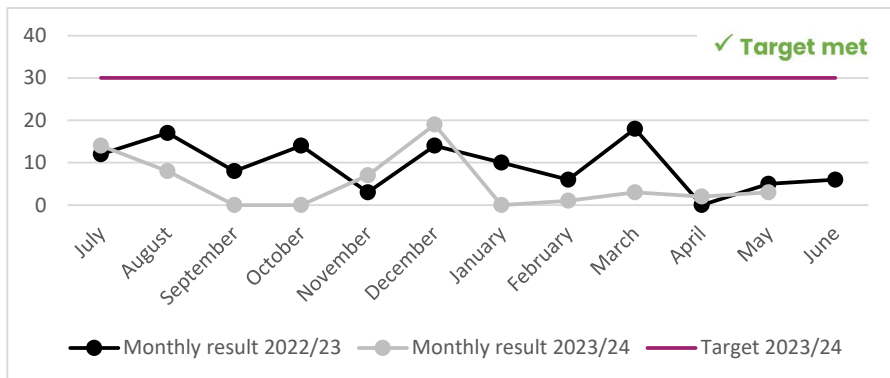
Percentage of Councillor attendance at council meetings*



There was 100 per cent attendance for May Council meetings. No Council meetings were held in January 2024.

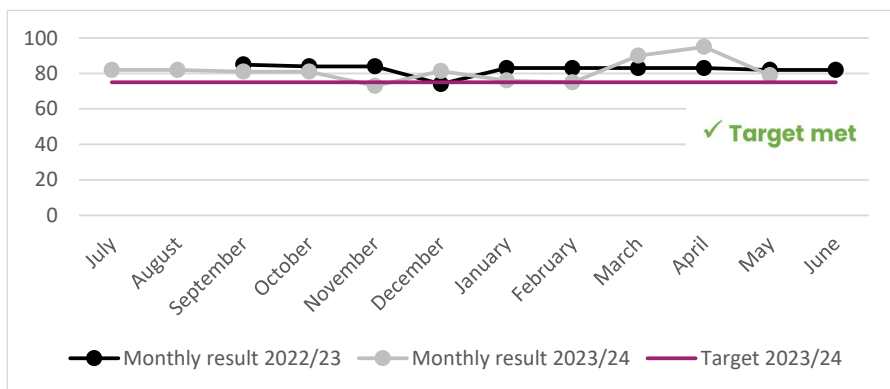
* Amendments made to 2022/23 data after annual review process.

Percentage of Council decisions made at meetings closed to the public



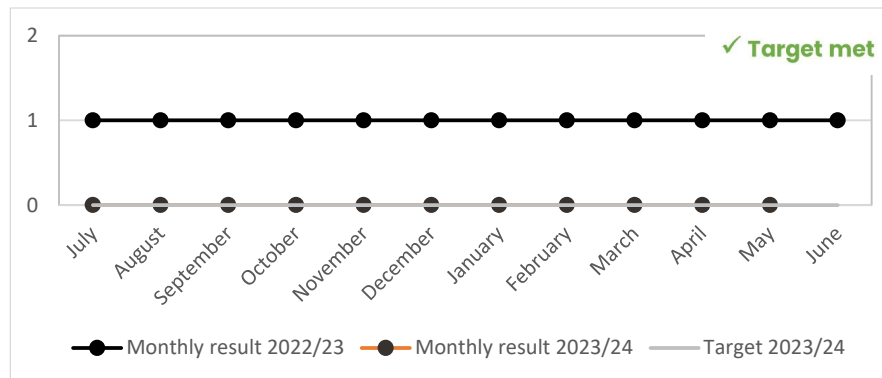
A total of 22 decisions were made at meetings held in May 2024. Of these, three decisions were made in a meeting that was closed to the public.

Percentage of occupational health and safety incidents reported within 24 hours (cumulative)



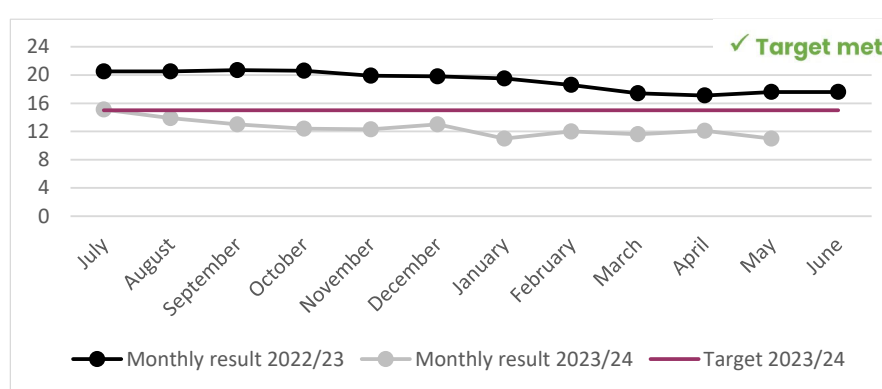
In May, the percentage of occupational health and safety incidents reporting within 24 hours was 79 per cent which is above the 75 per cent target and tracking at 81.4 per cent year-to-date. Additional communications are being undertaken to understand any issues and remind staff and leaders of the importance of immediate reporting of incidents.

