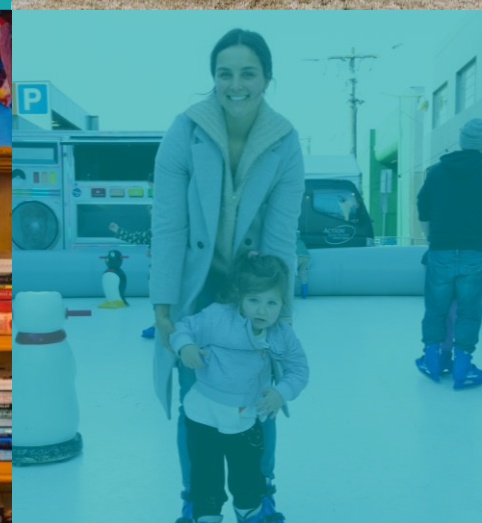




FUTURE STONNINGTON

CEO Quarterly Update
Q1 – FY 2022-23



CEO Quarterly Update

Quarter 1 - FY 2022-2023



City of
STONNINGTON

Message from the Acting CEO, Rick Kwasek

Welcome to the third edition of the City of Stonnington Chief Executive Officer Quarterly Update, where we report our progress on delivering our Council Plan for 2021-25.

Under our Council Plan's three strategic directions there are a number of identified actions. In these updates you'll be able to easily see how we're going against each. If we're on track, there will be a green tick, if we're behind there will be a yellow or red symbol and an explanation why.

Last quarter, in lieu of a Q4 update, we developed our Annual Report for 2021-22 which provides an overview of Council's performance and achievements for the financial year. The report can be viewed at www.stonnington.vic.gov.au/about/corporate-documents



In this edition, we start reporting our progress delivering our Year 2 Annual Plan 2022-23. While Council has continued to face and address financial, community and workplace challenges this quarter, we have successfully delivered a wide range of services and events for our community, including:

- A new multi-sensory animated projection show series - Night Light, Continuum hosted at Prahran Square.
- NAIDOC Week events including a Flag Raising Ceremony, playgroup and Youth Services events and a Heritage Walk.
- Endorsement of a Waste and Circular Economy Strategy and Walking Action Plan.
- National Tree Day activities including school planting events and community giveaways.
- Continued implementation of the Percy Treyvaud Memorial Park and Princes Gardens Masterplans.
- A new 'Meet your Councillor' program providing opportunities for people to speak with their local representatives.

This edition, we have also introduced 26 strategic indicators across the three Strategic Directions to provide further insight and monitoring of our achievements in delivering our Council Plan.

As we continue to improve with each iteration, please share any feedback on this report by emailing council council@stonnington.vic.gov.au and we'll review before the next update.

Finally, I would like to acknowledge the departure of Jacqui Weatherill from the role of Chief Executive Office on 4 November 2022. On behalf of all staff at City of Stonnington, we wish Jacqui all the best for her future endeavours.



City of
STONNINGTON

Delivering Future Stonnington

Quarter 1 - FY 2022-2023

In October 2021, Council adopted Future Stonnington which sets out our long-term vision for the city (the Stonnington Community Vision 2040) and the outcomes we will work towards over the next four years (the Council Plan 2021-25).

Future Stonnington reflects nine months of conversations with our community about the future they want for our city.

Our vision for Stonnington is to be a safe, inclusive and creative city; one where we celebrate our people, history and culture; and embrace a healthy and sustainable way of life.

To achieve this vision, our Council Plan 2021-25 sets out strategic directions and objectives to guide our organisation over the next four years. The plan positions Stonnington as:

- A thriving and unique place
- An inclusive and healthy community, and
- A people-centred and future ready city.

The following sections provide an update on our progress towards achieving these strategic directions through the delivery of our Year 2 Annual Plan 2022-23.





CEO Quarterly Update

Quarter 1 - FY 2022-2023

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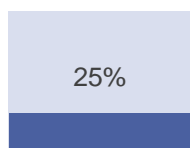


Summary Report

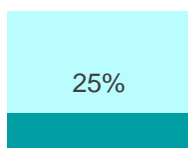
Progress achieving Year 2 Annual Plan

% Annual completion by Directions Q1 - FY 2022-2023

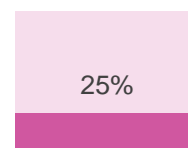
**All activities on track at
25% annual completion**



1. A thriving and unique place

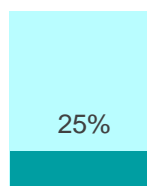


2. An inclusive and healthy community

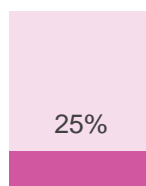


3. A people-centred and future ready city

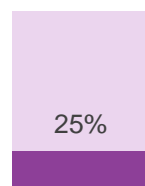
% Annual completion Direction 1 - Q1 FY 2022-2023



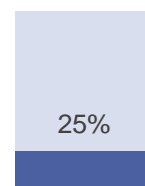
1.1 Identity and destination



1.2 Thriving and desirable businesses

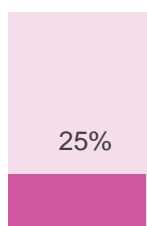


1.3 Pride of place and character

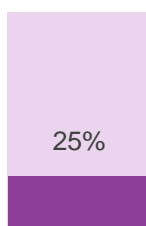


1.4 Act. Transport and connected city

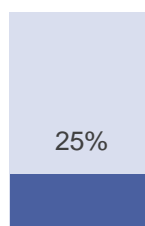
% Annual completion Direction 2 - Q1 FY 2022-2023



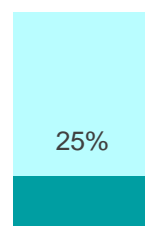
2.1 Health and wellbeing



2.2 Diverse, inclusive & safe

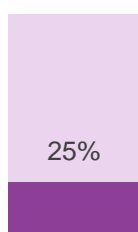


2.3 Public & green spaces

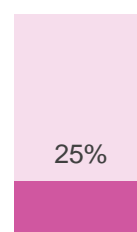


2.4 Sustainability & climate action

% Annual completion Direction 3 - Q1 FY 2022-2023*



3.2 Enhanced customer experience



3.4 Fit for purpose operating model & resource management

* There are no prescribed Activities for Objectives 3.1 and 3.3 in the Annual Plan 2022-23



Direction 1: A thriving and unique place



City of
STONNINGTON

Direction 1: A thriving and unique place Highlights

Night Light: Continuum

The first of a new multi-sensory animated projection show series - Night Light, *Continuum* was hosted at Prahran Square for five nights at the end of September, before the beginning of Day Light Savings. *Continuum* celebrates the passage of time from past, present to a bright future for Prahran.

Continuum aims to establish strong visual points of difference to key destination precincts, assist businesses with COVID-19 recovery by attracting new audiences to these precincts, enhancing public spaces and offering unique immersive experiences for our community and visitors to enjoy.



Walking Action Plan

Adopted by Council in July 2022 and developed through a series of community engagement programs, the new eight-year plan will help shape Council's investment and decision making to create an inclusive and accessible Stonnington walking network to benefit all.

The Walking Action Plan sets in place the vision, strategic priorities and actions that will help make Stonnington a '*recognised walkable city where pedestrians are at the heart of how the city operates*', by 2030.

Through upgrades to walking infrastructure, improved safety and education we aim to elevate walking as a transport option of choice to every resident and visitor to our city.





Direction 1: A thriving and unique place

Performance by actions





Quarter 1 - FY 2022-2023

The following section contains the Year 2 Annual Plan 2022-23 actions for Direction 1.





The below table summarises our progress towards achieving each action.

