



2011/12

ANNUAL REPORT

www.portphillip.vic.gov.au





COUNCIL OFFICES

St Kilda Town Hall

Corner Carlisle Street and Brighton Road, St Kilda

Monday – Friday: 8.30am – 5pm

South Melbourne Town Hall

208 Bank Street, South Melbourne

Monday – Friday: 8.30am – 5pm

Port Melbourne Town Hall

333 Bay Street, Port Melbourne

Monday – Friday: 8.30am – 5pm

Postal Address

City of Port Phillip

Private Bag 3, St Kilda, Victoria, Australia 3182

CALL CENTRE

Monday – Friday 8am – 5.30pm

General enquiries (03) 9209 6777

Rates (03) 9209 6777

Planning (03) 9209 6424

Building (03) 9209 6253

Parking fines (03) 9611 7660

Waste management (03) 9209 6533

Facsimile (03) 9534 9105

Website www.portphillip.vic.gov.au

Email assist@portphillip.vic.gov.au

SMS for the hearing impaired 0432 005 405

If you are deaf, hearing or speech impaired and need to contact us please use the National Relay Service.

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

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WELCOME TO THE 2011/12

ANNUAL REPORT

This report outlines Council's activities for the financial year ending 30 June 2012. It opens with an overview of Council and the organisation, followed by information about our performance. It finishes with detailed financial information about Council's activities.

Information about Council's performance is structured around Council's four strategic directions outlined in the Council Plan 2009 - 2013. Each strategic direction includes information on our performance against the strategic indicators as well as key activities undertaken throughout the year.

Council is committed to communicating its achievements and activities in an accessible and environmentally sustainable manner. With this in mind, this Annual Report is designed to be primarily distributed online.



OVERVIEW

MAYOR AND CEO MESSAGE

It is with great pleasure that we present our activities for the past year. Throughout the third year of the Council Plan 2009 - 2013 we have continued to deliver on our four strategic directions: Engaging and Governing the City; Taking Action on Climate Change; Strengthening our Diverse and Inclusive Community and Enhancing Liveability.

Key policies adopted by Council this year include the Disability Policy, Social Justice Charter, Reconciliation Action Plan, Greenhouse Plan, the Economic Development Strategy, Sustainable Transport Strategy (including the Walk and Bike Plans), Activating Laneways, Arts and Cultural Policy and the Multicultural Strategic Framework. These policies will guide Council decision-making across these important areas.

HIGHLIGHTS

ENHANCING LIVEABILITY

Investment in child care and family services continues with construction of the St Kilda Family and Children's Centre and the Liardet Street Family and Children's Centre well underway. The completion of these centres will deliver on our commitment to provide accessible and high quality child care.

A fifty per cent reduction in the amount of cigarette butts and glass litter on Port Phillip's beaches was recorded following Council's No Cuts, No Butts high profile anti-litter campaign. With sustainability and our community's wellbeing being paramount, Council has also facilitated a series of conversations between residents and major agencies to address the increasing likelihood of flash flooding in Port Phillip. The aim of this work has been to help equip residents to respond to flooding and to provide clear information to increase community awareness in flood prone areas.

After a significant consultation period, works have begun on the redevelopment of Marina Reserve which will introduce skateable space and improved community facilities such as barbecues and picnic areas.

Other public open space improvements across the municipality have included upgrades to Waterloo Reserve in St Kilda, Turville Reserve in Port Melbourne and implementation of works at Murphy Reserve in Port Melbourne.

WORKING TOGETHER

Council has continued its focus on engaging with members of the community on key local topics including the development of a vision for the St Kilda Triangle site, the refurbishment of the Emerald Hill Library, and Port Melbourne Waterfront.

We have also given focus to advocating to the state government on behalf of the community for the urban renewal of the Montague Precinct in South Melbourne, improvements to Balaclava Station and the Route 96 light rail, and the extension of the 606 bus route which will see an improved connection between Fishermans Bend and the Elsternwick Railway Station. As well as public transport improvements, Council continues to advocate for pedestrian and bike rider's safety and access to Port Phillip. The introduction of innovative bike lanes such as the contraflow bike lane on Acland Street has been a major achievement in the past financial year. Additionally, speed limited local areas of 40 km per hour continue to ensure the safety of our residents.

STRENGTHENING OUR COMMUNITY

This year Council cemented its commitment to working together in pursuit of the common good and recognition of individual human rights with the adoption of the Social Justice Charter. We also took a significant step to strengthen our relationship with Aboriginal and Torres Strait Islanders with the adoption and launch of the Reconciliation Action Plan.

SUSTAINABILITY

Our sustainability programs continued to be widely utilised and are helping locals identify ways they can reduce their environmental footprint. This year Council introduced more targeted programs for older residents and families with young children.

Greening Port Phillip has successfully planted over 1,600 trees across the city increasing the overall number by more than 1,200. We have also increased the number of community gardens in the city to twelve with the addition of Poets Garden in Elwood and the Mary and Basil Garden in Albert Park.

This Annual Report outlines our activities for the financial year 2011/12. We are proud to present our achievements and financial standing for the year.



Cr Rachel Powning

Mayor, City of Port Phillip



Kay Rundle

CEO, City of Port Phillip

OUR COMMUNITY

Located on the northern shore of Port Phillip Bay, south of the Melbourne city centre, the City of Port Phillip is known for its urban village feel, strip-shopping, tree-lined streets and artistic expression. Over 90,000 people live in Port Phillip and the city attracts approximately 4 million visitors each year.



The character of the city is marked by a richness of diversity and hosts many celebrated and innovative cultural events, parks, open spaces, recreational facilities, restaurants, entertainment venues and 12 kilometres of sweeping foreshore for people to enjoy.

Port Phillip is home to the major village precincts of Bay Street, Port Melbourne, Clarendon Street, South Melbourne, Fitzroy and Acland Streets, St Kilda and Carlisle Street, Balaclava. Each has its own character and cultural expression.

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

As a sought-after inner city area, Port Phillip's neighbourhoods are bustling centres that continue to experience significant residential development with an expected increase of 18,000 households (28,000 people) over the next 20 years.

Port Phillip's population is diverse with almost two thirds of Port Phillip's resident population aged between 25 and 49 and over 16 per cent from a non-English speaking background.

CITY PROFILE

Estimated population in 2011 [∞]	97,854
Average household size in 2006 [†]	1.88
Declared rates (2011/12)	\$87,916,640
Rateable properties	63,809
Residential properties	56,137
Commercial/industrial properties	7,672
Non-rateable properties	521

Area of land	20.62 km ²
Parks and open space	176 ha
Length of roads	221 km
Length of bike paths	63.2 km
Walkable foreshore	9.7 km

Maternal & child health care centres	7
Council managed child care centres	4
Community managed child care centres	8
Commercial child care centres	11
Kindergartens	13
Home based child carers	10
Playgroups	104
Primary schools	13
Secondary schools	7
Community centres	12

Significant sites

Aboriginal*	3
European heritage [‡]	163

[∞] Source: The Australian Bureau of Statistics

[†] Source: Census of Population and Housing 2006

* Source: Aboriginal Affairs Victoria



OUR SERVICES

Council provides a diverse range of services to support the community.

Here is a snapshot of just some of the services delivered throughout 2011/12.

FAMILY, YOUTH & CHILDREN

MATERNAL AND CHILD HEALTH

TOTAL BIRTHS	1,306
Community immunisation sessions	81
Attendances by infants/children to immunisation sessions	2,913

CHILDREN'S SERVICES

Vacation care enrolments	3,254
Children's camps	4
Total children's camp enrolments	62
JCAA program enrolments	1,198
Home-based child care staff	10
Children utilising home-based child care	149

CHILD CARE (LONG DAY CARE) PLACES

TOTAL	1,455
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COMMUNITY MANAGED

Ada Mary A'Beckett Children's Centre	105
Albert Park College Child Care Centre	36
Clarendon Children's Centre Co-operative	40
Eildon Road Children's Centre	40
Elwood Children's Centre	35
Poets Grove Family & Children's Centre	60
South Melbourne Child care Co-op	40
The Avenue Children's Centre	38

COUNCIL MANAGED

Clark Street Children's Centre	65
Coventry Children's Centre	60
North St Kilda Children's Centre	77
St Kilda Children's Centre	35

COMMERCIAL

Goodstart Early Learning Centre	55
Children's Garden Kindercare	40
City Kids Early Learning Centre	126
Dot2Dot Early Learning Centre	60
Emerald Hill Children's Centre	48
First Learning Children's centre	60
Kinderclub	48
Kids Station	60
St Kilda East Child Care Centre	27
Treehouse Child Care	140
Wonderkindy	160

KINDERGARTEN PLACES

TOTAL	535
Albert Park	48
Civic	23
Lady Forster	50
Lillian Cannam	48
Middle Park	24
Poets Grove	30
South Melbourne Mission	30
St Kilda & Balaclava	55
Uniting Church	30
Montesorri Preschool (independent)	30
St Michaels School	49
Wesley Early Learning Centre	58
Yesodei Hatorah College	60

FAMILY SUPPORT

Government grant value	\$204,143
Target hours	2,470

DIVERSITY & AGEING

Active clients	2,136
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AGED AND DISABILITY SERVICES

General home care	31,515 hours
Meal preparation	523 hours
Personal care	6,743 hours
Home maintenance service	4,268 hours
Respite care – individual visits	3,533
Home-based respite care (number of families)	60
Respite care	9,905 hours
Shopping	7,053 hours
Core social support hours	5,439 hours
High priority social support hours	7,637 hours
Delivered meals	39,392
Delivered meals number of clients	316
Recipients cost per meal	\$7.65
Centre-based meals	2,384
Meals subsidised	73,332
Total meals provided	115,108

COMMUNITY TRANSPORT

Community bus – trips made	1,820
Routes	2
Runs per day	7
Stops	146
Passengers per annum	30,680

