

# FUTURE STONNINGTON

CEO Quarterly Update  
Q1 – FY 2023-2024



# Delivering Future Stonnington

## Quarter 1 - FY 2023-2024

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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 3 Annual Plan 2023-24.

# Performance

## How to read this report

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Council's performance for this quarter has been reported against each strategic direction and objective to demonstrate how Council is performing in achieving the Annual Plan 2023-24, which is incorporated as Section 2 of the [Budget 2023-24](#). Performance has been reported and measured as follows:

### » Achievements:

Highlights of the quarter for each strategic direction.

### » Delivery:

Progress in relation to the activities within the Annual Plan 2023–24. Each activity is assigned one of the following status updates:



Action on track as per expected percentage of completion for Q1 (25%)



Ongoing action without specific quarterly milestones



Action delayed with explanation provided



Action deferred with explanation provided

### » Indicators:

- » Results achieved in relation to the strategic indicators against the Council Plan's strategic objectives. **Any updates since last quarter have been bolded.**
- » Results against the service performance indicators prescribed in the Local Government Performance Reporting Framework (LGPRF).

### A note on strategic indicators

As part of our maturity uplift in planning and performance, strategic indicators will be expanded upon in future years. Where relevant, commentary has been included where future strategic indicators are anticipated.



# CEO Quarterly Update

## Quarter 1 - FY 2023-2024



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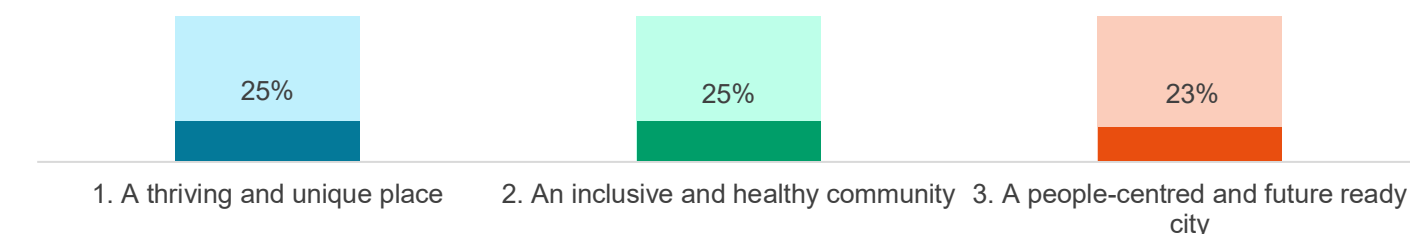
# Summary Report

## Progress achieving Year 3 Annual Plan

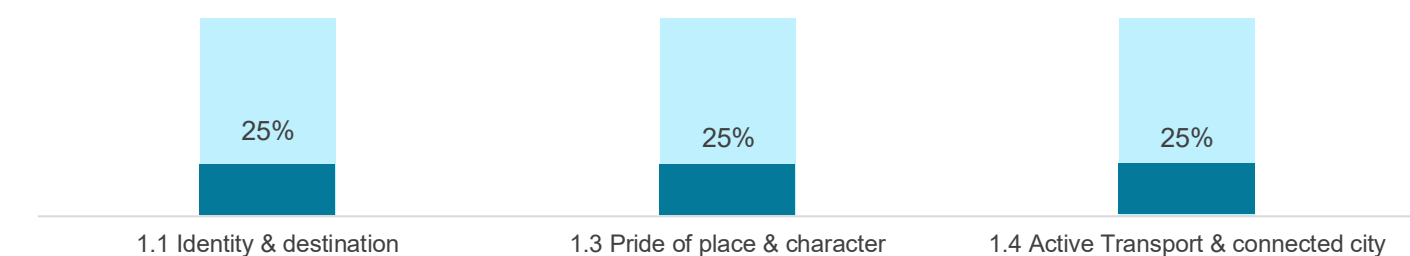


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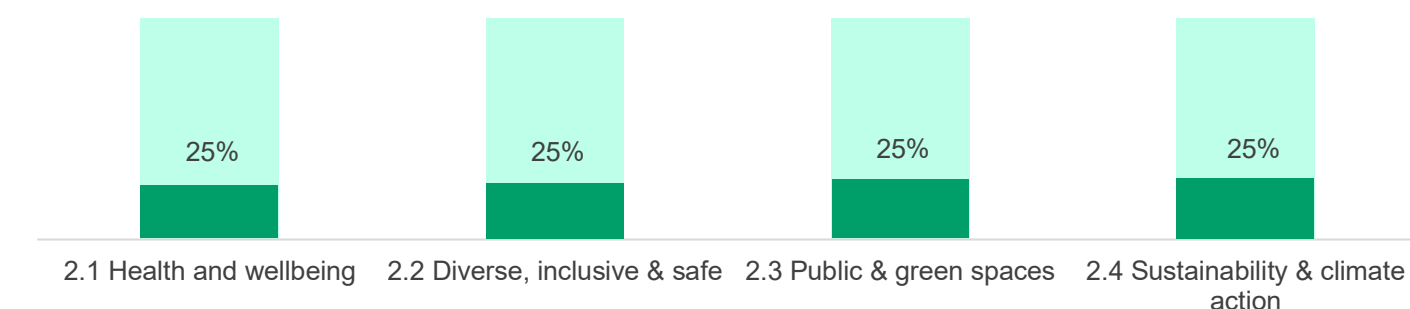
### % Annual completion by Directions Q1 - FY 2023-2024



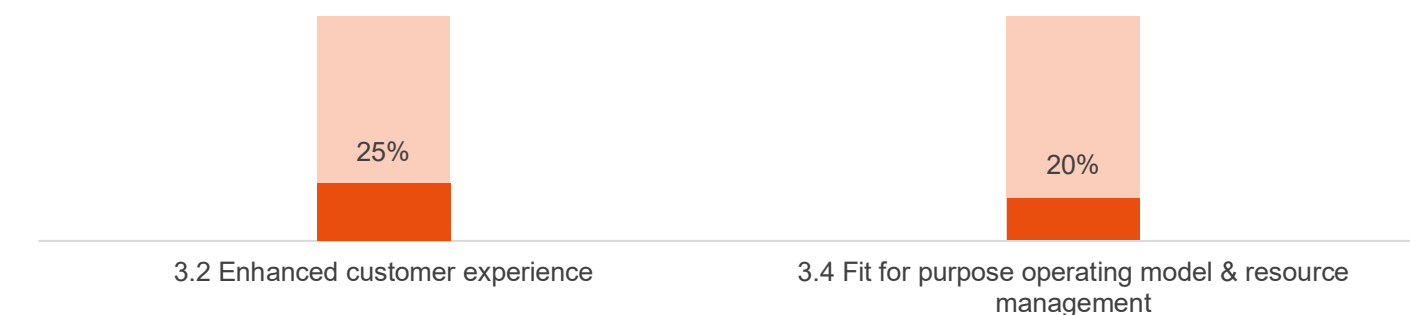
### % Annual Completion Direction 1 - Q1 - FY 2023-2024\*



### % Annual completion Direction 2 – Q1 - FY 2023-2024



### % Annual completion Direction 3 – Q1 - FY 2023-2024\*



\* There are no prescribed Activities for Objectives 1.2, 3.1 and 3.3 in the Annual Plan 2023-24

The background image shows a city street scene. A large, leafy tree is in the foreground on the left. Behind it, a multi-story building with a classical architectural style, featuring columns and a balcony, is visible. The sky is blue with some clouds. The entire image is overlaid with a semi-transparent blue filter.

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# Direction 1: A thriving and unique place



# Direction 1:

## A thriving and unique place

### Highlights

#### Place-led Economic Development Strategy

Great Places, Thriving Communities – Stonnington's new Place-led Economic Development Strategy was endorsed by Council on 11 September 2023.