The expected percentage of completion for Q1 is 25%. The expected completion for Q2 will be 50%, for Q3 it will be 75% and for Q4 it will be 100%

Performance by actions

	Action on track as per expected percentage of completion for Q1 (25%)		Action delayed with explanation provided
	Ongoing action without specific quarterly milestones to meet		Action deferred with explanation provided

Objective 1.1 Identity and destination

ID	Activity	Status	Comment
1A	Implement the Place Led Economic Development Strategy's first year priority actions to define and shape the identity of Stonnington, its neighbourhoods and precincts		Cross-checked data sources and insights to ensure relevance and validity. Progressed copy writing and design with image choices being finalised. Prepared the final draft of Strategy and Place Plans ahead of presentation to ET
1H	Commence the Chapel Street Transformation program, including Masterplan development		Progressed reverse brief ahead of finalisation. Gathered information and data from internal and external sources
1K	Finalise development of the Arts and Culture Strategy to support, grow and promote Stonnington as a creative city		Completed additional community consultation through Connect Stonnington with feedback incorporated into the draft strategy. Implementation plan to be developed
1L	Enhance and support the artistic, creative, community and economic development of our city through delivery of: i. The Annual Arts and Culture Grants Program ii. A signature program of free and ticketed events and festivals		i. Council endorsed 20 applications for funding within 2022/23 ii. Presented a two week program of arts events, performances and workshops as part of the Roola Boola Children's Arts Festival

Direction 1: A thriving and unique place

Performance by actions

Quarter 1 - FY 2022-2023



City of
STONNINGTON

ID	Activity	Status	Comment
1L	iii. A diverse programming of events at Chapel off Chapel and Prahran Square iv. A visual and public arts program		iii. Presented 10 one-off events and activations at Prahran Square. Hosted 81 performances and 8,627 patrons iv. Projects included Elizabeth Street Carpark Mural and Streetscapes COVID Reserves Graffiti Prevention Mural

Objective 1.2 Thriving and desirable businesses

ID	Activity	Status	Comment
1M	Deliver the final year of the See Opportunity Action Plan to attract new tenants, retain existing tenants and activate vacant tenancies	✓	Whilst the See Opportunity Action Plan has been completed, other tenancy work has continued. Activated vacant tenancies through installation of temporary artistic endeavours. Continued to deliver business concierge and support programs via embedded work program. Collaborated with neighbouring councils to leverage opportunities and understand current, and plan for future, opportunities

Objective 1.3 Pride of place and character

ID	Activity	Status	Comment
1B	Undertake the Prahran Market asset renewal as identified by the asset condition audit	✓	Identified asset renewal priorities with priority actions underway. Consultant contract for new head lease and management agreement let and underway
1C	Advocate for and facilitate the delivery of improved community outcomes related to major state government projects, including: i. Metro Tunnel ii. Homes Victoria projects	✓	Continued to advocate for improved outcomes as part of major state government projects including Ground Lease Model 2 (Homes Victoria) project in South Yarra & Prahran. Provided detailed input into the preparation of Development Guidelines for the redevelopment of the Horace Petty and Essex Street Estates. Resolved defects associated with the Siding Reserve in South Yarra (Metro Tunnel) and the Toorak Rd LXP

Direction 1: A thriving and unique place

Performance by actions

Quarter 1 - FY 2022-2023



City of
STONNINGTON

ID	Activity	Status	Comment
1E	Improve public realm outcomes through masterplan design and delivery, including: i. Mount Street Masterplan ii. Toorak Village	✓	Completed Mount Street Masterplan design with works tendered and construction due to commence in early 2023. Continued implementation of the Princes Gardens Masterplan with the reconstructed multi-sports courts 90% complete. Completed new forecourt and car park redesign at Chapel off Chapel
1F	Progress the development and implementation of key land use planning strategies, including: i. Housing Strategy ii. Neighbourhood Activity Centre Framework iii. Suburb-by-suburb heritage reviews	✓	Progressed review of the draft Housing Strategy and draft Neighbourhood Activity Centre Framework, with updates to be made in Q3 and community engagement planned for Q4. Progressed the Stonnington Heritage Review as planned, with the Panel hearing for Heritage Review Part 1 (Malvern) heard in August 2022 and awaiting authorisation from the Minister for Planning for Heritage Review Part 2 (Armadale, Kooyong and Toorak)
1G	Finalise review of the Stonnington Planning Scheme	✓	Completed all background research for the Planning Scheme Review along with a four week community engagement program. Commenced preparation of engagement report and draft Planning Scheme Review report ahead of presentation to Council in November 2022

Direction 1: A thriving and unique place

Performance by actions

Quarter 1 - FY 2022-2023

Objective 1.4 Active transport and connected city

ID	Activity	Status	Comment
1D	Implement the cycling strategy to encourage cycling within Stonnington, including on and off road routes, parking facilities, repair stations and rest stops	✓	Continued to advocate to the State Government for improved direct safe cycling routes. Completed the Cycling Implementation Plan. Delivered the first two stages of the cycling shimmy route and installed bike parking hoops
1I	Implement the Walking Action Plan, including installation of signage, line marking and other minor works	✓	Commenced procurement process for the Wayfinding Implementation Plan. Expanded the Safe Routes to School Program to include the Tag On system to encourage independent active travel to school, working with five schools. Commenced planning for walkability audits in the Glenferrie Road/High Street Activity Centre to prioritise upgrades for supporting infrastructure, accessibility upgrades, and other small-scale capital works
1J	Deliver a Council wide network of electric vehicle chargers in line with the Integrated Transport Plan and Climate Emergency Action Plan	✓	Developed an EV Charging 10 year Implementation Plan and Policy ahead of endorsement. Commenced another round of car-share applications and work on the Active Travel Behaviour Change Program ahead of finalisation





Direction 1: A thriving and unique place

Strategic indicators

Strategic indicators

Strategic indicators were introduced in FY2021-2022 to identify how we measure the successful delivery and impact of our Council Plan 2021-25 (Future Stonnington).

There are currently 26 strategic indicators across the three Council Plan Directions which are used to provide insight and monitor achievement. Further strategic indicators are anticipated to be introduced as part of our maturity uplift to planning and performance.

Objective 1.1 Identity and destination

Indicator	Source	Frequency	Last reported	Result	Comment
Community and cultural activities performance	CSS	Annual	May 2022	64	This result is slightly unfavourable compared to 2021 (66), and is similar to Metro and State-wide results (both 65)

Further strategic indicators for the *Identity and destination* strategic objective are anticipated to be introduced as the Place Led Economic Development strategy is progressed.

Objective 1.2 Thriving and desirable businesses

Indicator	Source	Frequency	Last reported	Result	Comment
Gross regional product of the municipality (\$b)	Profile i.d.	Annual	June 2021	9.88	This result is slightly unfavourable compared to the previous year (\$10.10 billion, 2.1% reduction). This compares with a 0.6% reduction for the State
Estimated number of GST registered businesses within the municipality	Profile i.d.	Quarter	June 2022	19,801	There were 451 new businesses and 381 business GST cancellations

Further strategic indicators for the *Thriving and desirable businesses* strategic objective are anticipated to be introduced as the Place Led Economic Development strategy is progressed.