CULTURE & LEISURE

LIBRARIES

Programs run	549
Program attendees	37,017
New books bought yearly	48,074
Inter library loans	6,766
Total loans	716,423
Total visits	673,088
St Kilda Library:	
Loans	448,432
Visits	352,735
Albert Park Library:	
Loans	123,100
Visits	133,783
Emerald Hill Library:	
Loans	25,888
Visits	56,163
Middle Park Library:	
Loans	13,001
Visits	16,838
Port Melbourne Library:	
Loans	95,634
Visits	113,569

ARTS AND FESTIVALS

Filming permits issued	206
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SPORT FACILITY BOOKINGS

TOTAL	3,973
Wattie Watson Oval	362
Esplanade Oval / cricket ground	345
Head Street cricket ground A	386
Head Street cricket ground B	386
Peanut Farm Oval	375
Alma Park Oval	260
Lagoon Oval	206
Anderson Oval 1	342
Anderson Oval 2	342
G.S. Williams Oval	103
A.T. Aanenson Oval	302
J.M. Woodruff Oval	265
North Port Oval	243
Synthetic Pitch	56

COMMUNITY DEVELOPMENT

COMMUNITY CENTRES

TOTAL	12
Visitors	168,454
Bookings	11,397
Permanent group bookings (HACC, Community Groups)	163
Permanent semi commercial	32
Casual hire	1,031

INFRASTRUCTURE

Road resurfacing budget	\$1.46M
Maintenance budget	\$21.27M
Roads to Recovery Funding	\$200k
Length of roads maintained	353 km
Area of ovals mowed (seasonal)	17 ha/wk
Reserves and gardens maintained	152 ha
Weekly waste collection pickups	36,896
Weekly recycling collection pickups	32,117
Hard and green waste collections	12,601
Drainage pits inspected	17,844
Playground inspections	2,912

SUSTAINABILITY

The number of fleet vehicles maintained	137
The number of participants in City of Port Phillip-run Sustainability Programs	1,851

TOWN PLANNING

PLANNING APPLICATIONS

Total approved	1,275
Cancelled	4
Withdrawn (by applicant)	44
No permit required	26
Notice of decision	321
Refusals	61
Vacated	15
Lapsed	22

MUNICIPAL LAWS

HEALTH SERVICES

Registered premises inspections	2,707
Food samples analysed	265
Prescribed accommodation inspections	102
Hairdresser, tattooist and beauty parlour inspections	205
Discarded syringes collected through syringe disposal containers and the Community Clean-up program	52,889
Public health nuisance	273
Food related	186



OUR SERVICES

ANIMAL REGISTRATIONS

Dogs	5,873
Cats	3,001
Impounded dogs	174
Impounded cats	94

SERVICE REQUESTS

Stray cat (feral or trespassing)	92
Dogs (wandering at large)	99
Dog attack	82
Barking dog	266
Parking complaint (officer)	36
Abandoned vehicles	1,197
Unightly property	121
Litter investigation requests	608

PERMITS ISSUED

Disabled - Blue	1,193
Disabled – Green	105
Resident parking permits	6,905
Visitor parking permits	7,753
A-frames	257
Bulk rubbish containers (skip bins)	1,784

INFRINGEMENT NOTICES

Parking enforcement	159,238
Local law	305
Animal management	203

PROPERTY SERVICES

Council managed leases and licences	110
Building Maintenance requests	5,283

SOUTH MELBOURNE MARKET

Annual visitors to South Melbourne Market	3,700,308
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COMMUNICATIONS AND ENGAGEMENT

Consultations hosted by Council on key local issues	36
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COMMUNITY AND COUNCILLOR SUPPORT

ASSIST

Number of visitors to Council service centres	45,047
Service level (calls answered within 30 seconds)	82.62%
Total phone calls answered	119,508

MEETINGS AND EVENTS

Weddings held in parks and open spaces	103
Other community events in parks and open spaces	11
Community events in Council halls	50



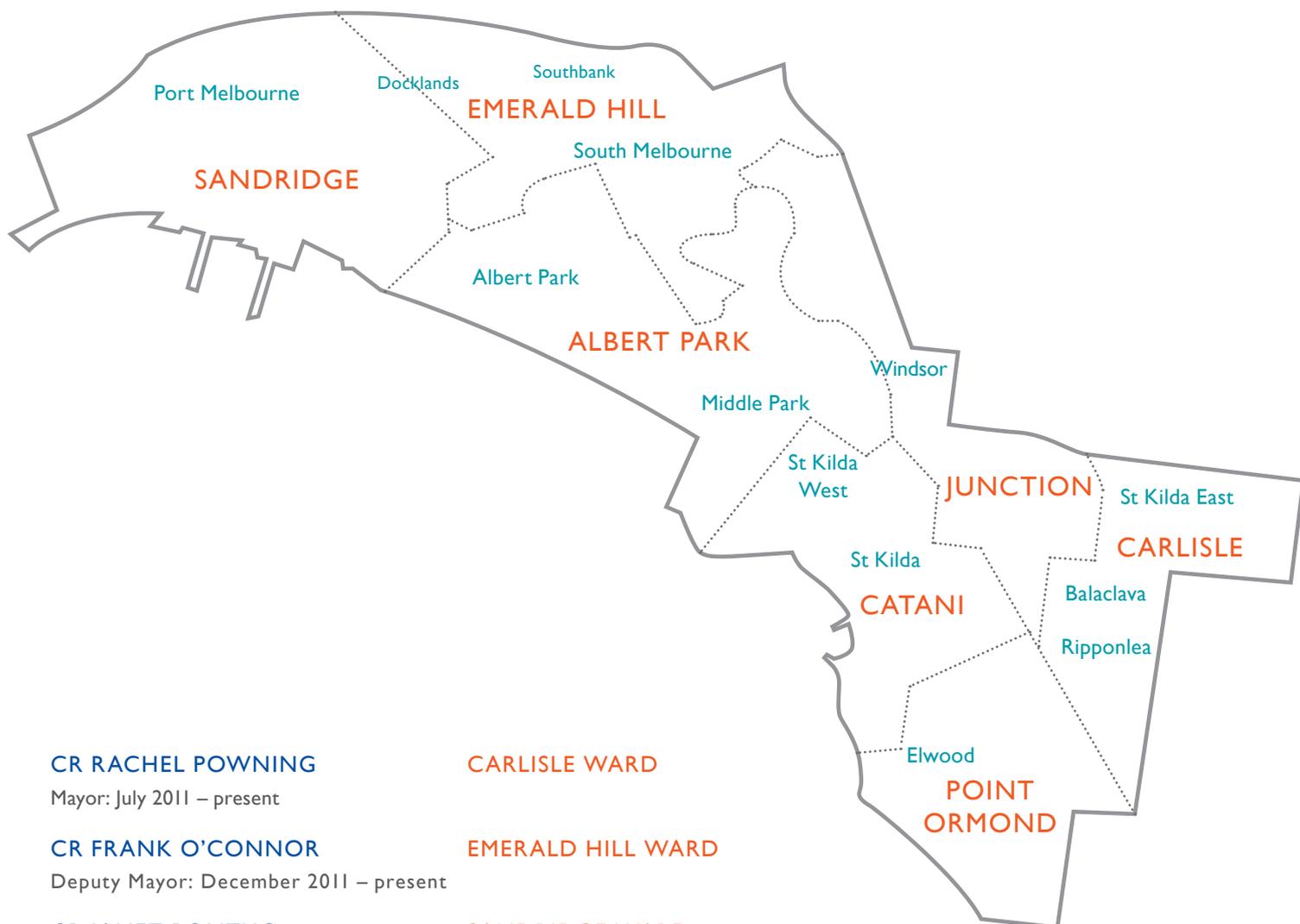
GOOD GOVERNANCE

CITY OF PORT PHILLIP

Council is responsible for the stewardship of the community and ensuring corporate governance. Collectively, the Councillors set the strategic direction for the organisation.

On 8 December 2008 the Councillors were sworn in as elected representatives of the City of Port Phillip for a four year term.

The municipality is divided into seven wards, represented by one Councillor in each ward. The seven Councillors are the elected representatives of all residents and ratepayers across the city. Collectively they have responsibility for setting the strategic direction for the municipality, policy development, identifying service standards and monitoring performance across the organisation.



CR RACHEL POWNING

Mayor: July 2011 – present

CR FRANK O'CONNOR

Deputy Mayor: December 2011 – present

CR JANET BOLITHO

CR JUDITH KLEPNER

CR JOHN MIDDLETON

CR SERGE THOMANN

CR JANE TOUZEAU

CARLISLE WARD

EMERALD HILL WARD

SANDRIDGE WARD

ALBERT PARK WARD

WINDSOR WARD

CATANI WARD

POINT ORMOND WARD

COUNCILLOR REPRESENTATIONS

COMMITTEE

MEMBERSHIP

SECTION 86 SPECIAL COMMITTEES

Statutory Planning Committee	All Councillors
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SECTION 86 SPECIAL COMMITTEES WITH DELEGATIONS

Inner Melbourne Action Plan Committee (with Stonnington, Melbourne and Yarra Councils)	Mayor Cr Rachel Powning
Neighbourhood Programs Committee	Mayor Cr Rachel Powning & Cr Serge Thomann
Port Melbourne Family and Children's Hub Committee	No Councillor appointment required
South Melbourne Market Management Committee	Cr Frank O'Connor (Chair), Cr John Middleton & Cr Judith Klepner