The Strategy provides a transformative approach to economic development which prioritises people, place, and quality of life to create greater opportunities for economic success.

A key deliverable under the Council Plan, the Strategy comprises two parts:

- 1.Context (demographic and economic), engagement insights, economic opportunities and a place framework; and
- 2.Place Plans for the seven largest commercial precincts across Stonnington

Using insights gained from data and engagement, the Strategy identifies key economic opportunities that can be leveraged to optimise benefits for our business community, and place-based initiatives that aim to energise and revitalise our commercial precincts for the people who use them. The goal of the strategy is to attract visitation, encourage spend and longer dwell times in our precincts to improve community sentiment and economic prosperity.

#### Roola Boola Children's Arts Festival

The interactive arts festival provided a program for infants and children under the age of 12 years during the winter school holidays.

The festival encompassed:

- A curated program at Chapel Off Chapel with ticketed and free interactive performances and workshops
- A satellite program of free and ticketed events produced by participating organisations across the municipality

##### The curated program achieved:

- |                                |                                    |                                    |
|--------------------------------|------------------------------------|------------------------------------|
| ✓ 100% sales for workshops     | ✓ 2,045 tickets sold               | ✓ 93% Importance rating            |
| ✓ 98.2% sales for performances | ✓ 97% Customer satisfaction rating | ✓ 79% were visitors to Stonnington |





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## Direction 1: A thriving and unique place

Quarter 1 - FY 2023-2024

### Objective 1.1 Identity and destination

#### Annual Plan delivery

Activity	Status	Comment
1A. Implement the Place-led Economic Development Strategy: Develop and deliver a new place-led approach to shape Stonnington's neighbourhoods and precincts	✓	Endorsed Strategy and actions/implementation plan. Commenced development of a detailed internal implementation plan
1G. Implement the Chapel Street Transformation program of streetscape uplifts	✓	Delivered six on-street pop-ups to gather community feedback. Hosted focus groups to drill down into sector perspectives. Completed community engagement for visioning stage
1J. Implement the Creative Arts and Culture Strategy	✓	Endorsed Draft Creative Stonington Strategy for public exhibition with public exhibition completed and twelve responses received
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 iii. A diverse programming of events at Chapel off Chapel iv. A visual and public art program	✓	i. Completed five grant recipient projects to date ii. Delivered Roola Boola Children's Arts Festival (refer to page 7 for further details) iii. Hosted over 80 events and performances with over 495 artists and crew involved and 9,100 tickets sold. Genres included, Dance, Tap, Music Theatre, Comedy, Cabaret and Live Music, ranging from emerging performance students to World class performer Dami Im iv. Endorsed Public Art Policy Revision. Installed one of two public artworks into the Yarra Siding Reserve as part of the First Nations Legacy Public Artwork Project through the Metro Tunnel development. Delivered Emily Floyd Public Artwork Major Restoration at Phoenix Library garden
1M. Deliver a suite of events to activate Prahran Square	✓	Welcomed 197,539 visitors, a 45.63% increase from the previous year and a 0.89% increase from the previous quarter. Delivered numerous activations including Weekly Tai Chi, Stories and Songs in the Square, and Cancer Council Bowel Screening Pledge
1N. Deliver the Activation Grants program (previously "See Local")	✓	Approved Activation Grants policy and opened Activation Grants program with pool of \$150,000



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## Direction 1: A thriving and unique place

Quarter 1 - FY 2023-2024

### Strategic indicators

Indicator	Source	Frequency	Reporting period	Last reported	Result	Comment
Community and cultural activities performance	CSS	Annual	2023 result	Q4 FY23	68	This result is favourable compared to 2022 (64), and is slightly more favourable than the metro and State-wide results, 67 and 66 respectively

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

### Service performance indicators

There are currently no prescribed performance measures for the service areas under this strategic objective within the LGPRF.







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## Direction 1: A thriving and unique place

Quarter 1 - FY 2023-2024

### Objective 1.2 Thriving and desirable businesses

#### Annual Plan delivery

There are no prescribed Annual Plan actions for this Objective. A summary of key highlights in Q1 related to this objective are provided below.

During Q1, Council delivered on multiple programs and support initiatives to contribute to a thriving and desirable business environment. Key highlights included:

- Delivery of capacity building programs to support new and established businesses to set up and operate effectively, namely the Go Full Circle program, Small Business Mentoring sessions, and tailored digital marketing workshops.
- Uplift in support for our major precincts through the re-implementation of Special Rate Schemes in five of our largest shopping strips. This will see approximately \$2 million of funding raised through the schemes to directly support marketing, promotion and business development activities by representative Business Associations.
- Delivery of precinct specific activation and competition activities in partnership with two local Business Associations; Malvern On Ice in Glenferrie Road (5,000 attendees) and a Toorak Village Shop local campaign (over 150 entries).
- Launch of Council's new Activation Grant program which supports local businesses, organisations and individuals to deliver innovative and interactive activations and experiences in our Activity Centres and commercial streets.
- Council's Business Concierge service continued to grow its capacity to deliver support services to local businesses. This included further on the ground engagement with businesses located in all precinct areas.







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## Direction 1: A thriving and unique place

Quarter 1 - FY 2023-2024

### Strategic indicators

Indicator	Source	Frequency	Reporting period	Last reported	Result	Comment
Gross regional product of the municipality (\$b)	Profile i.d.	Annual	July 2021 – June 2022	Q3 FY23	10.13	This result is favourable compared to the previous year (\$9.82 billion, 3.2% increase)
Estimated number of GST registered businesses within the municipality	Profile i.d.	Quarter	January 2023 – March 2023	Q4 FY23	17,848	There were 393 new businesses and 311 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.

### Service performance indicators

There are currently no prescribed performance measures for the service areas under this strategic objective within the LGPRF.





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## Direction 1: A thriving and unique place

Quarter 1 - FY 2023-2024

### Objective 1.3 Pride of place and character

#### Annual Plan delivery

Activity	Status	Comment
1B. Undertake the Prahran Market asset renewal: Undertake asset renewal works to the Prahran Market as identified by the asset condition audit	✓	Commenced remediation works for the facade works. Received and signed substation offer and commenced procurement process. Completed design for substation and glass roof and commenced procurement process
1C. Major State Government Projects: Advocate for and facilitate the delivery of improved community outcomes related to major state government projects, including: i. Metro Tunnel ii. Homes Victoria projects	✓	i. Continued to liaise with Rail Projects Victoria and their project delivery contractors to facilitate the finalisation and handover of public realm works from the Metro Tunnel Eastern Portal Precinct to the City of Stonnington. Identified potential risks in the proposed handover arrangements with external legal advice being obtained to ensure any risks to Council are mitigated or addressed ii. Advocated for and provided feedback on draft designs for the redevelopment of the two estates. Approved and provided endorsed advocacy statement to the State Government requesting further consideration of the provision of wrap around services for the redevelopment of former public housing sites
1E. Improve public realm outcomes through masterplan design and delivery, including: i. Toorak Village streetscape upgrade ii. Mount Street Masterplan	✓	i. Progressed construction to approximately 70% complete, with the project to be demobilised in Q2 ii. Significantly progressed construction of two pocket parks which are due to be open in Q2
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	✓	i. Progressed development of the draft Housing Strategy. Minor delays have arisen due to the recently released State Government planning reforms which must be taken into consideration in finalising the draft. Endorsement from Council is proposed in Q3 ii. Progressed development of the draft Neighbourhood Activity Centre Framework with built form testing finalised. Minor delays are anticipated related to gathering of evidence for built form controls, and the identification of sites with potential heritage characteristics possibly warranting heritage protection. Finalisation of the draft is anticipated in Q3 iii. The Toorak, Kooyong and Armadale Heritage Review was heard by an independent planning panel with a panel report received ahead of Council consideration in Q2. Progressed the Prahran and Windsor Heritage Review.
1K. Implement the Prahran Town Hall Conservation Management Plan	✓	Engaged consultants. Undertook negotiations with Heritage Victoria regarding roof works and commenced planning and procurement to enable the roof works to proceed in 2H FY24