Direction 1: A thriving and unique place

Strategic indicators

Objective 1.3 Pride of place and character

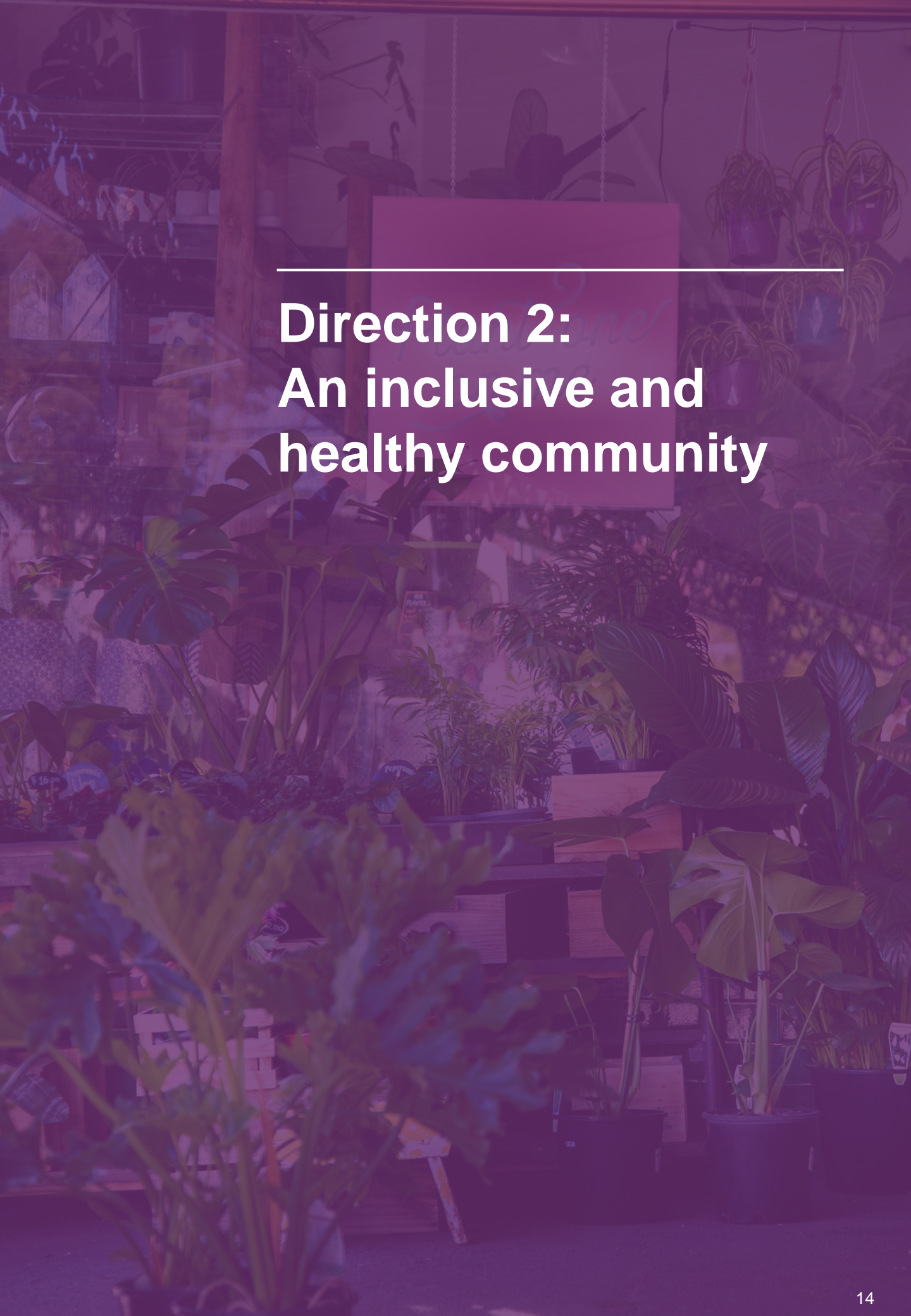
Indicator	Source	Frequency	Last reported	Result	Comment
Appearance of public areas performance	CSS	Annual	May 2022	77	While this result is similar compared to 2021 (78), it is significantly more favourable compared to the Metro and State-wide results, 72 and 71 respectively
Time taken to decide planning applications	LGPRF	Quarter	September 2022	66	Application processing time of 66 days is generally consistent with Q1 FY22 (63 days)
Proportion of the municipality that has been reviewed as part of the Stonnington Heritage Review	Internal	Annual	June 2022	39%	Heritage Review Part 1 (Malvern) and Part 2 (Armada, Kooyong and Toorak) have been completed and endorsed by Council, with planning scheme amendments progressing to implement the recommendations. These study areas represent approximately 39% of Stonnington's land area
Proportion of adult population who reported feelings of being valued by society	VPHS	Every 3 years	2020	63.7% of adult population responded with "Yes, definitely"	This result is significantly more favourable compared to Victoria (51.6%) and more favourable compared to South Division ¹ (52.6%)

Objective 1.4 Active transport and connected city

Indicator	Source	Frequency	Last reported	Result	Comment
Proportion of trips made from the municipality via active transport	Victorian Integrated Survey of Travel & Activity (VISTA)	Variable	2018	29.69% Walking (26.2%) Bicycle (3.49%)	This result is similar compared to 2016 (29.37%). Data collected in 2022 is anticipated to be available in late 2024

A new strategic indicator for the *Active transport and connected city* strategic objective will be introduced in FY23: "Proportion of residents who are satisfied with travel options around the municipality"

¹ South Division includes the municipalities of Bass Coast, Baw Baw, Bayside, Cardinia, Casey, East Gippsland, Frankston, Glen Eira, Greater Dandenong, Kingston, Latrobe, Mornington Peninsula, Port Phillip, South Gippsland, Stonnington and Wellington



Direction 2: An inclusive and healthy community



City of
STONNINGTON

Direction 2: An inclusive and healthy community Highlights

Supported Playgroup celebrates NAIDOC Week at Prahran Square

The Stonnington Supported Playgroup hosted their annual NAIDOC Week celebration at Prahran Square. The team from MCH Services and Dad's Group attended the event where 19 families participated.

Highlights included:

- Welcome to Country
- Smoking ceremony
- Storytelling by the Libraries team
- Singing and dancing from our Mother Goose team
- Morning tea by Cooee Cafe

Stonnington Supported Playgroup recognises the value of these events and the importance of children learning about our First Nations people. They provide the foundation to forge stronger relationships, build respect, support reconciliation with our families and community and to celebrate the achievements and Aboriginal and Torres Strait Islander Peoples Culture.



Increasing our open space for all to enjoy

To support the need to increase the amount of open space within our municipality, City of Stonnington has been purchasing properties in the last five years.

This strategy is called 'Strategies for Creating Open Spaces' and will facilitate the creation of additional open space for community enjoyment. Recent acquisitions include:

7 Hobson St, South Yarra

In collaboration with the local community, this site has now been fully converted into open space and features an irrigated lawn, tiered garden beds and a shelter with bespoke seating

290-294 Malvern Rd, Prahran

This property was purchased in 2018 and has been converted into an open space with temporary landscaping in place. In 2023 this site will be incorporated into the adjoining Princes Gardens redevelopment project

129 Peel St, Prahran

This former residential property was demolished and converted into a linear piece of open space that enabled improved access. Its conversion helped to address safety and access issues



Direction 2: An inclusive and healthy community

Performance by actions

Quarter 1 - FY 2022-2023







City of
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The following section contains the Year 2 Annual Plan 2022-23 actions for Direction 2.




The below table summarises our progress towards achieving each action.

The expected percentage of completion for Q1 is 25%. The expected completion for Q2 will be 50%, for Q3 it will be 75% and for Q4 it will be 100%

Performance by actions

	Action on track as per expected percentage of completion for Q1 (25%)		Action delayed with explanation provided
	Ongoing action without specific quarterly milestones to meet		Action deferred with explanation provided

Objective 2.1 Health and wellbeing

ID	Activity	Status	Comment
2H	Implement the Health and Wellbeing Plan Year 1 actions and delivery of events, activities and programs that support the health and wellbeing of the Stonnington community		Completed Community Safety - Action Plan consultations to inform new Plan, conducted scheduled committee meetings and calendar of events planned for delivery in October 2022. Delivered Homelessness Week Lunch and Learn. Progressed alcohol harm minimisation via Liquor Licence assessments and review of the draft Municipal Alcohol Management Policy
2L	Implement the COVID-19 Community Response and Recovery Plan to continue to support families, groups and individuals to recover from the COVID-19 pandemic		Council's formal COVID-19 response and recovery efforts were completed this quarter and have been converted into business as usual actions
2M	Implement the Active Stonnington Strategic Framework to plan and deliver initiatives that encourage the Stonnington community to be more physically active and lead healthier lifestyles		Created year two actions. Commenced Evaluation and Monitoring Modelling with Swinburne University and conversations with all internal stakeholders. Progressed infrastructure projects. Released a communications plan EOI with the aim to commence project in Q2

Direction 2: An inclusive and healthy community

Performance by actions

Quarter 1 - FY 2022-2023



City of
STONNINGTON

ID	Activity	Status	Comment
2Q	Finalise development and implement the Library Strategy	✓	Completed initial community engagement including an online survey, workshops with internal and external stakeholders and pop up sessions. Draft strategic framework to be presented to ET in October 2022

Objective 2.2 Diverse, inclusive and safe

ID	Activity	Status	Comment
2I	Develop and implement a new Inclusion Plan to improve access and inclusion for people living with disabilities, their families and carers	✓	Progressed development of new Inclusion Plan. Delivered nine out of ten scheduled consultation sessions, Get Skilled Access, and a Connect Stonnington survey to inform the development of the Inclusion Plan
2J	Implement the Cultural Diversity Action Plan 2022-25 and the provision of information and activities to improve access to services by people from culturally and linguistically diverse backgrounds	✓	Cultural Diversity Action Plan 2022-25 endorsed by ET in July 2022. Re-negotiated language and telephone interpreter service agreements, funded 12-month trial of Cultural Engagement tool for Stonnington Connect, and conducted induction session to enhance staff cultural awareness
2K	Implement the Reconciliation Action Plan Year 1 actions to advance reconciliation across Council and within the broader community	✓	Delivered NAIDOC Week program of events including Flag Raising Ceremony at Malvern Corporate Office, playgroup event at Prahran Square, Youth Services Wayapa workshop, Heritage Walk at Botanic Gardens and staff event
2P	Finalise development and implement the Safer Stonnington community safety strategy	✓	Continued to upgrade the community safety camera network, providing Victoria Police improved visibility of the locations. Improved community safety at the metro tunnel eastern portal through pan tilt and zoom cameras
2R	Continue to undertake gender impact assessments for new policies, programs or services that have a direct and significant impact on our community	✓	Completed six Gender Impact Assessments (GIAs) with an additional four in progress. 117 staff have completed some form of Gender Impact Assessment training