ADVISORY COMMITTEES

Animal Management Community Reference Group	Cr Serge Thomann (Chair)
Art Acquisition Reference Committee	Cr Jane Touzeau (Chair)
Audit Committee	Mayor Cr Rachel Powning & Cr Frank O'Connor
Civic Projects and Citizens of the Year Panel	Cr Judith Klepner & Cr Jane Touzeau
Community Grants Assessment Panel	Cr Judith Klepner & Cr John Middleton
Community Pulse Steering Committee	Cr Jane Touzeau
Cultural Development Fund Committee	Cr Serge Thomann (Chair)
Cultural Heritage Reference Committee	Cr Frank O'Connor
Esplanade Market Advisory Committee	Cr Serge Thomann (Chair) & Cr Jane Touzeau
Friends of Suai Community Taskforce	Mayor Cr Rachel Powning & Reserve Cr Serge Thomann
Hindmarsh Steering Committee	Cr Janet Bolitho (Chair at Port Phillip) & Cr Jane Touzeau
JL Murphy Reserve Community Reference Group	Cr Janet Bolitho & Cr Serge Thomann
Melbourne Sports and Aquatic Centre Advisory Committee	Cr Judith Klepner & Cr John Middleton
Multicultural Forum	Cr Serge Thomann (Chair)
Older Persons Consultative Committee	Cr Judith Klepner
Port Melbourne Waterfront Urban Design Framework Community Reference Committee	Mayor Cr Rachel Powning & Cr Janet Bolitho
Rupert Bunny Foundation Subcommittee	Cr Jane Touzeau

EXTERNAL COMMITTEES

Association of Bayside Municipalities	Cr Janet Bolitho
Gasworks Arts Inc Board of Management	Cr Judith Klepner
Healthy & Safer Cities Alliance	Cr Judith Klepner
Inner Melbourne Community Road Safety Council	Cr Janet Bolitho
Inner South Metropolitan Mayors Forum	Mayor Cr Rachel Powning
Linden Board of Management Inc.	Mayor Cr Rachel Powning
Municipal Association of Victoria	Cr John Middleton & Reserve Mayor Cr Rachel Powning
Metropolitan Transport Forum – 17 Councils	Cr John Middleton
Metropolitan Waste Management Group	Cr John Middleton
Multi - Faith Network Steering Committee	Cr Frank O'Connor
Port Phillip Housing Association Ltd – Board of Directors	Cr Frank O'Connor
St Kilda Tourism Association	Cr Serge Thomann
Victorian Local Governance Association	Mayor Cr Rachel Powning & Reserve Cr Jane Touzeau

APPOINTMENTS TO EXTERNAL BODIES NOT MADE BY COUNCIL

Adult, Community and Further Education Board	Cr Judith Klepner
MAV Arts & Culture Committee	Cr Serge Thomann
MAV Environment Committee	Cr Jane Touzeau (Reserve Cr Janet Bolitho)
MAV Planning Committee	Cr Judith Klepner
MAV Transport & Infrastructure Advisory Group	Cr Janet Bolitho (Reserve Cr Jane Touzeau)
RFK Pty Ltd trading as Community Chef	Cr Rachel Powning
Victorian Coastal Council	Cr Janet Bolitho
Victorian Local Governance Association	Cr Rachel Powning
Victorian Local Sustainability Advisory Committee - Accord	Cr Janet Bolitho (Chairperson)

GOOD GOVERNANCE AT THE CITY OF PORT PHILLIP

COMMITMENT TO GOOD GOVERNANCE

Council has a strong commitment to meeting high standards of democratic and corporate governance. The drive to improve governance is cemented in the Council Plan 2009 - 2013 under the first strategic direction "*Engaging and Governing the City*".

AN OPEN AND ENGAGING COUNCIL

Council operates in an open and transparent manner in making decisions.

Council seeks to engage the community on key issues of significance to Council decisions. Examples include supporting input from Community Reference Groups and seeking input from broad cross-sections of the community through improved community consultation practices, including the use of online mediums.

Council also encourages community participation in Council meetings through opportunities to be present and heard without time restrictions. Council meetings are also rotated between each Town Hall.

Confidential reports are also kept to a minimum. Every effort is made to ensure the majority of decisions are considered in open Council meetings, including tenders and legal matters.

Dates and venues for Council and committee meetings are advertised in the local media and on Council's website. Urgent special meetings are only occasionally called, and when this occurs, effort is made to broadly publicise the meeting.

Over the last year, Council has continued its commitment to involving people and ensuring decisions are made in the best interests of the whole community.

COUNCIL MEETING DATES 2011/12

Ordinary Meeting of Council

Monday 11 July 2011	Port Melbourne Town Hall
Monday 25 July 2011	St Kilda Town Hall
Monday 8 August 2011	South Melbourne Town Hall
Monday 22 August 2011	St Kilda Town Hall
Monday 12 September 2011	Port Melbourne Town Hall
Monday 26 September 2011	St Kilda Town Hall
Monday 10 October 2011	South Melbourne Town Hall
Monday 24 October 2011	St Kilda Town Hall
Monday 14 November 2011	Port Melbourne Town Hall
Monday 28 November 2011	St Kilda Town Hall
Monday 12 December 2011	South Melbourne Town Hall
Tuesday 31 January 2012	St Kilda Town Hall
Tuesday 14 February 2012	South Melbourne Town Hall
Tuesday 28 February 2012	St Kilda Town Hall
Tuesday 13 March 2012	Port Melbourne Town Hall
Tuesday 27 March 2012	St Kilda Town Hall
Tuesday 10 April 2012	South Melbourne Town Hall
Tuesday 24 April 2012	St Kilda Town Hall
Tuesday 8 May 2012	Port Melbourne Town Hall
Wednesday 23 May 2012	St Kilda Town Hall
Tuesday 12 June 2012	South Melbourne Town Hall
Tuesday 26 June 2012	St Kilda Town Hall

Statutory Planning Meeting

Monday 18 July 2011	St Kilda Town Hall
Monday 15 August 2011	St Kilda Town Hall
Monday 19 September 2011	St Kilda Town Hall
Monday 17 October 2011	St Kilda Town Hall
Monday 21 November 2011	St Kilda Town Hall
Wednesday 14 December 2011	St Kilda Town Hall
Tuesday 21 February 2012	St Kilda Town Hall
Tuesday 20 March 2012	St Kilda Town Hall
Tuesday 17 April 2012	St Kilda Town Hall
Tuesday 15 May 2012	St Kilda Town Hall
Tuesday 19 June 2012	St Kilda Town Hall

Special Meeting of Council

Thursday 25 August 2011	St Kilda Town Hall
Monday 5 December 2011	St Kilda Town Hall
Wednesday 21 December 2011	St Kilda Town Hall
Tuesday 21 February 2012	St Kilda Town Hall

COUNCILLOR ATTENDANCE AT MEETINGS

Councillor	Ordinary Council Meeting	Statutory Planning Meeting	Special Council Meeting
Cr Janet Bolitho	22	11	4
Cr Judith Klepner	21	11	4
Cr John Middleton	20	11	3
Cr Frank O'Connor	19	10	3
Cr Rachel Powning	21	9	4
Cr Serge Thomann	22	11	4
Cr Jane Touzeau	21	10	4

ROLE OF LOCAL GOVERNMENT

Australia has three levels of government: federal, state and local. Local government, or council, is responsible for planning and delivering a wide range of services affecting residents, businesses, neighbourhoods and the local community. All councils have the power to make and enforce local laws and collect revenue to fund their activities.

Each Victorian council varies in some way according to its community, but all councils must operate in accordance with the Victorian Local Government Act 1989. The City of Port Phillip's neighbouring councils are the Cities of Melbourne, Bayside, Glen Eira and Stonnington.

Within Victoria, the purpose of a council is to:

- provide leadership for the good governance of the municipal district and the local community
- act as representative government by taking into account the diverse needs of the local community in decision-making
- provide leadership by establishing strategic objectives and monitoring their achievement
- maintain the viability of the council by ensuring resources are managed in a responsible and accountable manner
- advocate the interests of local community to other communities and governments
- act as a responsible partner in government by taking into account the needs of other communities
- foster community cohesion and encourage active participation in civic life.

The functions of councils include the following:

- advocating and promoting proposals in the best interests of the local community
- planning for and providing services and facilities for the local community
- providing and maintaining community infrastructure in the municipal district
- undertaking strategic and land-use planning for the municipal district
- raising revenue to enable the council to perform its functions
- making and enforcing local laws
- exercising, performing and discharging the duties, functions and powers of councils under this Act and other Acts
- any other functions relating to the peace, order and good governance of the municipal district.

Source: Local Government Act 1989

ACCOUNTABILITY

AUDIT COMMITTEE AND INTERNAL AUDIT

As part of its duty to fulfil governance obligations to the community, Council seeks the probity of the audit committee. The audit committee endorses an annual internal audit program which is developed by the internal auditor, the internal audit contractor and Council management. The program addresses the risks that the organisation may confront.

The audit committee membership for 2011/12 consisted of three external representatives and two councillors. The Chief Executive Officer, the General Manager Corporate Services and the Chief Financial Officer attend the meetings. The internal auditor attends to present audit reports and provide advice to the audit committee and Council's internal audit contractor also attends to respond to questions about audits they have produced. Minutes of audit committee meetings are distributed to all councillors.

AUDIT COMMITTEE EXTERNAL REPRESENTATIVES

Gaye Mason, chair of the audit committee, is a CPA and has had senior executive roles and has a diverse financial and commercial management background in organisations of varying size and complexity. She has particular expertise in accounting and finance, corporate governance, risk management, strategy development, profitability improvement, policy development and complex project management. Ms Mason has experience on audit and risk committees in professional services, government and community sector organisations. She receives \$7,000 per annum for her role as chairperson.

Brian Densem, a CPA and a Fellow of the Institute of Internal Auditors, is General Manager Group Audit of a leading Australian mutual company. He has extensive knowledge of internal audit, risk management and exposure to numerous industries, but with a primary focus on financial services. Mr Densem is a member of another local government audit committee. He receives \$6,000 per annum for his role on the committee.

Helen Lanyon, has had previous Board experience and eighteen years experience at Executive Management Team level. She has extensive experience in the corporate services functions within local government including finance and rating, information technology, human resource, learning & development, business development, customer service, governance, local laws, legal services, marketing, internal audit, organisational change and development. She receives \$6,000 per annum for her role on the committee.

INTERNAL REPRESENTATIVES

The Mayor and one other councillor are appointed to the audit committee.

During 2011/12 the audit committee met on five occasions.