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## Direction 1: A thriving and unique place

Quarter 1 - FY 2023-2024

### Strategic indicators

Indicator	Source	Frequency	Reporting period	Last reported	Result	Comment
Appearance of public areas performance	CSS	Annual	2023 result	Q4 FY23	73	This result is unfavourable compared to 2022 (77), but is slightly higher than the metro and State-wide results, 68 and 67 respectively. Metro and State-wide results also decreased from 2022
Time taken to decide planning applications	LGPRF	Quarter	July 2023 – September 2023	Q1 FY24	52	<b>This result has decreased by 14 days compared to Q1 FY23 (66 days), compliant with the State Government 60 Statutory day timeframe for processing applications</b>
Proportion of the municipality that has been reviewed as part of the Stonnington Heritage Review	Internal	Annual	2023 result	Q4 FY23	39%	For this indicator, a heritage review is considered complete once a study has been completed and taken to Council to be endorsed. This result is unchanged for FY23 and is expected to increase in FY24 with Heritage Review Part 3 (Pahran and Windsor) progressed to near completion in FY23
Proportion of adult population who reported feelings of being valued by society	VPHS	Every 3 years	2020 result	Q4 FY22	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 <sup>1</sup> (52.6%)

<sup>1</sup> 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





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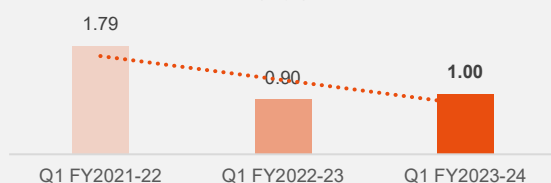
# Direction 1: A thriving and unique place

Quarter 1 - FY 2023-2024

## Service performance indicators (LGPRF)

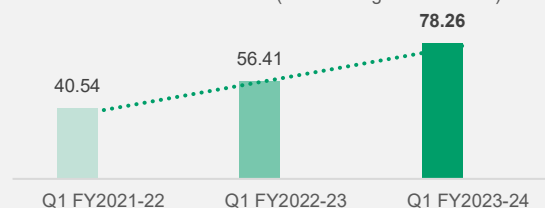
### Animal Management

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



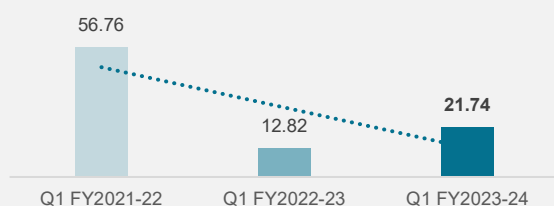
This result is generally consistent with previous corresponding period

AM2. Animals reclaimed (% excluding feral animals)



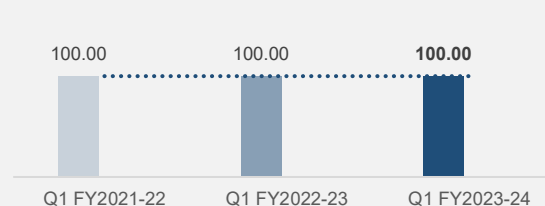
This improved result has increased and can be attributed to enhancements in registration data following completion of an internal audit in FY23

AM5. Animals rehomed (%)



There was a slight increase in the proportion of animals rehomed this quarter

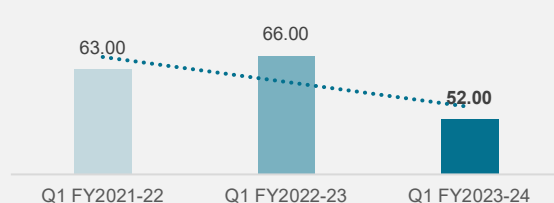
AM7. Animal management prosecutions (% successful)



There was one animal management prosecution this quarter and this was successful

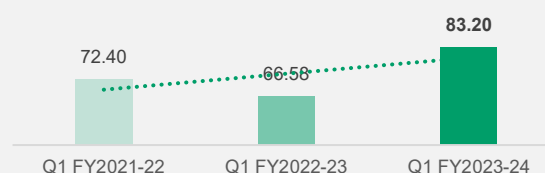
### Statutory Planning

SP1. Time taken to decide planning applications



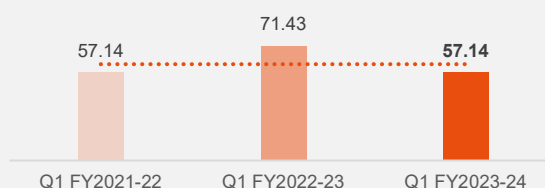
This result has decreased by 14 days compared to Q1 FY23 (66 days), compliant with the State Government 60 Statutory day timeframe for processing applications

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



This result has significantly increased with a higher number of applications decided within timeframes in Q1 FY24 (317) compared to Q1 FY23 (249)

SP4. Council planning decisions upheld at VCAT (%)



This result will be variable as Council continues to make decisions in the best interest of the community



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## Direction 1: A thriving and unique place

Quarter 1 - FY 2023-2024

### Objective 1.4 Active transport and connected city

#### Annual Plan delivery

Activity	Status	Comment
1D. Implement the Cycling Action Plan: Plan for improved off-road trails and on-road cycling paths, and supporting infrastructure, to make it easier and safer for people to cycle within and through the city	✓	Recorded 9,314 e-bike trips, launched automated end of trip parking review and introduced a trial of mandatory parking zones. Continued detailed design works for several on and off-road cycling projects including expansion of the shimmy bike network and widening of Main Yarra Trail shared path
1H. Deliver a Council wide network of electric vehicle chargers in line with the Integrated Transport Plan and Climate Emergency Action Plan	✓	Endorsed the Electric Vehicle Charging Plan with an investigation of a tender/EOI for public fast chargers and consultation on priority areas for a kerbside charging trial underway. Installed 12 new car share bays with a new car share round underway. Endorsed the Public Transport Advocacy Plan
1I. Implement the Walking Action Plan to encourage walking within Stonnington, including installation of signage, line marking and other minor works	✓	Progressed works following the completion of a detailed walkability audit of the Glenferrie/High Street Activity Centre in FY23, and commenced a new walkability audit covering Hawksburn, East Prahran and Malvern Village. Completed audit and gap analysis of all wayfinding signage across Central and East Stonnington. Endorsed and commenced implementation of the Active Travel Behaviour Change Plan

#### Strategic indicators

Indicator	Source	Frequency	Reporting period	Last reported	Result	Comment
Proportion of trips made from the municipality via active transport	Victorian Integrated Survey of Travel & Activity (VISTA)	Variable	2020 result	Q3 FY23	30.3% Walking 26.98% Bicycle 3.32%	This result is slightly more favourable compared to 2018 (29.69%). Data collected in 2022 is anticipated to be available in late 2024
Proportion of residents who are satisfied with travel options around the municipality	CSS	Annual	2023 result	Q4 FY23	This is a new indicator in 2023 82% of residents reported they were "Very Satisfied" or "Satisfied" with travel options around Stonnington	

#### Service performance indicators

There are currently no prescribed performance measures for the service areas under this strategic objective within the LGPRF.



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## Direction 2: An inclusive and healthy community



## Direction 2: An inclusive and healthy community Highlights

### Multi-unit dwelling waste improvements

The City of Stonnington is leading a co-council program to improve waste practices in multi-unit dwellings (MUDs) across ten metropolitan and regional councils in Victoria.