Number of material legislative breaches



There were no material legislative breaches for May 2024.

Staff turnover (rolling 12-month average)

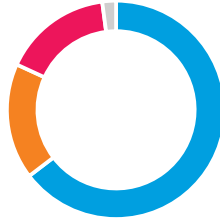


May staff turnover has improved, dropping to 11.4 per cent from 12.1 per cent in April. Our turnover rate is continuing to improve at 12.5 per cent this year compared to a 19.3 per cent average turnover rate for last year.

Project Portfolio

Overall status

The project portfolio is made up of projects and programs which achieve the initiatives set out in the Council Plan and Budget 2021- 2031.



On track 66%

Latest result has achieved target for measure. On track across all elements.

At risk 18%

Latest result experienced a minor miss in relation to target for measure. One or more elements

Off track 15%

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.

The percentage of projects on track has increased with many still finalising procurements for delivery at this stage of the financial year. Off Track projects are being managed back into on track by proactive management of issues, and risks

Portfolio status trend

	12-month average	Feb-24	Mar-24	Apr-24	May-24
On track	68%	66%	61%	64%	66%
At risk	19%	22%	21%	17%	18%
Off track	11%	11%	13%	16%	15%
No report	2%	1%	5%	2%	1%

Portfolio financial performance

	Number of projects	Annual budget (\$ million)	Annual forecast (\$ million)	YTD forecast (\$ million)	YTD actuals (\$ million)	YTD variance (\$ million)
Capital	140	62.8	43.6	32.9	28.1	4.8
Operating	82	13.8	10.5	8.0	7.5	0.5
Total	222	76.6	54.1	40.9	35.6	5.3

Project Achievements for May

- Bell Street Laneway - upgrade detail design completed
- Eville Street - laneway upgrade detailed designs completed
- SeaBee Replacement - construction completed
- Road Construction - Broadway construction completed



*Images left: SeaBee Replacement
Beacon Cove, Port Melbourne*

Seabees are a coastal defence structure that protect against strong waves and tides by capturing sand and discharging wave energy. Replacement of the missing and damaged SeaBees is required to continue to protect the surrounding Beacon Cove area.



*Images left: Broadway Street road upgrade,
Elwood*

Financial update

As at 31 May 2024 the full year forecast for 2023/24 is a cumulative cash surplus of \$0.14 million representing no change since April, which is \$0.72 million below budget. The movements to the full year cumulative cash surplus are due to:

- The inclusion of a provision for the partial return of government funding for aged care services because of service delivery challenges impacting the achievement of contracted performance targets. There are several factors that have impacted Council's ability to deliver aged care service targets including the implementation of the Aged Care Reforms as the Federal Governments moves to a competitive marketplace reducing the volume of service referrals that Council receives, industry resourcing challenges, and the growing cost of delivering services above funding rates.

- Additional spend approved for the St Kilda Triangle engagement and market testing, feasibility works at Fishermans Bend Gymnastics Club and Elwood Reserve Change Rooms and Toilets (predominately reserve funded) and the re-instatement of budget for contracted parking ticket machine maintenance as budgeted efficiencies were not achieved through procurement of a new contract. As a result, the existing contract for parking machine maintenance has been extended with a second round of procurement underway.
- Economic conditions and changes in service utilisations have also impacted Council's financial position. This includes a decline in utilisation of Council's long day care services increasing the cost to Council of operating the services and a reduction in street occupation income caused by declining building activity in the municipality. There

have also been changes in income generated through paid parking and parking infringements also noting an improvement in collection of outstanding fines reducing Council's provisions for doubtful debts.

There have also been several favourable improvements including changes in grant income, supplementary rates, increased interest income because of higher than anticipated cash available for investment and higher investment returns.

While not impacting the cumulative cash surplus, forecast open space developer contributions have been reduced by \$2.40 million. This has been caused by a reduction in subdivision activity and the rise in 'build to rent' development which does not trigger an Open Space Contribution. Build to rent developments have already resulted in \$4.8m foregone contributions.