The audit committee, the internal auditor and the internal audit contractor are key elements of the Council's system of checks and balances. All Victorian councils are also externally audited on an annual basis by the Victorian Auditor-General.

All councils must comply with the requirements of the Local Government Act 1989 and other pieces of legislation, and are required to provide the Minister for Local Government with detailed reports, including an annual report, budget and council plan.

These measures are in place to ensure that councils are accountable to their stakeholders including residents, ratepayers, business and government.

LOCAL GOVERNMENT INVESTIGATIONS AND COMPLIANCE INSPECTORATE

Another layer of audit is provided by the Local Government Investigations and Compliance Inspectorate (the Inspectorate) which is an Administrative Office of the Department of Planning and Community Development.

The Inspectorate is responsible for ensuring that Victoria's local government sector meets the highest standards of accountability and transparency.

The Inspectorate focuses on compliance with the Local Government Act 1989 (the Act), by:

- investigating alleged breaches of the Act;
- implementing a rolling audit program; and
- conducting spot audits of councils' compliance.

The Inspectorate conducted a visit to Council on 30 September 2011 and reviewed Council's compliance with agreed actions from its previous visit in November 2010. The Inspectorate reported that the review was very positive and that all agreed actions have been implemented.



OUR PERFORMANCE

COUNCIL PLAN 2009 - 2013

Each newly elected Council is required by legislation to develop a four-year Council Plan outlining their objectives, strategies and indicators for monitoring the achievement of the objectives. The development of the Council Plan 2009 - 2013 was informed by conversations held within the community in February and March 2009.

The Council Plan is framed around four strategic directions which provide the primary direction for Council and the organisation.

1. Engaging and Governing the City
2. Taking Action on Climate Change
3. Strengthening our Diverse and Inclusive Community
4. Enhancing Liveability

Each strategic direction is supported by a number of strategies, actions and indicators designed to help measure progress.

Council is committed to reporting transparently on the implementation of the Plan on an ongoing basis through the production of quarterly reports. Information about the quarterly reports is available online at www.portphillip.vic.gov.au

REVIEWING THE COUNCIL PLAN

The Council Plan 2009 - 2013 is designed as a “living” document that has been reviewed over the Council’s four-year term. As a result of conversations with members of the Port Phillip community in 2011, new actions were developed and others were modified for 2011/12.

The information on the following pages outlines Council’s achievements against the strategic directions of the Council Plan 2009 – 2013.

STRATEGIC DIRECTION I

ENGAGING AND GOVERNING THE CITY

SUB THEME I.1 – VALUE AND UTILISE SKILLS AND KNOWLEDGE IN THE COMMUNITY

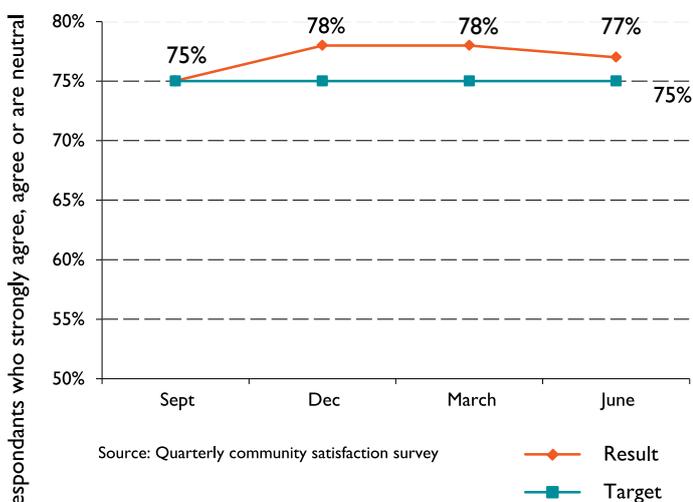
We will draw on the expertise within the community. We will listen and have real conversations with our constituents and will use their advice to inform our decision-making.

Achievement will look like

*Community that feels valued, consulted, heard and informed.
Ongoing active involvement by groups and individuals in the life of our community.*

Indicator of achievement

Community satisfaction with Council's engagement with the community in decision making on key local issues



The percentage of respondents who felt satisfied with Council's engagement with the community has consistently exceeded the target with a high of 78 per cent in the December result.

Highlights

- In 2011/12 Council consulted on 36 topics that are important for our community through this year. Our consultation processes are designed to have genuine conversations that inform Council's decision-making. Highlights include:
 - » Broad community consultation was undertaken in November 2011 to invite feedback on plans to expand and refurbish the Emerald Hill Library to become the Emerald Hill Library and Heritage Centre. In addition to information sessions and meetings, a consultation with preschool children was held during storytime to give children an opportunity to have their say on the future of the library
 - » Engaging the community in a series of wide ranging public consultations aimed at ensuring residents, visitors and users of our services can have a voice in developing our new four year Domestic Animal Management Plan and Council's revised Local Law
 - » The St Kilda Triangle project fostered broader community involvement in the development of a Vision for the site through a series of Ideas Forums with key community representatives, and other face-to-face and online conversations with the community including a questionnaire, roundtable discussions, SpeakOut events, online forums and social media
- The 2011 Civic Awards marked the 10th anniversary of the International Year of Volunteers. The Awards acknowledge residents and groups who have made a positive contribution to the community. This year's winners were Ms Zoe Hogg (2011 Citizen of the Year), Peter Goad (Seniors' Award), Gio Fitzpatrick (Young People's Award) and the Middle Park History Group (Civic Project of the Year).

SUB THEME 1.2 – GOVERNING

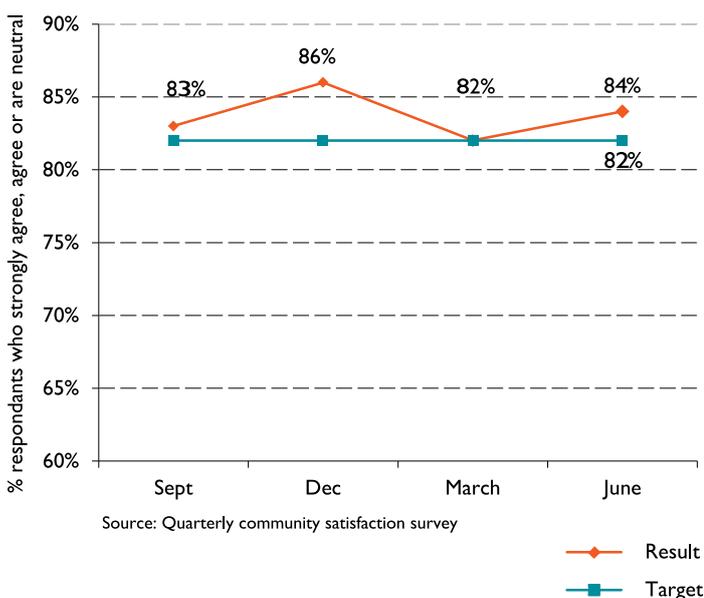
We are committed to good governance and transparent decision-making. We will ensure that all decisions are fair and in line with our democratic and statutory obligations.

Achievement will look like

Council has an enhanced reputation (trustful, truthful, transparent, ethical, responsible, informed decision-making).

Indicator of achievement

Community perception of Council's reputation



This indicator asks respondents to rate their perception of Council as a trustful, truthful, transparent, ethical, responsible organisation that makes informed decisions. The perception of Council's reputation has remained high and relatively consistent across the year.

Highlights

- Hosted a program of six conversation tents at local markets and shopping strips in February and March providing an opportunity to check in with the community for their valuable input into the review of the Council Plan 2009 - 2013 and the development of 2012/13 Budget.
- Council's website was given a refresh in August 2011 to increase visual appeal and make the home page more user-friendly.
- A new and easy-to-use integrated website was launched offering a more informative gateway to our Library and Heritage services. Users can now explore information, including eBook collections, full text databases and newspapers, online language courses, reader's advice and walking tours of the area.
- As part of a review of Council's Procurement Policy, a mandatory procurement training program was rolled out for all staff that access the purchasing system to ensure they understand their responsibilities under the policy.
- The biennial Municipal Revaluation was completed in 2012 to the satisfaction of the Victorian Valuer General and within the required timelines.
- Council updated its Audit Committee Charter that guides the activities of its Audit Committee. The charter previously required three councillors and two external members but following recommendations in the 'Audit Committees - A Guide to Good Practice for Local Government' produced by Local Government Victoria, the Council now has three external members and two councillors on the Committee.

STRATEGIC DIRECTION I

ENGAGING AND GOVERNING THE CITY (CONT.)

SUB THEME I. 3 – COMMITMENT TO SERVICE

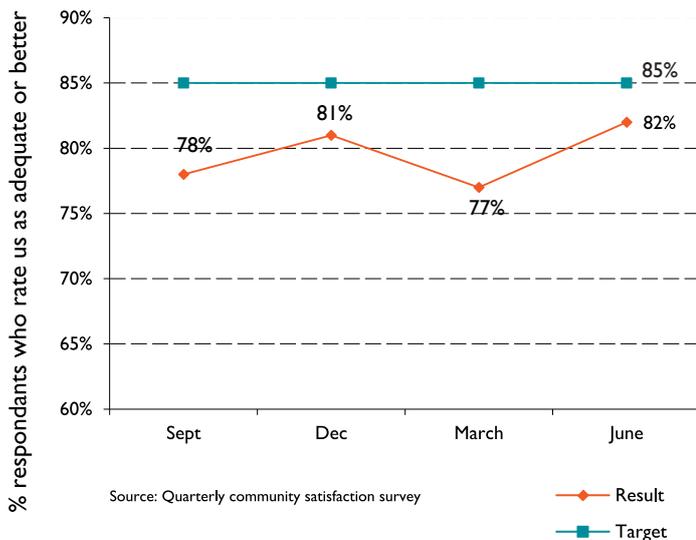
We are committed to providing quality service to the community. Our services will be equitable, accessible and responsive to the community's needs.

Achievement will look like

*An organisation that delivers high quality services to the community.
An organisation that values service to the public and the concept of public good.*

Indicator of achievement

Community satisfaction with the overall service performance of Council



Council nominated to set a stretch target of 85% for community satisfaction.