The Best Waste Practices in Multi-Unit Dwellings program, funded by Sustainability Victoria's Circular Economy Councils Fund, supports participating MUD waste champions and owner committees to divert waste from landfill through increased recycling rates and reduced contamination.

Waste and behaviour change consultants, Reground, were engaged to identify tailored best-practice waste management changes for each participating MUD. These changes included; installation of cardboard, clothing recycling bins and food and green waste bins and waste educational signage.

With seventy per cent of homes in Stonnington being medium and high density and most Stonnington residents living in apartment buildings, this program can support a high proportion of our community to divert waste from landfill.

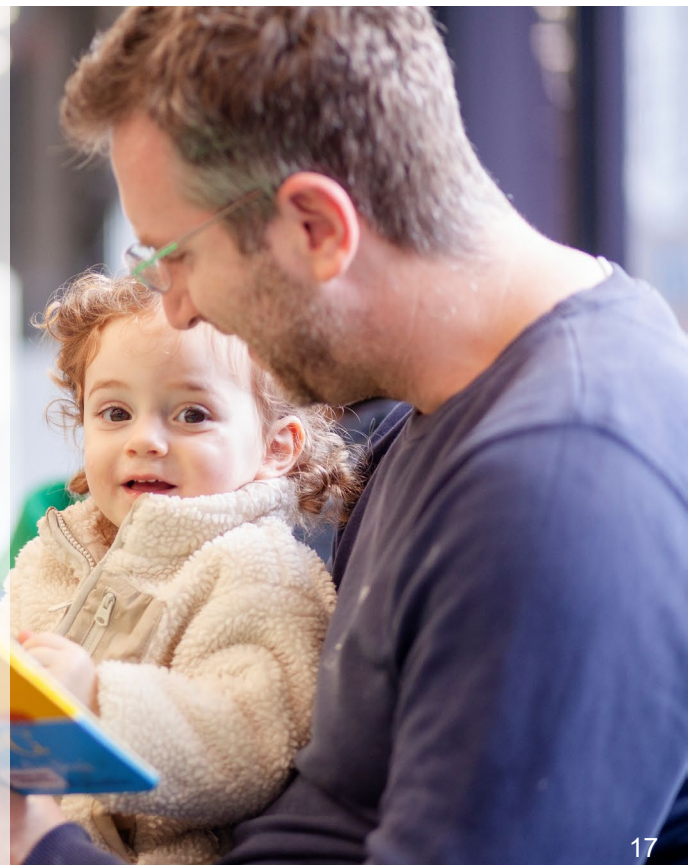
The Best Waste Practices in Multi-Unit Dwellings program supports the actions in Council's [Our Future Waste Strategy](#), a document that will guide how we manage waste now and into the future.

### Toorak/South Yarra Library anniversary

Over one big weekend in August, more than 500 community members visited the Toorak/South Yarra Library to celebrate its 50-year anniversary.

Children and adults took part in a variety of free, fun activities for the community. This included Storytime with the Mayor, a community storytelling and portraiture project, a DIY badgemaking craft station, window art installation, a big toys playroom, live theatre and live music.

Toorak/South Yarra Library continues to be a vital hub for community life in Stonnington.





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## Direction 2: An inclusive and healthy community

Quarter 1 - FY 2023-2024

### Objective 2.1 Health and wellbeing

#### Annual Plan delivery

Activity	Status	Comment
2I. Implement the Health and Wellbeing Plan Year 2 actions and delivery of events, activities and programs that support the health and wellbeing of the Stonnington community	✓	Completed recruitment of a Community and Health Planner. Conducted numerous introductory meetings with internal and external stakeholders to align priorities and projects to address health priorities. Developed and submitted a funding application for a Free From Violence Local Government Program 2023-26. Drafted the annual Health and Wellbeing Snapshot for FY23 ahead of presentation to Council in Q2
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	✓	Administered the Stonnington Social and Community Health survey, receiving 378 responses from community members who live, work, or visit the City of Stonnington. Delivered two female soccer programs - a girls only introductory MiniRoos program and a Soccer Mums program in collaboration with Football Australia and Football Victoria. Completed the Basil oval cricket net upgrade project.
2R. Implement the 10-year Library Strategy	→	Action deferred pending review of existing Community and Wellbeing strategies to determine strategic alignment



## Direction 2: An inclusive and healthy community

Quarter 1 - FY 2023-2024



City of  
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### Strategic indicators

Indicator	Source	Frequency	Reporting period	Last reported	Result	Comment
Proportion of adult population who are sufficiently active <sup>2</sup>	VPHS	Every 3 years	2017 result	Q4 FY22	54.1%	This result is favourable compared to Victoria (50.9%) and South Division <sup>3</sup> (52.4%)
Proportion of adult population with a low level of psychological distress	VPHS	Every 3 years	2020 result	Q4 FY22	53.9%	This result is significantly more favourable compared to Victoria (44.9%) and favourable compared to South Division <sup>3</sup> (47.2%)
Proportion of adult population with a self-reported health status of excellent/very good	VPHS	Every 3 years	2020 result	Q4 FY22	50.8%	This result is significantly more favourable compared to Victoria (40.5%) and favourable compared to South Division <sup>3</sup> (41.7%) This result is slightly unfavourable compared to the 2017 result (52.2%)

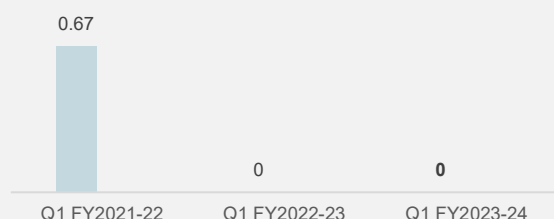
<sup>2</sup> A modified question was included in the 2020 survey to assess whether physical activity levels had changed as a result of the COVID-19 pandemic. This data will be reported when released.  
<sup>3</sup> South Division includes the municipalities of Bass Coast, Baw Baw, Bayside, Cardinia, Casey, East Gippsland, Frankston, Glen Eira, Greater Dandenong, Kingston, Latrobe, Mornington Peninsula, Port Phillip, South Gippsland, Stonnington and Wellington

Further strategic indicators for the *Health and wellbeing* strategic objective are anticipated to be introduced as the implementation of the Health and Wellbeing Plan is progressed

### Service performance indicators (LGPRF)

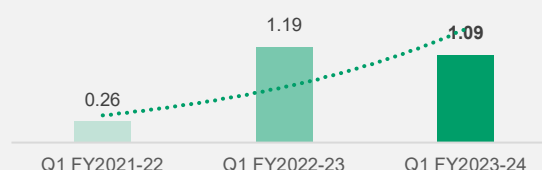
#### Aquatic Facilities

AF2. Health inspections of aquatic facilities (#)



No inspections were required to be undertaken this quarter. The most recent inspections of all pools were undertaken in April 2023 with the next inspections occurring in December 2023

AF6. Utilisation of aquatic facilities (#)



There was a slight reduction in utilisation this quarter compared to Q1 FY23. This can be attributed to the closure of Prahran Aquatic Centre for refurbishment works



# Direction 2: An inclusive and healthy community

Quarter 1 - FY 2023-2024

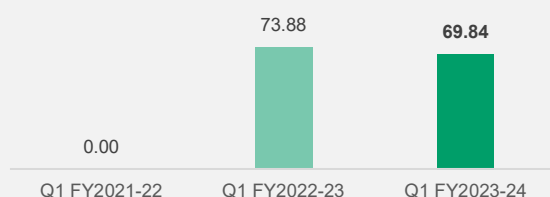


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## Service performance indicators (LGPRF)

### Libraries

LB2. Recently purchased library collection (%)