Direction 2: An inclusive and healthy community

Performance by actions

Quarter 1 - FY 2022-2023



City of
STONNINGTON

Objective 2.3 Public and green spaces

ID	Activity	Status	Comment
2B	Undertake open space acquisitions and improvements in line with the Strategies for Creating Open Spaces	∞	Continued to identify opportunities for open space acquisitions and improvements within Stonnington
2C	Develop a multi-sport and recreation precinct at Percy Treyvaud Memorial Park through phased capital works	✓	Completed retention works to the car park and the majority of inground stormwater services through building zone. Progressed bulk excavation of the stadium area and concrete works to the car park
2E	Deliver major community and recreation facility upgrades, including: i. Toorak Park Masterplan Implementation - Stages 2 & 3 (Charles Lux Pavilion) ii. Princes Gardens Masterplan iii. Prahran Aquatic Centre Redevelopment	✓	Progressed works across multiple major projects, including design of the new Charles Lux Pavilion, multipurpose sports courts at Princes Gardens and redevelopment of the dive tower at Harold Holt Swim Centre
2F	Review the Public Realm Strategy through the development and implementation of the Open Space Strategy	✓	Action will commence in Q3 FY23 to prioritise the delivery of actions in the Strategies for Creating Open Spaces
2O	Deliver ongoing maintenance, renewal, safety and compliance programs to improve park infrastructure and facilities	✓	Completed independent playground safety audit with results and recommendations provided. Installation of a new playground at Central Park anticipated to commence in Q3
2S	Develop the Community Infrastructure Plan to strategically review current and future infrastructure and service requirements	✓	Continued data collection of community infrastructure assets to benchmark functionality. Established an internal Steering Committee to deliver a 'whole of organisational' response that will inform service planning and delivery, decisions relating to building assets, and the annual capital works program

Direction 2: An inclusive and healthy community

Performance by actions

Quarter 1 - FY 2022-2023



City of
STONNINGTON

Objective 2.4 Sustainability and climate action

ID	Activity	Status	Comment
2A	Implement Council's Climate Emergency Action Plan, including: i. Undertaking climate vulnerability assessments and investigating urban cooling options ii. Developing and delivering initiatives to protect and enhance biodiversity iii. Developing and delivering initiatives to reduce Council's greenhouse gas emissions	✓	Completed a Climate Vulnerability Assessment and small flood modelling study for the Chapel precinct. Developed a guide to fit-for-purpose application of Water Sensitive Urban Design assets to achieve flood calming and urban cooling. Finalised installation of a 33kWh battery at Dunlop Pavilion. Received a \$55,000 grant from the Department of Environment, Land, Water and Planning to install additional electric vehicle chargers at the Stonnington City Centre and Depot
2D	Undertake the progressive changeover of household and business waste bin lids to conform with Australia standard bin lid guidelines and State Government requirements	✓	Completed food and green waste bin changeover. Completed bin count project, providing Council with up-to-date, accurate bin data for garbage and recycling streams. Commenced procurement process for garbage and recycling bin lids with expected completion by the end of FY23
2G	Finalise and implement the Waste & Circular Economy Strategy to guide Council direction on waste avoidance, recovery and the transition to a circular economy	✓	Strategy endorsed by Council in September 2022. Formed a new Waste Strategy and Engagement Unit. Launched food and green waste expansion campaign and waste and recycling education component of Sustainable Schools Program. Commenced implementation of Plastic Policy and a range of actions listed in the new strategy
2N	Implement the Urban Forest Strategy to maintain and grow the City's tree stock and enhance biodiversity	✓	Delivered three National Tree Day planting events and a native plant giveaway event. Completed the 2022 planting season. Progressed the Tree Root Management 2022 program to 95% completion. Prepared for storm season (October 2022 through to March 2023). Commenced development of an Urban Biodiversity Action Plan



Direction 2: An inclusive and healthy community

Strategic indicators

Strategic indicators

Objective 2.1 Health and wellbeing

Indicator	Source	Frequency	Last reported	Result	Comment
Proportion of adult population who are sufficiently active ²	VPHS	Every 3 years	2017	54.1%	This result is favourable compared to Victoria (50.9%) and South Division ³ (52.4%)
Proportion of adult population with a low level of psychological distress	VPHS	Every 3 years	2020	53.9%	This result is significantly more favourable compared to Victoria (44.9%) and favourable compared to South Division ³ (47.2%)
Proportion of adult population with a self-reported health status of excellent/very good	VPHS	Every 3 years	2020	50.8%	This result is significantly more favourable compared to Victoria (40.5%) and favourable compared to South Division ³ (41.7%) This result is slightly unfavourable compared to the 2017 result (52.2%)

Further strategic indicators for the *Health and wellbeing* strategic objective are anticipated to be introduced as the Health and Wellbeing Plan is implemented.

Objective 2.2 Diverse, inclusive and safe

Indicator	Source	Frequency	Last reported	Result	Comment
Proportion of adult population who reported multiculturalism making life in their area better	VPHS	Every 3 years	2020	81.4% of adult population responded with "Yes, definitely"	This result is significantly more favourable compared to Victoria (63.5%) and favourable compared to South Division ³ (63.8%)

A new strategic indicator for the *Diverse, inclusive and safe* strategic objective will be introduced in FY23 – "Proportion of residents who feel a sense of safety and security in Stonnington"

² A modified question was included in the 2020 survey to assess whether physical activity levels had changed as a result of the COVID-19 pandemic. This data will be reported when released.

³ South Division includes the municipalities of Bass Coast, Baw Baw, Bayside, Cardinia, Casey, East Gippsland, Frankston, Glen Eira, Greater Dandenong, Kingston, Latrobe, Mornington Peninsula, Port Phillip, South Gippsland, Stonnington and Wellington



Direction 2: An inclusive and healthy community

Strategic indicators

Objective 2.3 Public and green spaces

Indicator	Source	Frequency	Last reported	Result	Comment
Square metres of open space per person	Internal/ Profile i.d.	Annual	April 2022	18.0 sqm/person	Calculated in accordance with Strategies for Creating Open Spaces. There has been an improvement from 17.5 sqm /person in 2013
Recreational facilities performance	CSS	Annual	May 2022	71	While this result is unfavourable compared to 2021 (75), it is slightly more favourable compared to the State-wide result (69)

National Tree Day 2022

Council's Sustainable Environment and Parks Units hosted three successful school planting events and put on the 'Adopt-a-Native-Plant' Giveaway for the Stonnington community.

Students from seven Stonnington schools joined three planting events, adding around 2,000 indigenous grasses and shrubs to Sydare Reserve in Malvern East, and to two sites along the Yarra River (Birrarung). The school planting events complement Council's annual tree planting program, in which Council plants approximately 1,800 trees in streets and parks, and its annual revegetation and biodiversity planting program, in which it plants approximately 25,000 plants in parks, reserves and along waterways.

Around 150 locals attended two 'Collect and Connect' sessions at the 'Adopt-a-Native-Plant' Giveaway in Central Park, adopting nearly 1,500 plants.