The performance of this indicator has trended up across the year with a high of 82% in the fourth quarter.

Highlights

- A series of workshops were undertaken with twenty teams who deliver important services to the community to acquaint themselves with the organisation's service principles and develop their own service standards.
- Thirty six of the forty actions detailed in the organisation's Communications and Engagement Strategy were achieved. This includes launching of an online toolkit and training program for all staff to improve our internal capacity.
- 2,913 free immunisations were provided to babies and children throughout the year. Immunisation coverage rates for children up to two years of age has remained stable at just over 90%.
- Approximately 2,740 inspections of the municipality's 1,100 food premises were conducted by Environmental Health Officers. Compliance with the State's Food Act 1984 remains above 90%.
- One of Port Phillip's local school crossing supervisors was awarded 'Supervisor of the Year' by School Crossings Victoria. This year, the City of Port Phillip had three nominees in the biannual awards.
- New National Quality Standards were introduced in all early childhood education and care centres and school holiday programs across the municipality.

SUB THEME I. 4 – MANAGING FOR THE LONGER TERM

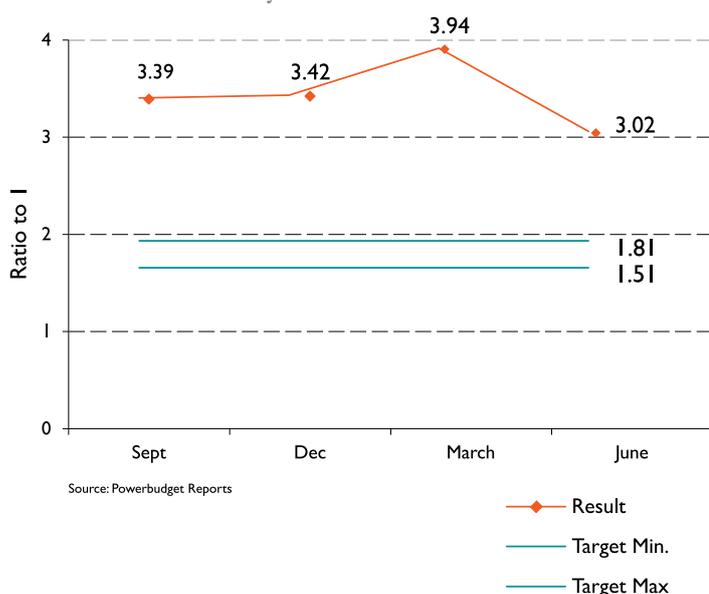
We are committed to responsibly managing our community assets and resources now and into the future.

Achievement will look like

Sound financial position, well maintained assets and a healthy organisational culture.

Indicators of achievement

Council's liquidity – the ability of Council to pay its liabilities within one year



Council's working capital ratio has been impacted by the higher than projected holdings in short term investments which are earmarked for major capital works projects that are currently under construction.

Renewal Gap Ratio

Target Greater than or equal to 1 **Result** 0.55

Council's budget allocation for asset renewal was lower than the required amount to match asset depreciation due to the funding required for major projects. A large proportion of renewal projects that were budgeted for were completed.

Highlights

- A ten year financial plan has been developed which provides phased projections of the City's forward capital works financial commitments. It will guide capital works planning across the city.
- Approximately 160 Council buildings were audited to identify condition and accessibility issues. This provides a comprehensive set of information for planning for the improvement of Council's building assets over the longer term.
- As part of Council's road and footpath rehabilitation capital works program, 4.5 km of road and 9 km of footpath were resurfaced to provide a smoother and safer surface for pedestrians, cyclists and motorists. The rehabilitation will also significantly extend the life of these important transport assets.
- The implementation of a new corporate contract management system addressed an identified need to improve the organisation's capability to develop an end to end contract management system that streamlines the tender initiation and evaluation process and also support contract managers with the execution of their contract management responsibilities.
- Eight City of Port Phillip staff members competed against 21 other Victorian Councils to win the 2012 Victorian Local Government Management Challenge.
- The City of Port Phillip was a finalist in the 2012 LGPro Excellence Awards in the category of Innovative Management Initiatives for its Values and Behaviours Project. Designed to promote the organisational values, more than 65 workshops were facilitated by a group of Council employees across the organisation.

STRATEGIC DIRECTION 2

TAKING ACTION ON CLIMATE CHANGE

SUB THEME 2.1 – REDUCING CONSUMPTION AND EMISSIONS

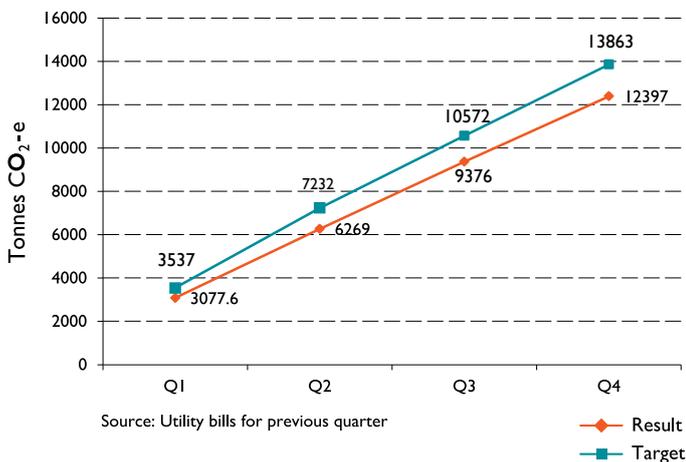
We will reduce water use, energy use and waste, while increasing the use of renewables in both Council operations and the community. We will actively seek and build alliances with the community and other organisations to achieve this goal.

Achievement will look like

Reduction in both the organisation's and the community's non-renewable energy and potable water consumption.

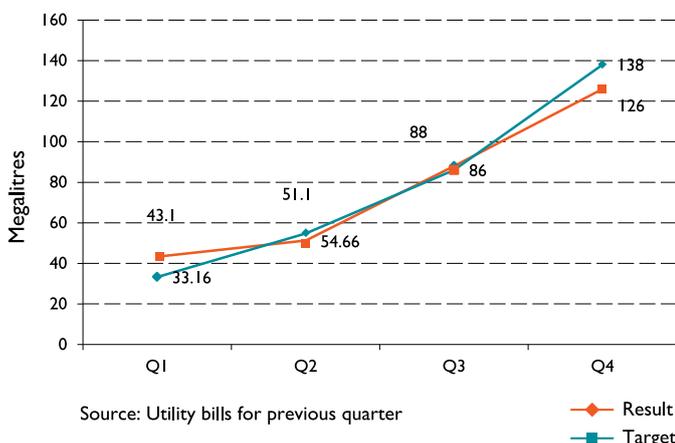
Indicators of achievement

Council's cumulative total carbon emissions per annum¹



Emissions for the year are within the target range (less than the previous year). Energy efficiency actions continue to be implemented in Council buildings. Emissions reductions are in the main attributed to the retrofit program as the street light bulk change over is being held over to 2013 due to regulatory reasons.

Council's total potable water consumption¹



¹ Due to billing cycles the year refers to the period of April 2011 to March 2012

Significant increases in water consumption have occurred in the past 12 months, in particular in parks, gardens and sports facilities. Council is still achieving the target of a greater than 70% reduction in water consumption against the 2000/01 baseline year (155 megalitres actual target). Other areas with higher than expected consumption include childcare centres and public amenities.

Residential waste collection per bin



The total household waste collected from kerbside waste and sent to landfill was 21,173 tonnes with over 36,000 bins collected each week. In comparison, 11,675 tonnes of household recycling was collected sent for recycling and reuse from 32,117 bins each week.

Community's potable water use

Result

Average of 329 litres per person per day.

Community water use has remained steady for the 2011/12 reporting period. This is a good outcome given the relaxing in water restrictions combined with the dropping of Target 155 by the State Government. Council has continued to work with the community to reduce water consumption in partnership with South East Water. The above average rainfall over the period has also aided in reducing irrigation and therefore overall demand.

Community's energy use

Result

1.6 million tonnes CO₂-e (estimate).

For 2010/11², total community energy use (electricity, gas and transport emissions) was estimated at almost 1.6 million tonnes CO₂-e (carbon dioxide equivalent). The residential sector is responsible for 35.5% of these or just under 13 tonnes CO₂-e per household.

Highlights

- Council has developed, consulted on and released a Greenhouse Plan which provides key Council and community implementation frameworks to meet Council's 2020 greenhouse targets in the Toward Zero Sustainable Environment Strategy (2007). The Plan adopted in November 2011 provides information on community and Council emissions, models a variety of emissions reductions paths and provides action paths for each sector of emissions.
- The City of Port Phillip's Water Plan – Toward a Water Sensitive City won an award in the category of Excellence in Research, Innovation, Policy or Education at the 2011 Stormwater Victoria Excellence Awards.
- City of Port Phillip, in conjunction with Sustainability Victoria, City of Melbourne and City of Yarra, grew the CitySwitch Green Office program in Victoria in 2011/12 to 115 signatories. The CitySwitch Green Office program encourages commercial office tenants to improve their energy efficiency. Port Phillip signatories were increased from 11 signatories to 20 signatories (or 45,337sqm net lettable area) in the 2011/12 financial year.
- The Resource Recovery Centre collected and recycled 10.86 tonnes of e-waste, 1.2 tonnes of batteries, 1.2 tonnes of paint, 241 kilograms of light globes, 3,700 litres of used car oil, 108 tonnes of metals, 1,246 mattresses and 520 tonnes of green waste from 26,713 customers.
- South Melbourne Market has improved its waste management with 60% of the waste from the market now being diverted away from landfill through recycling initiatives.
- The Challenge to Change program which aims to reduce weekly electricity use by behaviour change was delivered again this year. Active participants included 129 people from households and environmental teams from North St Kilda Childcare Centre and St Kilda Primary School. The average weekly reduction in electricity use was 20%. For households this equates to an average saving of \$127 per annum. Collectively, participants avoided 173 kilograms of greenhouse gas emissions in one week of action, enough to fill 3,500 black balloons. An evaluation and celebration event was held in June at the EcoCentre.
- The City of Phillip participated in the national Garage Sale Trail on Saturday 5 May 2012. There were 75 registered sales in the City of Port Phillip with community groups, households, makers and creators and a school involved. A total of 15,570 items were listed for sale. Evaluation data suggests that each seller made an average of 6 new neighbourly connections, therefore there were 1,133 new neighbourly connections made. Sellers made an average of \$401 in pocket money on the day, of which 74% was spent locally. 27% of participants donated to charity.