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

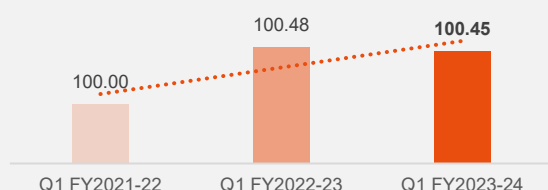
As a result of the *Local Government (Planning and Reporting) Amendment Regulations 2022*, there are a number of changes to the LGPRF effective from Q1 FY24. Changes related to Libraries indicators are summarised below:

- Retirement of indicator *LB1. Physically library collection usage*, which is replaced with *LB6. Loans per head of population*
- Retirement of indicator *LB4. Active library borrowers in municipality*, which is replaced with *LB7. Library membership* and will be an audited measure
- Introduction of new indicator *LB8. Library visits per head of population*

Indicator	Unit	Q1 FY 2023-24	Comment
LB6. Library loans per population	%	1.75	This indicator takes into account the number of loans (186,553) including physical item loans (143,342) and electronic loans such as eBooks and eAud items (43,211)
LB7. Library membership	%		As this indicator takes into account the number of currently registered members with a recorded transaction in the past three years, this indicator will be reported on in the Annual Report
LB8. Library visits per population	%	0.91	While this is a new indicator in FY24, the number of library visits this quarter is consistent with previously collected data

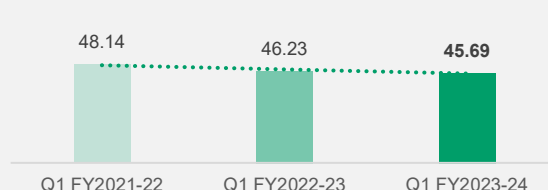
### Maternal and Child Health

MC2. Infant enrolments in MCH service (%)



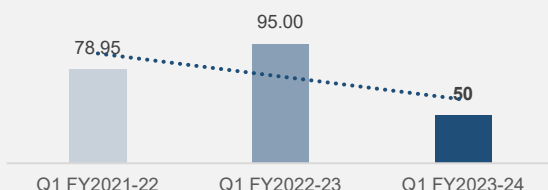
This result is consistent with previous corresponding periods and reflects strong participation

MC4. Participation in the MCH service (%)



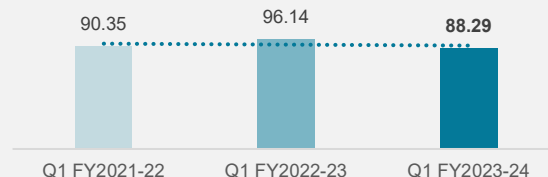
Participation rate is consistent with previous corresponding periods

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



This result has been impacted due to some absences this period. Given there is a small number of Aboriginal children enrolled in the MCH service, any absence significantly impacts the result

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



This result is reduced compared to previous corresponding periods and can be attributed to various factors including many clients moving out of Stonnington

Note: Quarterly figures for MCH indicators are estimates with annual figures more accurately reflecting performance

## Direction 2: An inclusive and healthy community

Quarter 1 - FY 2023-2024



City of  
**STONNINGTON**

### Objective 2.2 Diverse, inclusive and safe

#### Annual Plan delivery

Activity	Status	Comment
2J. Implement the Inclusion Plan to improve access and inclusion for people living with disabilities, their families and carers	✓	Endorsed the Disability Inclusion Action Plan 2023-26 and produced the document in Word, designed version and Easy English. Revised the Stonnington Disability Access Committee Terms of Reference and recruited and received Council approval for the appointment of new members. Successfully applied for State Government funding to install a Changing Places facility at Sir Zelman Cowen Reserve, alongside an accessible playground, in 2024
2K. Implement the Cultural Diversity Action Plan to support people from culturally and linguistically diverse backgrounds	✓	Facilitated international student placements across a number of departments through partnership with Deakin and Swinburne universities. Provided a submission to the Office of Home Affairs in relation to legislation to ban the Nazi Salute. Provided a submission regarding the Multicultural Framework Review. Added Google Translate to the Stonnington website to support access to Council information by cultural communities
2L. Implement the Reconciliation Action Plan Year 2 actions to advance reconciliation across Council and within the broader community	✓	Conducted NAIDOC Week Flag Raising Ceremony at Malvern Town Hall. Completed and submitted the Annual Reconciliation Australia RAP Report. Consulted with Traditional Custodians regarding a variety of issues including Reconciliation Protocols, park and acknowledgement signage, art works, development of Council strategies, and renaming of rooms at children's services
2P. Implement the Safer Stonnington community safety strategy	✓	Developed and approved Draft Strategy ahead of consultation in Q2. Conducted bi-monthly Community Safety meetings and developed 9pm campaign materials ahead of launch during Community Safety Month in October. Developed and trialled quick response committee Terms of Reference in response to community safety concerns affecting traders and residents in Chapel Street, Windsor
2Q. Implement the Stonnington Zero Partnership with Launch Housing to end rough sleeping homelessness in Stonnington	✓	Conducted fortnightly Service Coordination meetings, monthly Hot Spots meetings and quarterly Executive meetings. Outreach conducted by Launch Housing Rough Sleeper Initiative and Community Connection Program at minimum weekly with By Name List (BNL) updated fortnightly
2S. Implement the LGBTIQ+ Strategy	✓	Reviewed and updated LGBTIQ+ Advisory Committee Terms of Reference. Completed Advisory Committee recruitment and prepared report for Council endorsement of membership in Q2. Staff Lunch and Learn delivered by Emily Unity in recognition of Wear it Purple Day in August 2023



City of  
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## Direction 2: An inclusive and healthy community

Quarter 1 - FY 2023-2024

### Strategic indicators

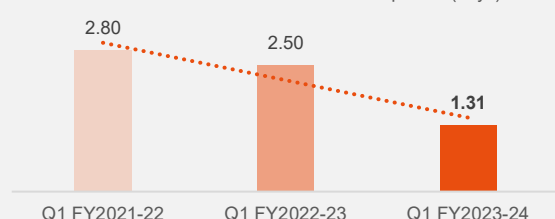
Indicator	Source	Frequency	Reporting period	Last reported	Result	Comment
Proportion of adult population who reported multiculturalism making life in their area better	VPHS	Every 3 years	2020 result	Q4 FY22	81.4% of adult population responded with "Yes, definitely"	This result is significantly more favourable compared to Victoria (63.5%) and favourable compared to South Division <sup>3</sup> (63.8%)
Proportion of residents who feel a sense of safety and security in Stonnington	CSS	Annual	2023 result	Q4 FY23	This is a new indicator in 2023 81% of participants reported feeling "Very Safe and Secure" or "Safe and Secure". Women and South Ward residents reported the highest level of "Unsafe and Insecure" and "Very Unsafe and Insecure" responses	

<sup>3</sup> 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

### Service performance indicators (LGPRF)

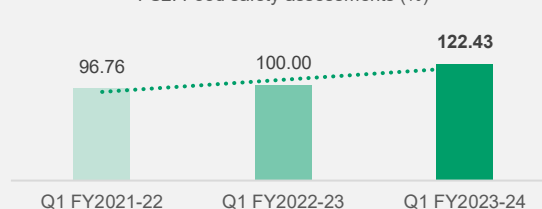
#### Food Safety

FS1. Time taken to action food complaints (days)



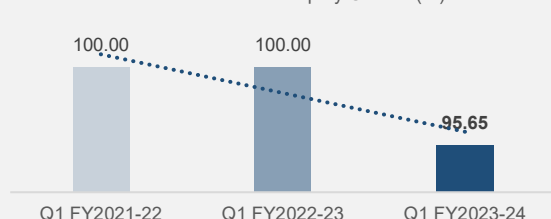
There has been an improvement in the time taken to action food complaints compared to previous corresponding periods due to a more accurate reporting process and full complement of staff

FS2. Food safety assessments (%)