Summarised income statement converted to cash

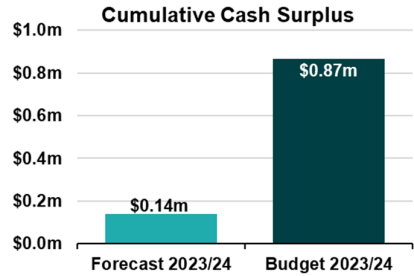
	Year to Date				Full Year			
	Actual (\$,000's)	Forecast (\$,000's)	Variance (\$,000's) %		Forecast (\$,000's)	Budget (\$,000's)	Variance (\$,000's) %	
Total Income	227,600	227,177	423	0%	258,493	261,944	(3,451)	(1%)
Total Expenses	210,313	210,052	(261)	(0%)	250,921	251,544	623	0%
Operating Surplus/ (Deficit)	17,286	17,125	161	1%	7,572	10,400	(2,828)	(27%)
Income Statement Converted to Cash:								
Capital Expenditure	(29,725)	(32,857)	3,133	10%	(39,711)	(57,972)	18,262	32%
Non-cash operating items	22,546	22,348	198	1%	31,465	32,251	(786)	(2%)
Financing Items	(1,232)	(1,584)	352	(22%)	(1,733)	(2,233)	500	(22%)
Net Reserves Movement	0	0	0	0%	(5838)	10,049	(15,888)	(158%)
Current Year Cash Surplus/(Deficit)	8,876	5,032	3,844	76%	(8,246)	(7,505)	(740)	(10%)
Opening cash surplus balance	8,386	8,386	0	0%	8,386	8,370	16	0%
Accumulated Cash Surplus	17,262	13,418	3,844	29%	140	865	(724)	(84%)

Key Financial Highlights and Indicators:

- Overall low risk rating using the Victorian Auditor General's Office (VAGO) financial sustainability indicators.
- Forecasted positive net operating result of \$7.6 million (2.9 per cent of total revenue).
- A healthy working capital ratio of 350 per cent.
- Proposed efficiency savings of \$1.6 million for 2024/25, working towards a target of \$1.8 million efficiency savings for Budget 2024/25. Noting efficiency savings are becoming increasingly hard to achieve.
- A forecast cumulative cash surplus balance of \$0.14 million noting ongoing risk of changing economic conditions and persistent inflationary pressures.
- Current investment portfolio of \$156.2m is earning the average interest rate on our portfolio increased to 5.17% on 31 May (5.16% on 30 Apr) exceeding the 4.85% benchmark (BBSW 90 plus 0.5%).

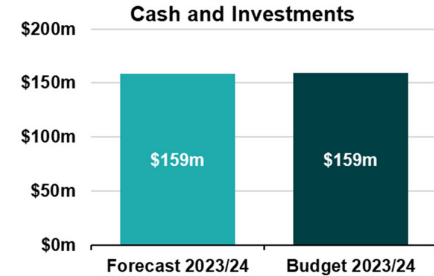
Financial statement snapshot

→ Income Statement



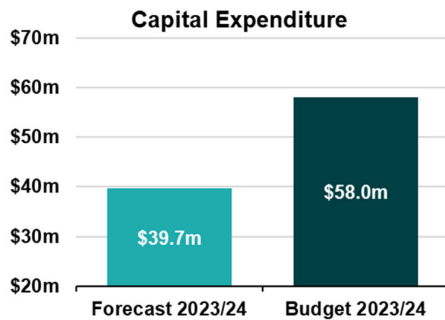
The decrease in the cash surplus is predominately due to a provision for return of government funding for aged care due to service delivery challenges, low utilisation in childcare services, additional projects such as the St Kilda Triangle market testing, feasibility works at Fishermans Bend Gymnastics Club and a decrease in development activity reducing income for permits relating to street occupations. This has been partially offset by identifying efficiencies, an increase in grant income, additional supplementary rates and interest income.

→ Cash and Investments



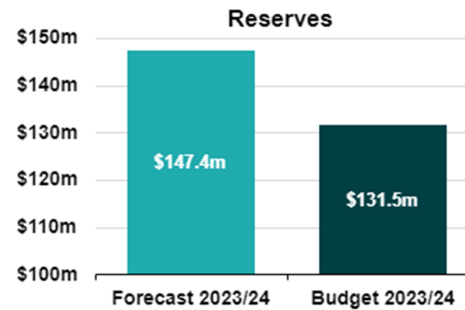
The forecast cash and investments balance is on budget. This is predominately due to project deferrals to future years (funds held in reserves) partially offset by increased receivables projected during 2023/24 and a decrease in anticipated developer contributions, partially offset by project deferrals. Despite this, Council's return on investment KPIs and Corporate Social Responsibility targets were achieved. Over \$141m of this balance is held in reserves and tied to specific delivery of projects and services (e.g., open space developer contributions, project deferrals and specific grants)

↕ Capital Works



The decrease in capital expenditure is due to net capital project deferrals to 2024/25 and future years. Project deferrals have been caused by various factors including limited availability of project managers, supply chain issues (initially due to the pandemic and more recently from global conflict).

→ Reserves



Council reserves have increased predominately due to project deferrals to 2024/25 and future years. This has been partially offset by the anticipated reduction in open space developer contributions (funds ringfenced in reserves). While the balance of reserves appears significant, these funds are held for specific purposes and will help to fund the significant capital portfolio over the next ten years.

Detailed financial statements and notes will be published on a quarterly basis as part of the quarterly financial updates and mid-year review.



City of Port Phillip

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