² Accurate data on community emissions is currently unavailable. The estimate for 2010/11 is extrapolated from 2006/07 energy consumption data from energy retailers, ABS-based transport data and municipal waste to landfill emissions (excluding private waste collection services). Council is unable to provide further estimations beyond 2010/11 because of the age of the original data. Council continues to advocate for the provision of reliable and timely community emissions data.

STRATEGIC DIRECTION 2

TAKING ACTION ON CLIMATE CHANGE (CONT.)

SUB THEME 2.2 – CHANGING TRANSPORT PRIORITIES

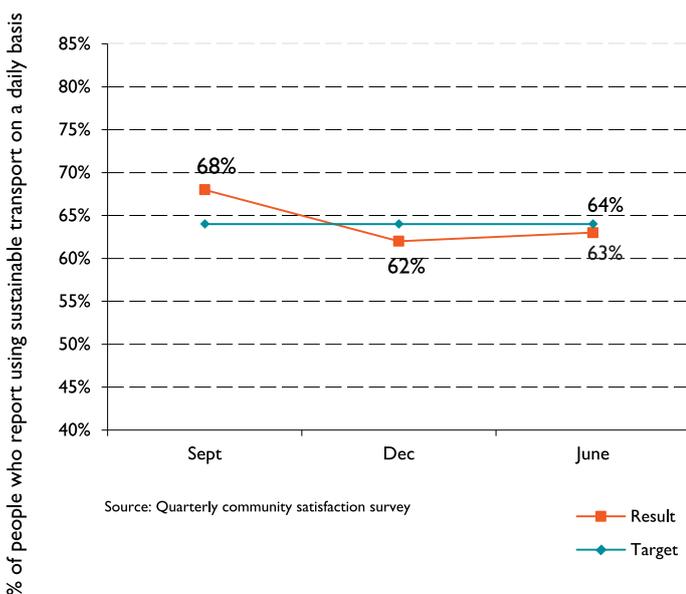
We will advocate the use of sustainable transportation in our operations and in the community.

Achievement will look like

*Increased use of sustainable transport options within the community.
Reduced greenhouse gas emissions from Council travel.*

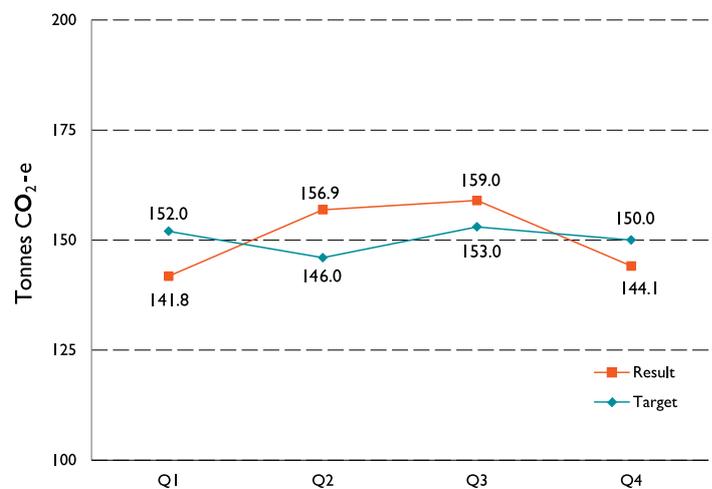
Indicators of achievement

Community use of sustainable transport options



There has been a slight drop in the number of people reporting use of sustainable transport on a daily basis from the high in September. No data was recorded for the third quarter.

Carbon emissions from Council fleet vehicles



Carbon emissions from Council's fleet were within the target in the first and fourth quarter.

Highlights

- Council adopted its Sustainable Transport Strategy, Walk Plan and Bike Plan in August 2011. These aim to develop a better connected and liveable city with safe, quality walking and bike riding opportunities.
- For the first time, Council provided bicycle valet parking services at two locations for St Kilda's Festival Sunday. 336 users took advantage of this service which aimed to get more people using sustainable transport to and from the festival.
- Council re-established relationships to engage the school community in the School Travel Program, with two schools committed towards developing a school travel plan. Across eight participating schools in the School Travel Program in Port Phillip, Ride2School Day in March 2012 saw a 48% jump in active travel – with 52% of children using active travel to reach school before the day and 77% on the Ride2School Day itself.
- As part of the annual Summer & Lifestyles Program, Council delivered three bike education events to increase the confidence of participants to ride safely and lawfully. Council also increased the capacity and skills of the community through bike education and maintenance courses that were run in April 2012.

SUB THEME 2.3 – ADAPTING AND SUSTAINING

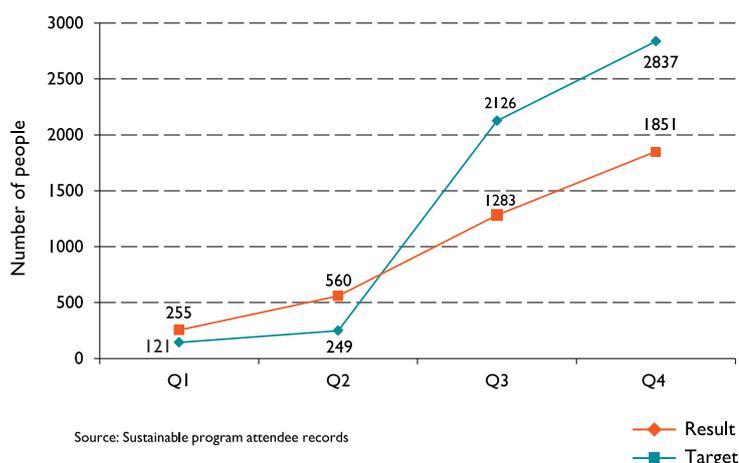
We will prepare the community and our assets for a different climatic future. We will advocate for change and will provide the community with quality information and advice.

Achievement will look like

An increased community uptake of water and energy efficient technologies. Council assets are more resilient to a different climatic future. Council's services are responsive to the impact of the changing climate.

Indicator of achievement

Community participation in Council's sustainability programs



A total of 1,851 participants have been involved in Council sustainability programs in 2011/12. These programs include EnviroEvents, Challenge to Change, Tomorrow's Leaders, Socs and Blocks and the Garage Sale Trail. The result is below the target this year because the SOCs & Blocks program attracted an increased number of smaller apartment blocks than in 2010/11. This resulted in approximately 1,100 less participants.

Highlights

- City of Port Phillip received an award from Melbourne Water to recognise City of Port Phillip's contribution to the 10,000 Raingardens program. Special mention was given to the Fishermans Bend Downpipe Diversion Pilot Project which was run in conjunction with Melbourne Water's 10,000 Raingardens Program last year. The Downpipe Diversion Project in Fishermans Bend was an Australian first with downpipe diversions piloted at the Fishermans Bend Community Centre and at 20 private residences in Garden City.
- Council began developing flood modelling and mapping in order to gain a comprehensive and reliable understanding of how future flooding, urban heat island effects and other impacts from a changing climate will affect the municipality.
- Council undertook urban heat island canopy mapping of the municipality. This will help us to better understand both the hot and cool spots in our landscape and help us to better manage the impacts of extreme weather.
- City of Port Phillip was a finalist in the 2011 International Awards for Liveable Communities in the category of 'Community Participation and Empowerment' for Climate Conversations – Local Action Planning project.
- There are now twelve community gardens throughout the City of Port Phillip with the addition of Poets Garden in Elwood and the Mary and Basil garden. A website devoted to community gardening in the area was developed and Council supported training for garden groups to assist them to engage more effectively online and share information and resources.

STRATEGIC DIRECTION 2

TAKING ACTION ON CLIMATE CHANGE (CONT.)

SUB THEME 2.4 – WORKING TOGETHER

We will be innovative and strategic in our partnerships, and will advocate for sustainable solutions. We will work with the community and build alliances to implement effective change.

Achievement will look like

An effective advocate and influential partner in reducing the rate of and preparing for, climate change.

Indicator of achievement

Partnerships with other organisations to advocate or educate on issues regarding climate change.

Target 3

Result 7

Over the last year Council has been involved in the following partnerships:

- working closely with the Association of Bayside Municipalities to advocate for the completion of a third assessment of Port Phillip Bay
- partnering with the five Inner Melbourne Action Plan councils of a number of sustainability initiatives
- four partnerships with over ten other councils to deliver four Department of Sustainable Environment Sustainability Accord funded projects this year
- continuing work with the EcoCentre to build its capacity to engage our community on climate change.

Highlights

- Port Phillip, together with the cities of Melbourne, Stonnington and Yarra has produced a series of fact sheets on how to include sustainable design for all developments and extensions. The fact sheets were released in May 2012.
- On 31 May 2012 City of Port Phillip marked this year's World Environment Day with a fun community sports and games event. Over 150 people attended, filling the St Kilda Town Hall with an evening of laughter and sport competitiveness while learning about health and sustainability.
- Council piloted some activities to reach targeted groups including:
 - » Small Steps, Big Rewards, a free event to assist senior residents of the City of Port Phillip to live more sustainably was held on Tuesday 22 February 2012. Over 75 people attended the event which was coordinated with the Linking Neighbours program.
 - » Over 30 people attended a free community event called Baby Greens on 23 November 2011 which demonstrated the ways parents can live more sustainably and economically with their young children.
 - » Staff exchanger from Council's sister city in Obu in Japan shared his insights about how communities in Japan are embracing sustainability in response to earthquakes and tsunamis. The event, held at the EcoCentre, was a great success with over 55 people in attendance.