Direction 2: An inclusive and healthy community

Strategic indicators

Objective 2.4 Sustainability and climate action

Indicator	Source	Frequency	Last reported	Result	Comment
Council emissions – gas, electricity and fleet	Internal	Quarter	September 2022	2,981 t CO2	<p>This result refers to rolling 12 months emissions (July 2021 to June 2022) due to a lag in data availability</p> <p>This is a significant reduction from last quarter (4,850 t CO2 for April 2021-March 2022) as all electricity consumption during the period is now from Red Energy through VECO</p> <p>Future reporting periods will report on gas and fuel emissions only, and will result in smaller, incremental reductions as Council progresses electrification and electric fleet programs</p>
Council solar and battery uptake	Internal	Quarter	September 2022	980kW solar 2 batteries	<p>Battery installed at Dunlop Pavilion utilising Community Energy grant from Sustainability Victoria</p>
Community solar	Internal (PV map)	Quarter	June 2022	10.8%	<p>New data not available for Q1</p> <p>Small increase on prior year, with almost 3,200 solar systems now installed across Stonnington residences</p>
Kerbside collection waste diverted from landfill	LGPRF	Quarter	September 2022	36.49%	<p>Council has decreased diversion compared to the same quarter over the last two years. The expansion of overall Food Organics Garden Organics tonnes may have affected the results</p>

Direction 3: A people-centred and future ready city





Direction 3: A people-centred and future ready city Highlights

Digital transformation update

Meeting our community and customer needs in efficient and effective ways is paramount to Council and key capability is being built to drive great customer experiences of our residents, property owners and ratepayers. Understanding what is important to our customers when they interact with Council underpins our Customer Experience and Continuous Improvement programs.

This quarter, Council endorsed our Customer Experience Strategy to ensure we continue to provide the best possible experience whenever our community or customers use a Council service or interact with us. Key improvements have been made to date across a range of high volume services including parking services, waste and support to small businesses. Council will continue improving the way our customers find what they need on our website, and through the provision of other digital tools.

This financial year, the focus of the Digital Transformation Program is the procurement and contracting for Stonnington's Core Business Systems (Finance, Customer Relationship Management and Property & Rating). During this quarter, Council progressed tender documentations for release in Q2.

Capital Works Update

During Q1, Council's expenditure on capital works was \$19.97 million which included:

- Environmental initiatives - \$0.41 million
- Footpath replacement (residential areas) - \$0.43 million
- Local roads refurbishment - \$0.12 million
- Harold Holt Swim Centre Masterplan - \$0.22 million
- Percy Treyvaud Masterplan Implementation - \$5.63 million
- Chapel Street Transformation - \$0.64 million
- Recreation and sporting facilities - \$0.57 million
- Road safety works - \$0.22 million
- Streetscape improvements - \$0.74 million
- Transport and parking improvements - \$0.15 million

Direction 3: A people-centred and future ready city

Performance by actions

Quarter 1 - FY 2022-2023







The following section contains the Year 2 Annual Plan 2022-23 actions for Direction 3.

The below table summarises our progress towards achieving each action.

The expected percentage of completion for Q1 is 25%. The expected completion for Q2 will be 50%, for Q3 it will be 75% and for Q4 it will be 100%

Performance by actions

- | | |
|--|---|
|  Action on track as per expected percentage of completion for Q1 (25%) |  Action delayed with explanation provided |
|  Ongoing action without specific quarterly milestones to meet |  Action deferred with explanation provided |

Objective 3.1: Community focus, connection and engagement

There are no prescribed Annual Plan actions for this Objective. A summary of engagement activities for the quarter is provided below.

Listening to our community

Meet your Councillor program

This program provides opportunities for people to speak with their local representatives in the community. We held three ‘listening post’ pop up events and our first new round-table format Community Meeting for South Ward in September 2022. We invited the community to provide feedback on a range of programs and strategies including: Planning Scheme Review, Road Safety Strategy, Arts & Culture Strategy, Disability Access & Inclusion Plan, Early Years’ Services and a number of local parking and traffic changes.

Face-to-face engagement activities

Face-to-face engagement activities resumed with teams popping up throughout the municipality including at activity centres, libraries, Prahran Market, Grattan Gardens and Phoenix Park Neighbourhood House to connect with and invite community members to participate in engagement activities.

Connect Stonnington

Council’s digital engagement platform received 7,276 visits and over 755 contributions across various community engagement activities. We also closed the loop on our Walking Action Plan and Waste Strategy.

For more information about community engagement at Stonnington visit connectstonnington.vic.gov.au

Direction 3: A people-centred and future ready city

Performance by actions

Quarter 1 - FY 2022-2023



City of
STONNINGTON

Objective 3.2 Enhanced customer experience

ID	Activity	Status	Comment
3A	Implement the Digital Transformation Program to support current and future organisational business needs and customer experience, in line with the endorsed Digital Transformation Roadmap	✓	The focus of the Digital Transformation Program for FY23 is the procurement and contracting for Stonnington's Core Business Systems (Finance, Customer Relationship Management and Property & Rating). Presented strategic options on the approach to procurement to the Transformation Steering Committee and approved to proceed with a single go to market approach with multiple vendors to be considered. Progressed requirements and capabilities documents for a release of tender documents on track for Q2
3D	Develop and implement the Customer Experience Strategy to identify, build and implement the required people, system and process capabilities	✓	Developed strategy ahead of ET endorsement in August 2022. Shared Voice of Customer insights from 2022 surveys across the organisation and with Councillors. Delivered business permits process improvement project (RRIF) to improve systems and processes for small businesses
3E	Develop and implement the Smart Cities Strategy	✓	Completed Smart Cities Strategic Framework ahead of Councillor Briefing scheduled for Q2. Progressed implementation of the associated implementation plan with the launch of the Smart Cities working group. Progressed creation of Smart City profile and awareness with both intranet and website pages being planned. Focus is the extension of IOT network to support economic, social and environmental pillars of strategy
3F	Develop and implement the Data Strategy to unlock Council's data and information to better meet expectations of modern customer interactions and operations	✓	Focussed on automating customer operations. Enabled access to request and asset data to infrastructure maintenance teams via mobile devices to drive efficiencies and improve customer resolution time

Direction 3: A people-centred and future ready city

Performance by actions

Quarter 1 - FY 2022-2023

Objective 3.3 Engaged and capable people

There are no prescribed Annual Plan actions for this Objective. An update on the Gender Equality Action Plan is provided below.

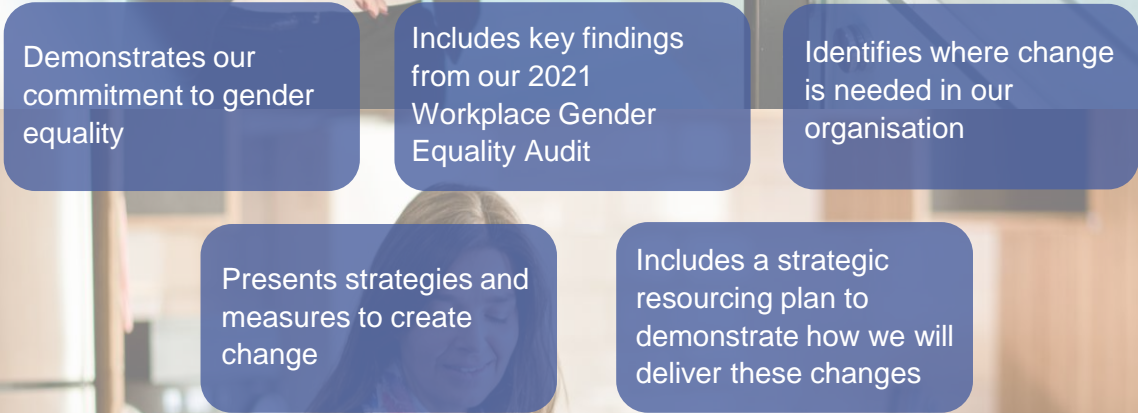
Gender Equality Action Plan

The City of Stonnington released its inaugural Workforce Gender Equality Action Plan (GEAP) 2021-2025, in what is a significant milestone for gender equality in Council and Victoria.

Following the introduction of the *Gender Equality Act 2020*, Victoria is the first and only state that requires a workplace gender audit to be carried out by approximately 300 defined public sector entities.

The GEAP confirms Stonnington’s commitment to the promotion and advocacy of gender equality as a shared responsibility across the whole organisation.