This result is slightly over target due to planned staff absence during the next quarter incorporating the holiday period

FS4. Critical and major non-compliance outcome notifications followed up by Council (%)



This result is reduced compared to previous corresponding periods as three business were provided with extra time for compliance. The expected follow up rate will be 100%

As a result of the *Local Government (Planning and Reporting) Amendment Regulations 2022*, there are a number of changes to the LGPRF effective from Q1 FY24. Changes related to Food Safety indicators are summarised below:

- Introduction of new indicator *FS5. Food safety samples*

Indicator	Unit	Q1 FY 2023-24	Comment
FS5. Food safety samples	%	148.72	Council is required to obtain and submit 234 food samples for analysis this calendar year. In Q1, 15 Class 1 food samples, 67 Class 2 food samples and 5 Class 3 food samples were collected, exceeding our quarterly target



# Direction 2: An inclusive and healthy community

Quarter 1 - FY 2023-2024



City of  
**STONNINGTON**

## Objective 2.3 Public and green spaces

### Annual Plan delivery

Activity	Status	Comment
2B. Implement Percy Treyvaud Masterplan: Develop a multi-sport and recreation precinct at Percy Treyvaud Memorial Park through phased capital works	✓	Completed all roof and structural works. Progressed internal and external fit out and finishes with minor tasks to be finalised ahead of the complex opening
2C. Undertake open space acquisitions and improvements: Continue to strategically purchase land as it becomes available across the municipality to create increased open space	∞	Conducted review of decision-making criteria and process. Continued to review potential acquisition sites and conducted regular monthly internal working group meetings. Contributed to the review of the Acquisition Policy and Reserves Policy which support SCOS
2E. Deliver major community and recreation facility upgrades, including: i. Toorak Park Masterplan Implementation - Stages 2 & 3 (Charles Lux Pavilion) ii. Princes Gardens Masterplan - final stage including new skate park iii. Prahran Aquatic Centre Redevelopment	✓	i. Progressed oval and lighting contract with minor works and defects to be finalised ahead of the practical completion to be issued. Awarded and commenced contract for pavilion design and construct ii. Progressed Prahran Skate Park works with the commencement of the design and construct contract and completion of demolition iii. Progressed construction works for the refurbishment with the centre due to reopen in Q2
2F. Review the Public Realm Strategy through the development and implementation of the Open Space Strategy	✓	Engaged consultant to assist with Stage 1 of the Public Realm Strategy review. Undertook the first of two scoping workshops. Engaged with State Government on Melbourne Open Space Strategy and Guide for Open Space Strategies (under development)
2H. Delivery of Regional Accessible Playgrounds at: i. Sir Zelman Cowen Reserve, Kooyong ii. Central Park, Malvern East	✓	i. Progressed construction of Sir Zelman Cowen Playground with anticipated completion in mid 2024 ii. Progressed construction of Central Park Playground. Completed the northern play space, with the southern play space scheduled to be completed in Q2
2O. Deliver ongoing maintenance, renewal, safety and compliance programs to improve park infrastructure and facilities	✓	Inspections commenced by independent playground auditor with a report scheduled to be provided in Q2, and repairs and modifications completed in Q3 and Q4. Released RFQ for renewal of Sydare Reserve playground and Penpraze Park playground with new playground to be installed in Q4
2T. Develop the Community Infrastructure Plan	✓	Completed the comprehensive gaps analysis to identify current supply of community infrastructure and future gaps. Consulted with facility and service area managers. Developed a working draft of the Plan and presented to the Community Infrastructure PCG for input and feedback

## Direction 2: An inclusive and healthy community

Quarter 1 - FY 2023-2024



City of  
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### Strategic indicators

Indicator	Source	Frequency	Reporting period	Last reported	Result	Comment
Square metres of open space per person	Internal/ Profile i.d.	Annual	2023 result	Q4 FY23	19.4 sqm/ person	This calculation is based on the Estimated Residential Population at 30 June 2022 and considers all types of open space including areas which have limited access e.g. Malvern Valley Golf Course. This result has increased from April 2022 (18.0 sqm/ person) and can be attributed to a decrease in population
Recreational facilities performance	CSS	Annual	2023 result	Q4 FY23	72	This result is slightly favourable compared to 2022 (71), consistent with the metro result, and favourable compared to the State-wide result (68). There was also a one point decrease in metro and State-wide results this year

### Service performance indicators

There are currently no prescribed performance measures for the service areas under this strategic objective within the LGPRF.



## Direction 2: An inclusive and healthy community

Quarter 1 - FY 2023-2024



City of  
**STONNINGTON**

### Objective 2.4 Sustainability and climate action

#### Annual Plan delivery

Activity	Status	Comment
<p>2A. Implement Council's Climate Emergency Action Plan, including delivery of:</p> <ul style="list-style-type: none"> <li>i. The Emissions Reduction Program towards zero corporate emissions by 2030, including de-gasification of Council facilities and transition to electric fleet</li> <li>ii. The Community Climate Support Program to support the Stonnington community to reduce emissions and plan and adapt to a changing climate</li> <li>iii. Strategic assessments and scoping of building upgrades to retrofit climate impact and adaption methodologies</li> <li>iv. The Climate Adaptation Program</li> <li>v. Projects to protect and enhance biodiversity including the Regenerating Kooyongkoot Masterplan</li> </ul>	✓	Several actions have been implemented during this quarter across the five priorities listed in this action. Detailed information can be found on page 26
2D. Undertake waste bin lid changeover: Undertake the progressive changeover of household and business waste bin lids to conform with Australia standard bin lid guidelines	✓	Progressed activity ahead of schedule at 50% complete. Appointed contractor met contractual obligations by visiting each property at least twice, delivering information flyers and delivering new bins to properties where lids could not be replaced. Council continues to replace any remaining lids with the majority of lids now having been updated
2G. Expansion of food and organic (FOGO) recycling to deliver universal access to this service and reduce kerbside waste to landfill in alignment with the Towards a Circular Economy, Our Future Waste Strategy	✓	Commenced the public food waste trial in four locations - Armadale Baptist Church, Ellis Street carpark, Claremont Street, and Grattan Street. Awarded State Government grant to promote and educate residents in multi-unit dwellings of Council's food and green waste service and the public food waste trial. Conducted Stonnington's first Detox Your Home Collection event, diverting three tonnes of chemicals from landfill and our waterways
2N. Implement the Urban Forest Strategy to maintain and grow the City's tree stock and enhance biodiversity	✓	Progressed the 2023 tree planting program and juvenile tree maintenance program. Where practical, tree selection complements the biodiversity corridors of the Yarra River and its tributaries



# Direction 2: An inclusive and healthy community

Quarter 1 - FY 2023-2024



City of  
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## Climate Emergency Action Plan (CEAP) update

**Our actions to implement Council's CEAP this quarter included the delivery of:**

### **1. The Emissions Reduction Program towards zero corporate emissions by 2030, including de-gasification of Council facilities and transition to electric fleet:**

- Finalised installation of EV chargers at 311 Glenferrie Rd office to support Council's EV fleet.
- Undertook procurement for replacement Environmental data platform provider for improved emissions reporting.
- Engaged a supplier to electrify heating at Malvern Community Arts Centre.

### **2. The Community Climate Support Program to support the Stonnington community to reduce emissions and plan and adapt to a changing climate:**

- Released Home Energy Efficiency Kits into Stonnington libraries with demand remaining and over 50 current reservations listed.
- Partnered with City of Boroondara and Glen Eira to deliver a series of energy efficiency webinars in the later parts of the year.
- Procured a supplier to undertake home energy assessments in the later parts of the year.

### **3. Strategic assessments and scoping of building upgrades to retrofit climate impact and adaption methodologies:**

- Supported Assets team to shortlist Council buildings for resilience and adaptation upgrades.