STRATEGIC DIRECTION 3

STRENGTHENING OUR DIVERSE AND INCLUSIVE COMMUNITY

SUB THEME 3.1 – PURSUIT OF SOCIAL EQUITY

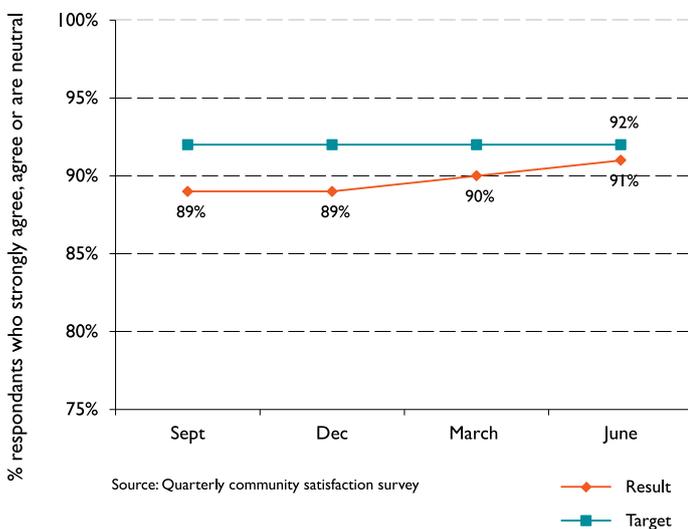
We will create a fairer city by promoting diversity, supporting community interaction, and ensuring that our services are accessible, inclusive and equitable.

Achievement will look like

Council has a reputation for facilitating and advocating a strong sense of community belonging. Council is a respected and strong advocate for human rights and social justice. Increased community interaction with, and respect and support for, disadvantaged groups.

Indicator of Achievement

The proportion of the population who believe that Port Phillip is a fair, welcoming, inclusive and supportive city for everyone



Council sees the importance of maintaining a high target for this indicator. While not met, there has been a positive trend toward people feeling like Port Phillip is a fair, welcoming, inclusive and supportive city for everyone.

Highlights

- The adoption of Planning Scheme Amendment C88 in June 2012 means gaming machines will be discouraged within 500 metres of social housing and welfare services in the City of Port Phillip.
- The adoption of the Social Justice Charter in October 2011 cements Council's commitment to working together in pursuit of the common good whilst recognising individual human rights.
- Council developed, in consultation with the community, a Disability Policy that goes beyond legislative requirements to help ensure people living with disability are supported to experience life without barriers.
- The St Kilda Linking Neighbours Seniors Register Program was launched in May 2012 at the St Kilda Town Hall with approximately 300 residents in attendance. The Linking Neighbours Seniors Register now operates across the entire municipality with 1,100 residents registered. The Linking Neighbours ethos is about 'People supporting each other and creating safe and friendly neighbourhoods', through working groups made up of local residents organising social and health related activities.
- City of Port Phillip Annual Seniors Festival and Community Ball were held during the second week of October 2011. Highlights of the event included the Mayor's Tea Dance; Festival Forum 'Can We Be Ageless'; Seniors Art Exhibition; Community Ball, and 'Life at Port Phillip' old photographs exhibition. Close to 40 Port Phillip Seniors Festival events were held in the community which Council supported through Seniors Festival grants.
- The updated Multicultural Strategic Framework was launched in December 2011. The purpose of the Framework is to improve access, remove barriers and promote awareness of cultural diversity in Port Phillip.

- The 2011/12 Community Grants received 126 applications with 68 for Community Strengthening, 7 for Social Inclusion, and 51 for Social Support requesting a total of \$533,257.92. Applications from 71 organisations received funding from a \$246,460 funding pool. The grant funding was allocated to the following target groups: Young People 17%, Children 9%, Families and Children 2%, Indigenous 8%, Low Income 21%, Multicultural over 55s 11%, Over 55's 5%, People with Disabilities 7%, Whole Community 11% and Women 9%. A further \$27,540 was funded to projects from three organisations, as part of a trial of longer term funding which commenced in 2008/09.
- City of Port Phillip hosted its Annual Diversity Day event in March 2012, which recognised and celebrated the cultural diversity of the municipality with food, entertainment and activities, and attracted approximately 300 people.
- In September 2011, Council hosted a Multicultural Women's Day event, which is an annual collaboration with local service providers and attracted 200 women from diverse cultural backgrounds, celebrating with food and performances, and acknowledging their strengths and contributions to the community.
- Council significantly progressed the construction and establishment of two new family and children's centres in St Kilda (opening January 2013) and Port Melbourne (opening late 2013).
- A breakfast and travel-to-school program was introduced for vulnerable primary school-aged children at Skinners Adventure Playground in South Melbourne having a significant positive impact on health, wellbeing and attendance rates.
- The new centrepiece fort structure was opened at St Kilda's Adventure Playground for local and visiting children aged 5-12 years old.
- Council's Education Engagement Partnership with the City of Stonnington and Swinburne University, resulted in the establishment of a local education program through Oakwood Independent School assisting students who had disengaged from mainstream education.
- An enhanced school holiday program in St Kilda/Elwood and Port Melbourne saw an increase in annual enrolments from 2,200 in 2010/11 to 3,200 in 2011/12.
- More than 1,400 children, young people and adults from culturally and linguistically diverse communities have participated in a water safety program run in partnership with Life Saving Victoria. The program aims to reduce the number of deaths and near misses due to drowning within the City of Port Phillip.
- On 25 June 2012 Council launched the City of Port Phillip Reconciliation Action Plan. The plan explores employment opportunities, builds awareness and understanding and enhances cultural and economic development for local Aborigines and Torres Strait Islanders. At the launch an audience of 200 people participated in a traditional smoking ceremony.

STRATEGIC DIRECTION 3

STRENGTHENING OUR DIVERSE AND INCLUSIVE COMMUNITY (CONT.)

SUB THEME 3.2 – CREATIVE, ACTIVE AND CULTURALLY DIVERSE LIFE

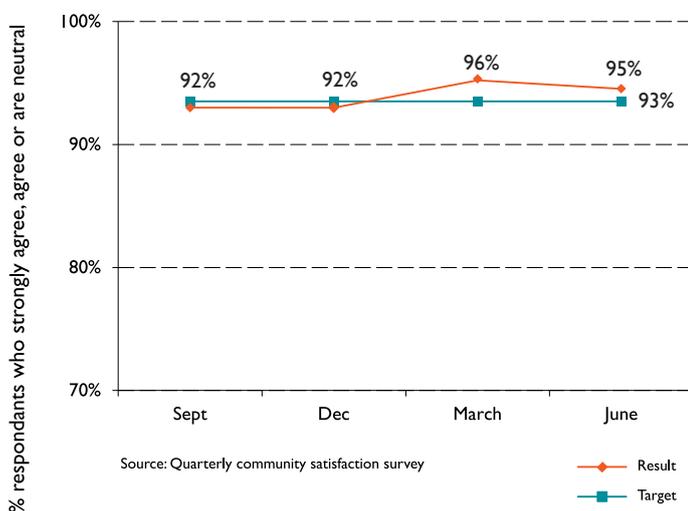
We are aware and supportive of the critical role that arts and culture play in our diverse community. We will support, promote and enhance our creative community and creative places.

Achievement will look like

The city has a flourishing arts community with high levels of participation. The city has a dynamic learning and knowledge environment. Increased participation in recreational and physical activity.

Indicators of achievement

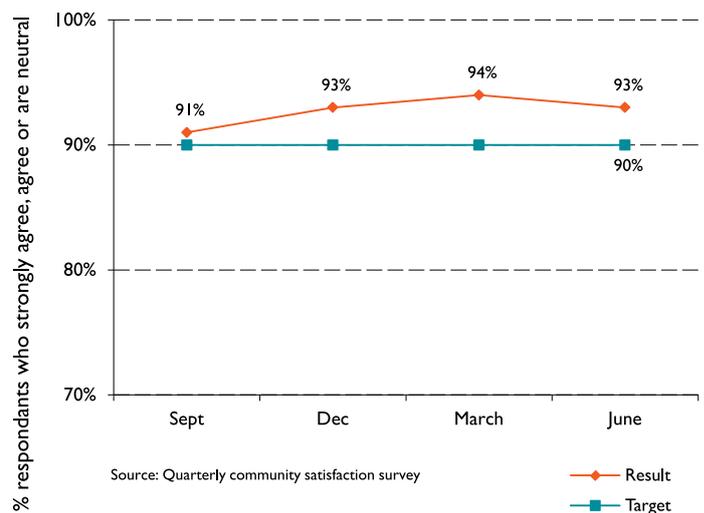
Increase in the proportion of the population who feel they have opportunities to participate in affordable local community events and activities of their choosing¹



Respondents have consistently rated Port Phillip as a place where they can participate in affordable local community events and activities.

¹ Data extracted from the City of Port Phillip Community Satisfaction Surveys 2010/11

The proportion of the population who agree Port Phillip has a culture of creativity, learning and physical activity



Respondents have consistently rated Port Phillip highly as having a culture of creativity, learning and physical activity.