The GEAP:



Direction 3: A people-centred and future ready city

Performance by actions

Quarter 1 - FY 2022-2023



City of
STONNINGTON

Objective 3.4 Fit for purpose operating model and resource management

ID	Activity	Status	Comment
3B	Implement the Technology Enablement Program to better support Council business, including security updates, renewal of core infrastructure tools and software updates	✓	Introduced new remote working capabilities to support our staff working flexibly between the office and at home. Continued to build on protections across our systems and data. Initiated the renewal of our business software with planning underway for updates to our database platform and key business systems
3C	Deliver ongoing maintenance and renewal of city assets, including: i. Local Road - Road Asphalt Resurfacing Program ii. Footpaths - Renewal Program iii. Drainage Improvement Works	✓	i. Road resurfacing program is pending in line with intended plan for FY23 ii. Undertook footpath renewal program with approximately 40% of the program completed for FY23 iii. Commenced the drainage improvement program with approximately 35% of the program completed for FY23
3G	Implement the Best Value program to enable Council to review and optimise service delivery, efficiency and improve customer experience	✓	Executive Team approved Service Performance Program Steering Committee Terms of Reference (ToR) in September 2022. Drafted the scope of works for the pilot review and held a meeting with the service area to finalise draft ahead of the first Steering Committee meeting scheduled for late October
3H	Deliver the strategic asset management program development roadmap.	✓	Adopted Strategic Asset Management Policy and Asset Plans. Phase 1 completed. Progressed development of the Strategic Asset Management Plan, Data Management Framework and Condition Assessment Framework



Direction 3: A people-centred and future ready city

Strategic indicators

Strategic indicators

Objective 3.1 Community focus, connection and engagement

Indicator	Source	Frequency	Last reported	Result	Comment
Overall Council Performance	CSS	Annual	May 2022	64	While this result is unfavourable compared to 2021 (70), it is similar to the metro result (65), and significantly more favourable compared to the State-wide result (59)
Community satisfaction with consultation and engagement	CSS	Annual	May 2022	56	Satisfaction with community consultation and engagement reduced by 4 points since last year (from 60 to 56 overall) This result is still slightly more favourable than the State-wide average (54)
Lobbying on behalf of the community performance	CSS	Annual	May 2022	52	This result is consistent with last year's result and remains unfavourable compared to the metro result (55)

Objective 3.2 Enhanced customer experience

Indicator	Source	Frequency	Last reported	Result	Comment
Customer service rating	CSS	Annual	May 2022	74	Customer service remains one of the highest areas of satisfaction for Council, with Stonnington scoring significantly higher than the State-wide average and slightly higher than the metro group average Despite a small drop of 3% since last year, scores have remained relatively stable over the last ten years
Proportion of requests actioned within target days (%)	Internal	Quarter	September 2022	93% 26,946 requests raised, 25,991 requests completed	This result is a 2.6% improvement from the FY22 result (90.4%). Top request types logged included: Waste – 2994 Rates – 2664 Parking – 2900



City of
STONNINGTON

Direction 3: A people-centred and future ready city

Strategic indicators

Objective 3.3 Engaged and capable people

Indicator	Source	Frequency	Last reported	Result	Comment
Number of OHS incidents	Internal	Annual	June 2022	89	Council has seen a 11% reduction in incidents compared to FY21 (100 incidents). These results are showing that the implementation of the Safety Transformation Project speaks to Council staff becoming more aware of their surroundings and the processes that they are required to follow
Staff turnover	LGPRF	Annual	June 2022	18.31%	Workforce turnover from resignations and terminations is broadly similar to FY21, however has shown a slight decrease. The level remains higher than pre-pandemic levels as the entire market sector is seeing employees take different development opportunities outside Local Government

Objective 3.4 Fit for purpose operating model and resource management

Indicator	Source	Frequency	Last reported	Result	Comment
Percentage of capital budget complete	Internal	Annual	June 2022	55.98%	This result is unfavourable compared to FY21 (69.11%). The driver for this year's delay on capital works delivery is due to the impact of COVID-19 lockdowns in Q1, and labour shortage and supply chain disruption from the pandemic FY19: 88.79% FY20: 55.75% FY21: 69.11%

Local Government Performance Reporting Framework (LGPRF)

Quarter 1 - FY 2022-2023



City of
STONNINGTON


Approach to performance reporting

LGPRF indicators help Councils measure and track their performance in providing services to the community.

In this section we provide a summary of our performance across a range of service areas we deliver, including:

- Animal management
- Aquatic facilities
- Food safety
- Governance
- Libraries
- Maternal and child health
- Roads
- Statutory planning
- Waste collection

For this report we are comparing indicators from the same quarter over the previous two financial years to allow a comparison in our performance over time.



The LGPRF is a key initiative to improve the transparency and accountability of council performance to ratepayers and to provide a more meaningful set of information to the public. For more information about how we are performing visit

<https://knowyourcouncil.vic.gov.au/>

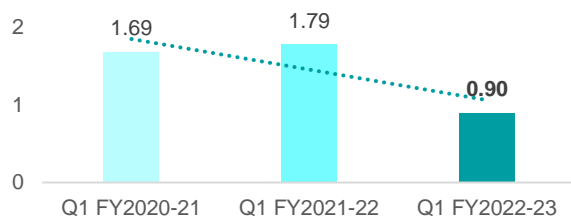


Metrics and Indicators

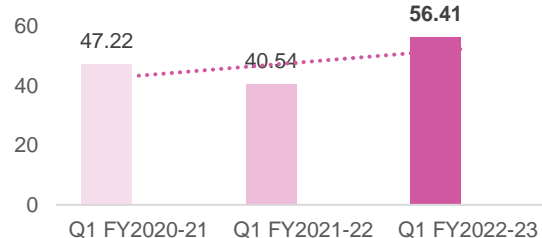
How we are performing

Animal Management

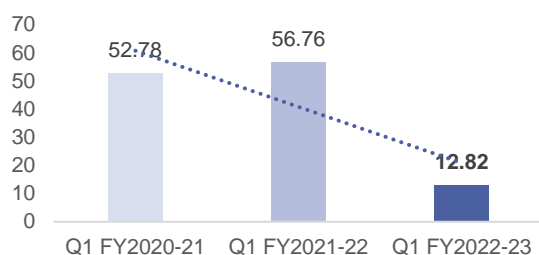
AM1. Time taken to action animal management requests (days)



AM2. Animals reclaimed (% excluding feral animals)



AM5. Animals rehomed (% excluding feral animals)



AM1. CRM Response times have decreased. All requests were actioned within 24 hours

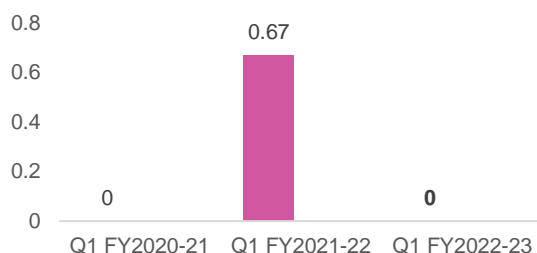
AM2. This result has increased and is likely due to improvements in registration data associated with current audit being undertaken

AM5. This result has reduced and can be attributed to the higher percentage of animals reclaimed.

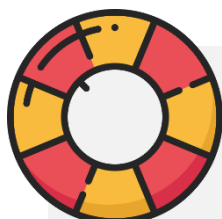
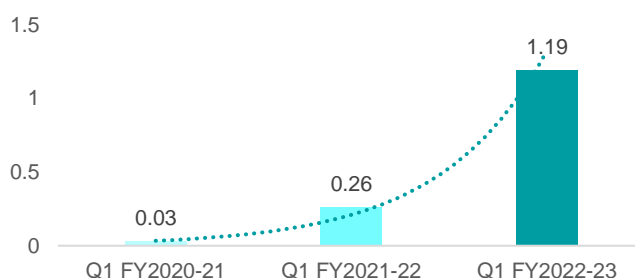
* **AM7** Animal prosecutions: All 15 prosecutions during this quarter were successful

Aquatic Facilities

AF2. Health inspections of aquatic facilities (#)



AF6. Utilisation of aquatic facilities (#)



AF2. No inspections were required to be undertaken during this quarter.