### **4. The Climate Adaptation Program:**

- Finalised CSIRO Technical Evaluation Agreement to test/extend useability of Chapel Precinct CVA.
- Provided a submission into Disaster Resilience Grant for fund to support conducting municipal-wide climate vulnerability assessment with CSIRO.
- Finalised design and construction details for Irving Street, Malvern passive irrigation trial, completed arborist report for passive irrigation trial methods at Lansell Road, Toorak and Parslow Street, Malvern and incorporated last minute passive irrigation at Charles Street Prahran Road reconstruction.

### **5. Projects to protect and enhance biodiversity including the Regenerating Kooyongkoot Masterplan:**

- Delivered school planting sessions in July alongside the Parks team.
- Developed the design and accompanying brief for the community nature strip guidelines.
- Delivered three My Smart Garden workshops including our most successful webinar with over 160 registrations.

## Direction 2: An inclusive and healthy community

Quarter 1 - FY 2023-2024



City of  
**STONNINGTON**

### Strategic indicators

Indicator	Source	Frequency	Reporting period	Last reported	Result	Comment
<b>Council emissions – gas, electricity and fleet</b>	Internal	Quarter	July 2022 – June 2023	Q1 FY24	3,093 tCO <sub>2</sub> e	<b>This result is an 82% reduction from Council's baseline 2005–06. This is the second consecutive quarter where Council has achieved its 2025 CEAP emissions reduction target. Fuel consumption is unchanged year-over-year. Council has also avoided 7,429 tCO<sub>2</sub> emissions in the last 12 months by purchasing renewable electricity through VECO</b>
Council solar and battery uptake	Internal	Quarter	N/A (cumulative figure)	Q1 FY23	980kW solar 2 batteries	No change from last reporting period. Percy Treyvaud system (99kW) will come online in October 2023
<b>Community solar</b>	Internal (PV map)	Quarter	As at June 2023	Q1 FY24	<b>11.9% (3,628 total systems)</b>	<b>There has been a further small increase since last quarter, with an additional 106 systems installed</b>
<b>Kerbside collection waste diverted from landfill</b>	LGPRF	Quarter	July 2023 – September 2023	Q1 FY24	37.3%	<b>There was a slight increase in diversion this quarter compared to Q1 FY23 (36.49%) which can be attributed to a reduction in overall waste disposal</b>



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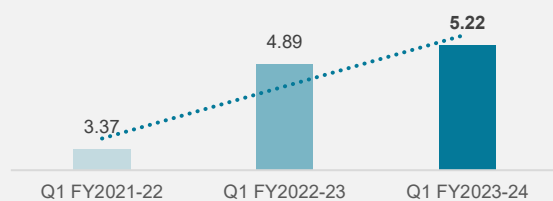
## Direction 2: An inclusive and healthy community

Quarter 1 - FY 2023-2024

### Service performance indicators (LGPRF)

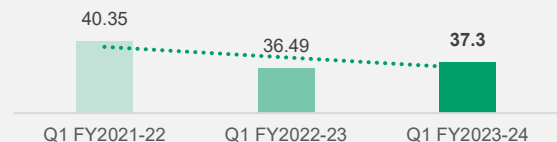
#### Waste Management

WC2. Kerbside collection bins missed (#)



The increase in the number of bins missed this quarter is largely due to the Food Organics Garden Organics (FOGO) bin rollout program, with many old bins not collected and recorded as "missed"

WC5. Kerbside collection waste diverted from landfill (%)



There was a slight increase in diversion this quarter compared to the previous corresponding period which can be attributed to a reduction in overall waste disposal

As a result of the *Local Government (Planning and Reporting) Amendment Regulations 2022*, there are a number of changes to the LGPRF effective from Q1 FY24. Changes related to Waste management indicators are summarised below:

- The *Waste collection* indicator set has been renamed to *Waste management*
- Retirement of indicator *WC1. Kerbside bin collection requests*





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## **Direction 3: A people-centred and future ready city**



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

### Customer and Digital Transformation Update

Following the appointment of Technology One as our core business system program during FY23, our focus this quarter was the mobilisation of the Finance, and Property and Rating implementation project teams.

The project teams are comprised of cross functional staff members seconded from various business units. The business-focused teams have been designed to ensure that as we modernise our systems, they are informed by the deep specialist knowledge of our staff, and through this knowledge, customer and business benefits and efficiencies are achieved.

This quarter saw one of the foundation digital transformation projects completed with the Project and Program tool being further rolled out across a number of work areas who deliver capital projects. This project delivery tool has provided greater monitoring and controls over capital delivery and is providing greater transparency of our work.

During Q1 we have also progressed the development of Stonnington's new IT network infrastructure, required to replace our current system. With design and procurement complete, the digital transformation team has been building the network with our vendor partners in preparation for a staged rollout over the next six months to all Stonnington main and satellite sites. This rollout will support staff in delivering services and quality customer experience at our public facing sites (Chapel Off Chapel, libraries and aquatic centres), and will be uplifted through better digital connectivity.

While these two key programs are implemented, a series of smaller improvement initiatives are also progressing to uplift Stonnington's digital and customer experience while ensuring we build better protections against growing cyber threats.



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

### Capital Works Update

- The **Enterprise Project Management Office (EPMO)** in partnership with Customer and Transformation, has successfully implemented the Portfolio and Project Management Tool, OnePlan. This is being used across the entire organisation for tracking and managing capital projects
- The **Stonnington Sports Stadium** (also known as Percy Treyvaud Masterplan Implementation) is nearing completion with the official opening launch planned for 29 October 2023.
- The **Toorak Park Redevelopment** is split into two key packages:
  - The Oval and Lighting works are nearing completion, with defects being finalised prior to practical completion being issued by early-November.
  - The Pavilion works are under a design & construct contract. The design development is well underway, with the site commencement anticipated to be by early-November.
- The **Princes Gardens Masterplan Implementation** is progressing with the construction of the Prahran Skate Park Redevelopment Works. The project is progressing through construction and is anticipated to be complete by Q3 FY24
- The **Prahran Aquatic Centre Refurbishment** is finalising works with reopening scheduled for 1 November 2023. The project will present an upgraded facility; with new tiling carried out on the pool itself, upgraded changerooms, and maintenance throughout common areas such as the foyer and bleachers.





## Direction 3:

### A people-centred and future ready city

#### Quarter 1 - FY 2023-2024

### Objective 3.1: Community focus, connection and engagement

#### Annual Plan delivery

There are no prescribed Annual Plan actions for this Objective. A summary of engagement highlights for Q1 is provided below.

#### Community engagement



**19,592** Connect page visits  
(8,476 in September – highest ever)



**18** engagement projects



**283** people engaged in person across **18** activities

These figures were driven by the Chapel Street Transformation consultation where we had:



**1,215** contributions to the prioritisation tool



**575** surveys completed



**140** contributions to the forum



**179** people attended **6** pop-ups

#### Strategic indicators

Indicator	Source	Frequency	Reporting period	Last reported	Result	Comment
Overall Council performance	CSS	Annual	2023 result	Q4 FY23	60	This result is unfavourable compared to 2022 (64), however, is more favourable than the State-wide result. Metro and State-wide results also decreased this year
Community satisfaction with consultation and engagement	CSS	Annual	2023 result	Q4 FY23	53	This result is unfavourable compared to 2022 (56), however, is slightly more favourable than the State-wide average (52)
Lobbying on behalf of the community performance	CSS	Annual	2023 result	Q4 FY23	49	This result is unfavourable compared to 2022 (52), the metro result (53), and the State-wide result (51)

#### Service performance indicators

There are currently no prescribed performance measures for the service areas under this strategic objective within the LGPRF.