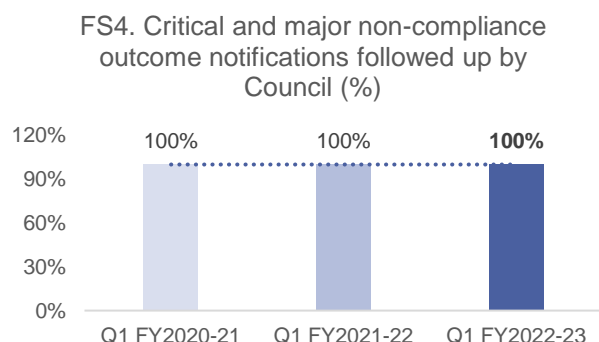
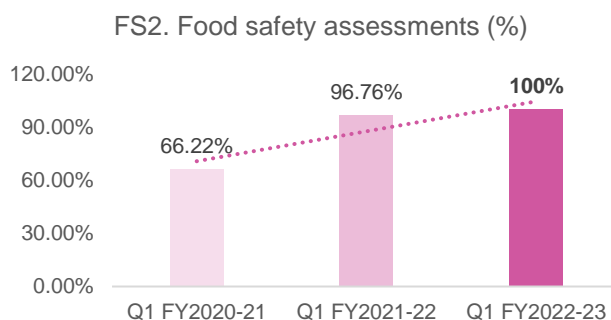
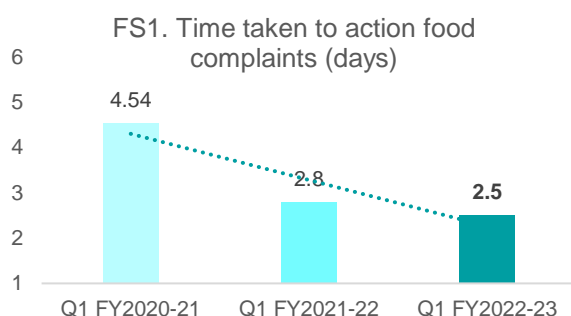
AF6. Q1 saw a return to pre COVID-19 attendances at our aquatic facilities. In particular Prahran Aquatic Centre had the highest attendance for over 10 years



Metrics and Indicators

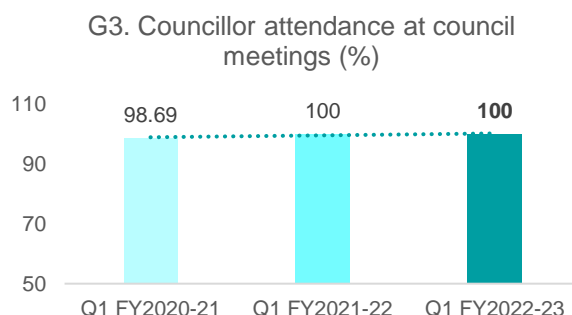
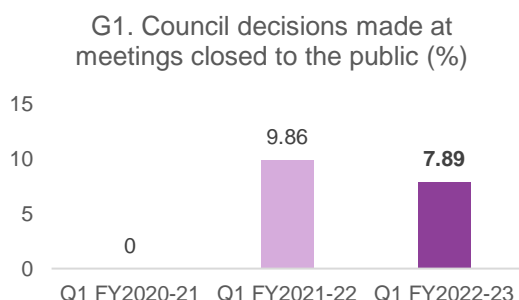
How we are performing

Food Safety



FS1. Consistent performance within the challenges of the COVID-19 environment and software limitations
FS2. All premises were inspected during this period
FS4. 149 inspections resulted in a major or critical non-compliance and all were followed up

Governance



GO1. Council continues to make decisions in open council meetings whenever possible as part of its commitment to public transparency. Data for Q1 FY2020-21 was unavailable
GO3. As per the Local Government Better Practice Guide, Councillors are recorded as having attended a Council meeting if they are on an approved leave of absence. Given all leave requests have been granted this quarter, a result of 100% is to be expected.

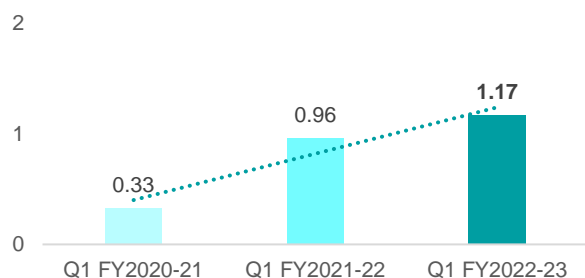


Metrics and Indicators

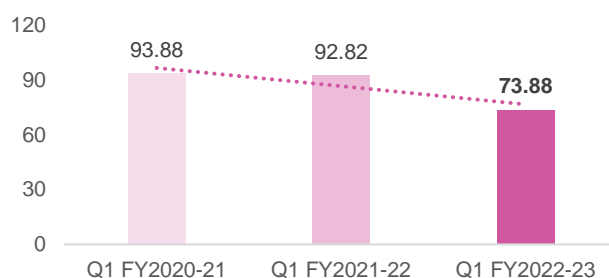
How we are performing

Libraries

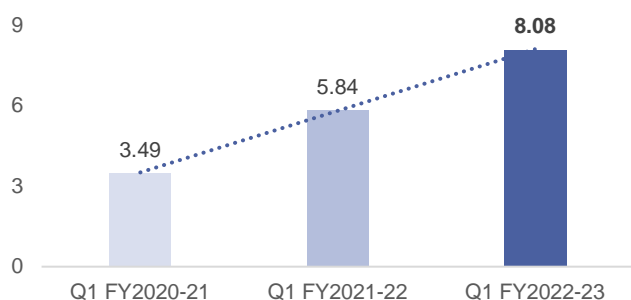
LB1. Physical library collection usage (#)



LB2. Recently purchased library collection



LB4. Active library borrowers in the municipality (%)



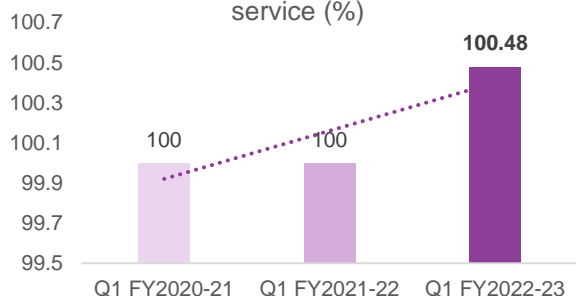
LB1. Physical collection usage is approaching pre COVID-19 levels

LB2. Collection relevance is being maintained with an active deselection and targeted purchasing program

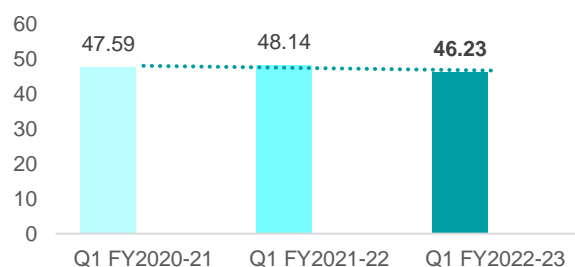
LB4. There were 8,583 active library borrowers this quarter, which is higher than previous corresponding period (6,679)

Maternal and Child Health¹

MC2. Infant enrolments in MCH service (%)



MC4. Participation in the MCH service (%)



MC2. There was an additional enrolment received for a child born outside of City of Stonnington, which increased the percentage above 100%

MC4. Participation in the MCH service it is consistent with previous years.

¹ Quarterly figures for MCH indicators are estimates. Annual figures more accurately reflect performance as the services can be delivered throughout different quarters in the year.

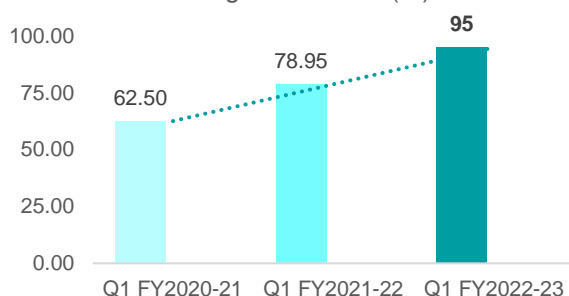


Metrics and Indicators

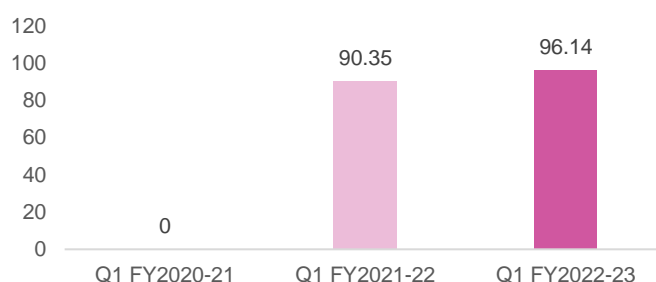
How we are performing

Maternal and Child Health¹

MC5. Participation in MCH service by Aboriginal children (%)



MC6. Participation in 4 week Key Age and Stage visit (%)



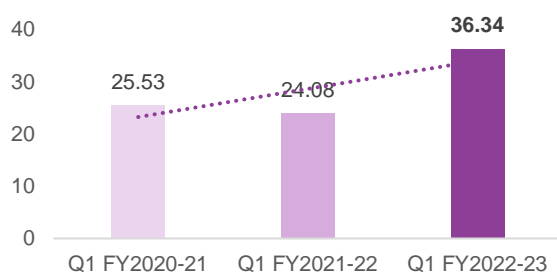
MC5. Significant increase in participation rates in the MCH service by Aboriginal children compared to previous corresponding periods

MC6. Participation has increased compared to previous corresponding period. Data for Q1 FY2020-21 was unavailable

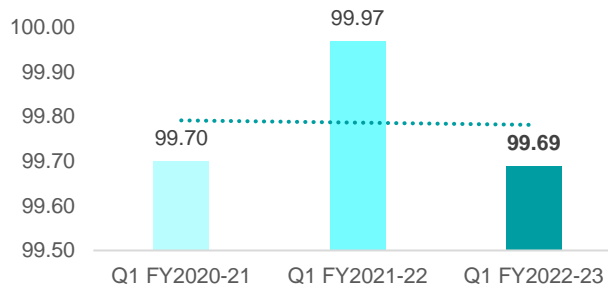
¹ Quarterly figures for MCH indicators are estimates. Annual figures more accurately reflect performance as the services can be delivered throughout different quarters in the year.

Roads

R1. Sealed local road requests per 100km of sealed local roads (#)



R2. Sealed local roads maintained to condition standards (%)



R1. Requests have increased compared to previous corresponding periods. This is likely due to software improvements facilitating incident reporting

R2. Road condition has been maintained by ongoing maintenance and renewal programs

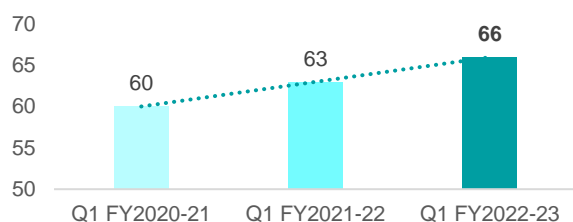


Metrics and Indicators

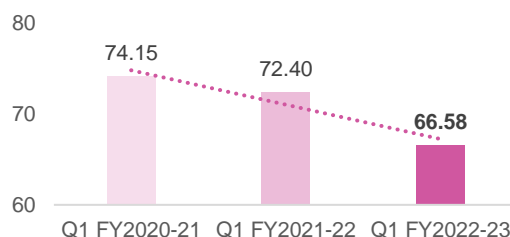
How we are performing

Statutory Planning

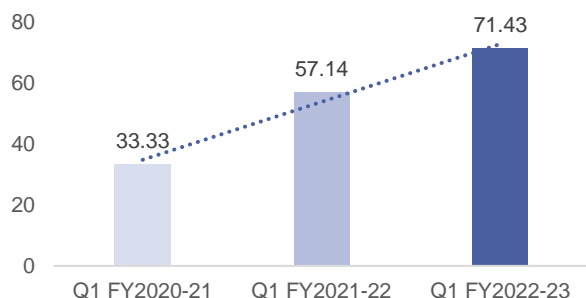
SP1. Time taken to decide planning applications (days)



SP2. Planning applications decided within required time frames (%)



SP4. Council Planning decisions upheld at VCAT (%)



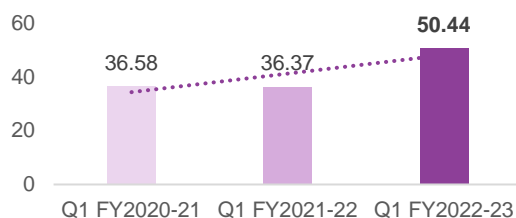
SP1. Application processing time is generally consistent with previous years

SP2. Decisions made within required time frames is generally consistent with previous years.

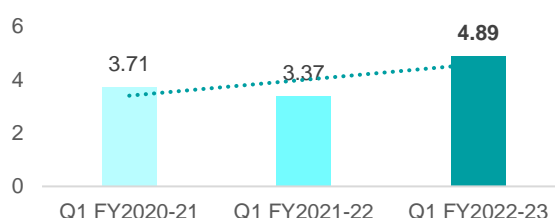
SP4. Council continues to make decisions in the best interest of the community. There was an increase in overall VCAT decisions supporting Council decisions

Waste Collection

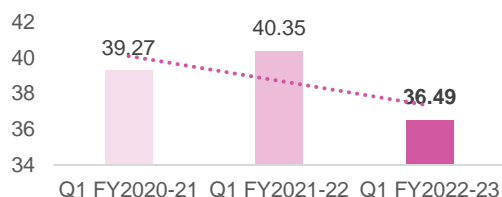
WC1. Kerbside bin collection requests (#)



WC2. Kerbside collection bins missed (#)



WC5. Kerbside collection waste diverted from landfill (%)



WC1. A significant increase in requests during this period, largely as a result of the bin lid changeover program

WC2. Missed collections have increased, largely due to the Food Organics and Garden Organics bin rollout

WC5. Council has decreased diversion compared to the same quarter over the last two years. The expansion of overall Food Organics Garden Organics tonnes may have affected the results



Finance Update

	YTD Actual \$'000	YTD Adopted Budget \$'000	YTD Variance \$'000	Full Year Forecast \$'000	Full Year Adopted Budget \$'000	Full Year Variance \$'000
Income	153,203	155,559	(2,356)	230,000	228,109	1,891
Expenditure	(44,483)	(47,122)	2,638	(193,067)	(192,403)	(664)
Operating Surplus	108,720	108,437	283	36,933	35,706	1,227
Less: Capital Grants and Contributions	2,370	5,187	(2,816)	25,189	24,105	1,084
Adjusted Underlying Surplus	106,349	103,250	3,099	11,744	11,601	143
Total Cash & Investments	79,938	78,559	1,379	73,759	74,458	(699)
Unrestricted Cash & Investments	(10,473)	(4,729)	(5,744)	5,459	9,431	(3,972)
Capital Works Expenditure	(19,967)	(16,286)	(3,681)	(125,709)	(117,879)	(7,829)

Insights:

- Income \$2.4M unfavourable to budget driven by parking infringement income and fines disbursements, both of which are anticipated to be less than budget for the full year. Footpath trading income and car parking income timing variances are unfavourable for Q1 however are forecast to be on budget for full year. Whilst capital grants income is unfavourable for Q1 (e.g. Mount Street and Local Roads Community Infrastructure Projects), total capital grants are forecast \$3.0M favourable against budget as a result of the carry-over of grant income from the prior year.
- Expenditure is \$2.6M favourable to budget. This is driven by favourable employee costs ordinary hours (\$2.8M) which has been somewhat offset by unfavourable annual leave taken, casual labour and contract staff. Materials and services is also favourable to budget, particularly planning amendment expenses, waste collection and disposal and major contracts (e.g. Street Cleaning), however these are forecast to be on budget for full year. Favourable materials and services expenses which are confirmed for full year savings include major contracts (parking control), lodgement costs and property maintenance.



City of
STONNINGTON

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Visit us

Stonnington.vic.gov.au

Stonnington City Centre

311 Glenferrie Road, Malvern

Stonnington Services and Visitor Hub

Chatham Street, Prahran Square, Prahran

Stonnington Depot

(Administration Building)
293 Tooronga Road, Malvern

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linkedin.com/company/city-of-stonnington

Community Languages

Call the Stonnington Community Link, a multicultural information service.

<u>Mandarin – 普通话</u>	<u>9280 0730</u>
<u>Cantonese - 廣東話</u>	<u>9280 0731</u>
<u>Greek – Ellīniká</u>	<u>9280 0732</u>
<u>Italian – Italiano</u>	<u>9280 0733</u>
<u>Polish – Polski</u>	<u>9280 0734</u>
<u>Russian – Русский</u>	<u>9280 0735</u>
<u>Indonesian – Bahasa Indonesia</u>	<u>9280 0737</u>
<u>Vietnamese – Tiếng Việt</u>	<u>9280 0748</u>
<u>Other languages</u>	<u>9280 0736</u>

We are national relay service friendly. If you are deaf, or have a hearing impairment or speech impairment, contact us through the National Relay Service:

- TTY user phone 133 677 then ask for 8290 1333
- Speak and Listen user phone 1300 555 727 then ask for 8290 1333
- Internet relay users connect to the NRS then ask for 8290 1333