## Direction 3:

### A people-centred and future ready city Quarter 1 - FY 2023-2024



City of  
**STONNINGTON**

#### Objective 3.2 Enhanced customer experience

##### Annual Plan delivery

Activity	Status	Comment
3A. Implement the Digital Transformation Program: Deliver actions identified in Council's Information and Communications Technology (ICT) Strategy to support current and future organisational business needs and customer experience, including the Smart Cities Strategy, the Data Strategy to unlock Council's data and information to better meet expectations of modern customer interactions and operations	✓	Progressed onboarding and finalisation of key vendor partners within the Core Business Systems program (Tech One), with procurement being finalised for the integration vendor partner. Completed procurement for a new telephony system with implementation planning continuing. Progressed network replacement detailed planning with rollout to commence in Q2. Delivered data platform key deliverable to support Economic Development team to publish place centric data through Power BI.



## Direction 3:

### A people-centred and future ready city

Quarter 1 - FY 2023-2024



City of  
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#### Strategic indicators

Indicator	Source	Frequency	Reporting period	Last reported	Result	Comment
Customer service rating	CSS	Annual	2023 result	Q4 FY23	72	This result is unfavourable compared to 2022 (74), however, is higher than both the metro and State-wide results, 71 and 67 respectively. There was a 7% increase in the number of participants reporting having had contact with the customer service team in 2023 (2022 – 63%; 2023 – 70%)
Proportion of requests actioned within target days (%)	Internal	Quarter	July 2023 – September 2023	Q1 FY24	94	<b>There were 27,127 requests raised and 25,701 requests completed. 94% of requests were completed within service level agreements, a 6% improvement from the FY23 result (88%). Top request types logged included:</b> <ul style="list-style-type: none"><li>• Waste – 6,482</li><li>• Street cleaning – 2,056</li><li>• Roads, Footpath &amp; Carpark maintenance – 1,025</li><li>• Parking – 1,992</li></ul>

#### Service performance indicators

There are currently no prescribed performance measures for the service areas under this strategic objective within the LGPRF.



## Direction 3:

### A people-centred and future ready city Quarter 1 - FY 2023-2024



City of  
**STONNINGTON**

#### Objective 3.3 Engaged and capable people

##### Annual Plan delivery

There are no prescribed Annual Plan actions for this Objective. A summary of the Be-Cos Survey is provided below.

##### Be-Cos Survey

Following the launch of the Be-Cos Survey in Q3 FY23, the second Be-CoS Survey of the year was introduced in Q1 FY24. This survey included the addition of 60 Diversity and Inclusion questions which were developed by the Commission for Gender Equality in the Victorian Public Sector. Hearing the opinions of our people helps City of Stonnington identify areas for improvement and build on pre-existing strengths within our organisation.

##### Strategic indicators

Indicator	Source	Frequency	Reporting period	Last reported	Result	Comment
Number of OHS incidents	Internal	Annual	July 2022 – June 2023	Q4 FY23	93	Council has seen a 4.4% increase in staff incidents compared to FY22. This increase has resulted in the development of Council's Top 5 key areas for focus
Staff turnover	LGPRF	Annual	July 2022 – June 2023	Q4 FY23	16.72%	FY23 workforce voluntary turnover has shown a slight decrease from FY22. Turnover rate remains higher than pre-pandemic levels reflecting the post-pandemic changes in the Australian job market and changes to candidate career preferences and availability

##### Service performance indicators

There are currently no prescribed performance measures for the service areas under this strategic objective within the LGPRF.

## Direction 3:

### A people-centred and future ready city

Quarter 1 - FY 2023-2024



City of  
**STONNINGTON**

## Objective 3.4 Fit for purpose operating model and resource management

### Annual Plan delivery

Activity	Status	Comment
3B. Implement the Technology Enablement Program: Deliver technology improvements to better support Council business, including security updates, renewal of core infrastructure tools and software updates	✓	Maintained a focus on renewal and improvements to platforms and services across the technology environment in Council. Commenced work to implement a new management system for use in Aquatics and Sport Centres. Progressed work to support the introduction of a new library in Prahran Town Hall. Continued to make improvements to our cyber protections
3C. Deliver ongoing maintenance and renewal of city assets, including: i. Local Road - Road Asphalt Resurfacing Program ii. Footpaths - Renewal Program iii. Footpaths – Refurbishment Program iv. Drainage Improvement Works	✓	i. Commenced asphalt resurfacing program with 30% expenditure to date ii. Footpath renewal program is anticipated to commence in Q2 iii. Commenced the footpath refurbishment program with major footpath works being completed in Charles Street, Prahran and Stewart Street, Windsor iv. Commenced drainage program to approximately 20% complete
3D. Develop and implement a Service Planning and Review program to enable Council to review and optimise service delivery, efficiency and improve customer experience	✓	Completed review of the service planning program of five pilot areas selected for the first phase of the review. Service profiling of all services across the business will be phased in using the CT Management modelling tool. CT Management will be engaged to complete a service review for Aquatics
3E. Deliver the strategic asset management program development roadmap	O	Delayed at 5% complete due to internal resource constraints

## Direction 3:

### A people-centred and future ready city Quarter 1 - FY 2023-2024



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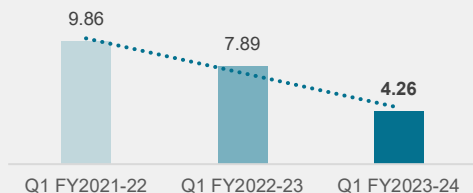
#### Strategic indicators

Indicator	Source	Frequency	Reporting period	Last reported	Result	Comment
Percentage of capital budget complete	Internal	Annual	July 2022 – June 2023	Q4 FY23	75.30%	This result is favourable compared to FY22 which was impacted by labour shortage and supply chain disruption from the COVID-19 pandemic. Previous results: FY20: 55.75% FY21: 69.11% FY22 55.98%

#### Service performance indicators (LGPRF)

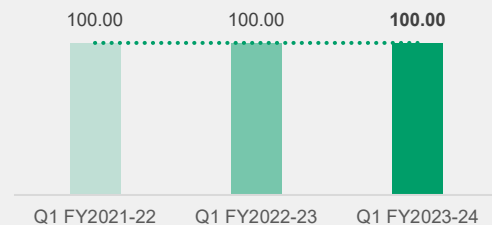
##### Governance

G1. Council decisions made at meetings closed to the public (%)



Council strives to make decisions in open Council wherever possible as part of its commitment to public transparency. There has been a slight improvement in this result compared to previous corresponding periods

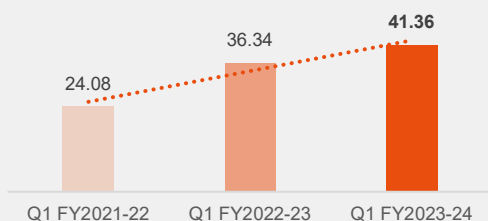
G3. Councillor attendance at council meetings (%)



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 were granted this quarter, a result of 100% is to be expected

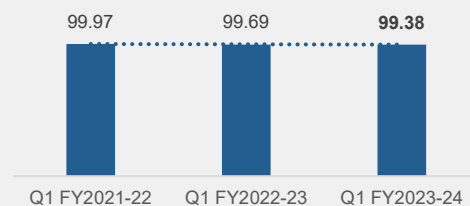
##### Roads

R1. Sealed local road requests (%)



This result has slightly increased compared to previous corresponding period

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



The local road network continues to be maintained to a high standard and is consistent with previous results





City of  
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#### Contact us

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PO Box, Malvern Victoria 3144  
[council@stonnington.vic.gov.au](mailto:council@stonnington.vic.gov.au)

#### Visit us

[Stonnington.vic.gov.au](http://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

#### Connect with us



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[linkedin.com/company/city-of-stonnington](https://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>

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- 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