Highlights

- The adoption of the Arts and Cultural Policy in November 2011 articulates Council's commitment to arts and culture in the municipality and outlines principles and objectives for Council's Arts and Cultural services, programs and facilities.
- The week-long St Kilda Festival, dedicated to live music and entertainment, ran from 4 - 12 of February 2012. Highlights included the Live N Local program with over 100 local performances and events, the Yalukit Willam Ngargee festival featuring a wide array of Aboriginal and Torres Strait Islander events and the main festival day which attracted approximately 280,000 people.
- The 2012 St Kilda Film Festival received over 600 short film entries, with a record four world premieres playing at the Palais Theatre opening night to a full house of over 2,800 people. The festival went on tour visiting eight Victorian towns including Charlton's historic Rex Theatre – only recently reopened after extensive damage in the Victorian floods.
- 2012 was a busy year for libraries once again, with more than 673,000 visitors to Port Phillip's five library branches (up from 656,000 in 2011). Over 48,000 new items were added to the library collection, 716,423 loans were issued, and more than 97,000 bookings for the internet were made.
- Over the 2011/12 calendar of events the library service conducted 549 public programs with over 37,000 people attending a broad mix of activities aimed at fostering community participation, inclusion and learning and recreation opportunities such as author talks, regular story-times for children and families, celebration of Chinese New Year and other events promoting cultural awareness and understanding.
- Two free Leisure and Lifestyle programs were held with the summer and winter programs attracting 312 participants across 14 recreation activities.
- Four new sporting clubs utilised our sports clubs, covering Gaelic Football, soccer, cricket and junior AFL. This allowed over 100 new participants to access Port Phillip facilities.
- Multicultural Arts Victoria (MAV), Victoria's peak body for multicultural arts, joined the growing cultural hub in Emerald Hill. MAV joins other key organisations in this vibrant precinct, including the Australian National Music Academy (ANAM), Arts Access, Auspicious Arts Incubator, Australian Tapestry Workshop and The Butterfly Club.
- 20 arts projects received funding through the Cultural Development Fund with 10 individual artists and 10 groups receiving funding totaling \$134,500. A number of Cultural Development Fund recipients also featured in the 2011 Green Room Awards for theatre.
- The Local Festivals Fund received an increase in funding of \$50,000 (more than 60%) during 2011/12 in response to the increase in new festival events as well as the established local festivals that are well-run and recurring. This year 19 local festival events were assisted.
- Three Emerald Hill Conversations were run on the topics of Creative Neighbourhoods, Sustainable Art and Design (as part of the Sustainable Living Festival) and Stories from The Hill (as part of Heritage Week). The events were run in partnership with Auspicious Arts Incubator and provided intimate opportunities for conversation, sharing of arts practice and local history.

STRATEGIC DIRECTION 4

ENHANCING LIVEABILITY

SUB THEME 4.1 – A SENSE OF PLACE

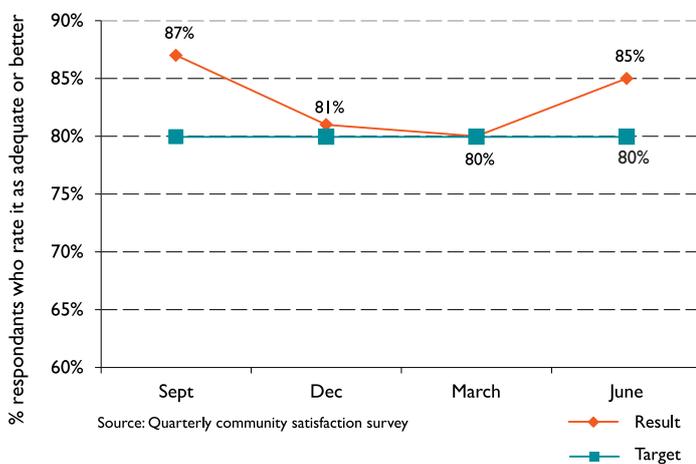
We will improve safety, convenience, and accessibility to our public places. We will encourage harmony in our neighbourhoods and the creation of beautiful places, while protecting and valuing our heritage.

Achievement will look like

A safe area to be. Distinct neighbourhoods that people are proud of, connected to, and enjoy.

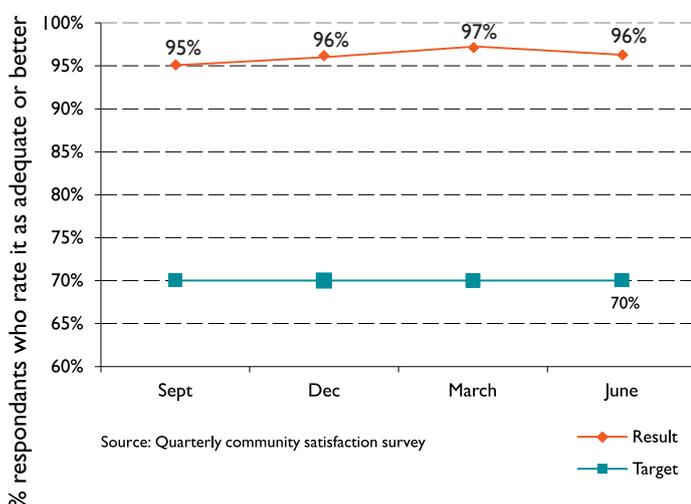
Indicators of achievement

Community perception of safety and security in the City of Port Phillip



The results across the year have continually met or been above target. The results in the summer season are traditionally lower which may be the result of increased visitor numbers in the warmer season.

Proportion of the population who agree that they feel proud of, connected to and enjoy their neighbourhoods.



The results across the year have continually tracked above the target.

Highlights

- Council worked with the major activity centres of Port Melbourne, St Kilda Village, Fitzroy Street and South Melbourne. This work supports the retail shopping precincts with marketing, promotional activities and events to ensure they remain strong, vibrant and provide convenience to the local community.
- The Emerald Hill Master Plan was adopted by Council in May 2012 to guide future improvements to the public realm around South Melbourne Town Hall, particularly to the forecourt.
- The highly valued character of the Beacon Cove residential estate has been protected through the introduction of new planning controls through Amendment C73. This includes the city's first 'Neighbourhood Character Overlays'.
- The planning scheme has been updated to implement Council's strategic vision for the Carlisle Street Major Activity Centre, as outlined in Council's Structure Plan and Urban Design Framework. This includes enhancing the retail offer, an upgraded Balaclava Station and improving the pedestrian environment.
- The adoption of the Activating Laneways Strategy in August 2011 will guide the upgrade of laneways in order to make the spaces more interesting and inviting for pedestrians, local residents and the broader community.
- 17 Guided Walks were conducted in Port Phillip, with 421 people enjoying the program of walks that explore the fascinating stories and heritage treasures of the neighbourhoods of St Kilda, Port Melbourne, Albert Park, East St Kilda, South Melbourne, Elwood, St Kilda Road and Montague.
- Heritage precincts across South Melbourne, Albert Park, Middle Park, West St Kilda and Port Melbourne (Heritage Overlays 1 and 3) have been reviewed. Enhanced planning controls will ensure decision-making for individual properties occurs in a way that protects the highly valued heritage character of these areas.
- The Monuments and Memorials program continued with the conservation and restoration of some important war memorials including the Edwin Knox Memorial in Cleve Gardens, St Kilda, a new memorial honoring Raoul Wallenburg outside the St Kilda Town Hall, and conservation work on the World War I Memorial Drinking Fountain in Port Melbourne.

SUB THEME 4.2 – SHAPING THE FUTURE OF OUR CITY

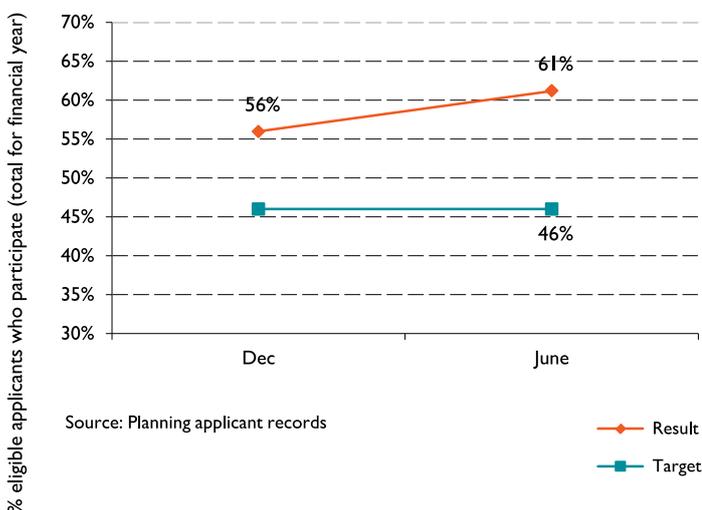
We will balance community and social planning with future developments. We will use best-practice quality urban design to ensure sustainability, to protect our open and public spaces and to create a less car-dependent city.

Achievement will look like

Planning tools and processes balance the impact of future development to maintain the sustainability of the City of Port Phillip

Indicator of achievement

Planning permit application participation in the Sustainable Design Assessment in the Planning Process (SDAPP) program with Port Phillip.



The percentage of eligible planning permit applications reached a high of 61% in the second half of the year. The target was exceeded in both reporting periods.

Highlights

- The Sustainable Transport Strategy, Walk Plan and Bike Plan were adopted in August 2011. These policies outline Council’s commitment to developing a better connected and liveable city with safe and quality walking and bike riding opportunities, as well as reducing carbon emissions within the municipality.
- The 606 bus route was extended in December 2011 to provide connections from the Fishermans Bend industrial precinct to the Elsternwick Railway Station. Additional off-peak and weekend services were also introduced.
- Council has carried out in excess of 300 proactive inspections of new developments, aimed at improving compliance rates of developments and giving the community greater confidence in the planning process.
- Council released the Port Phillip Economic Development Strategy 2012 - 2016 and implemented a range of programs in support of local businesses, including training workshops and seminars which were attended by 205 businesses, providing mentoring sessions for 100 business people and networking events attended by over 800 businesses.
- The Port Phillip Business website was redeveloped and contains news and information related to business development and events with a new online booking system. It has over 16,000 business subscribers to the website.
- Council prepared a new planning framework to guide the urban renewal of the Montague Precinct in South Melbourne from an industrial area to a mixed use precinct. The Montague Precinct has the potential to house up to 25,000 new residents and accommodate 14,000 jobs. Emphasis is on creating a highly liveable and sustainable new place, with ready access to community facilities, quality open space, and walking and cycling links.

STRATEGIC DIRECTION 4

ENHANCING LIVEABILITY (CONT.)

SUB THEME 4.3 – CARING FOR OUR NATURAL ENVIRONMENT

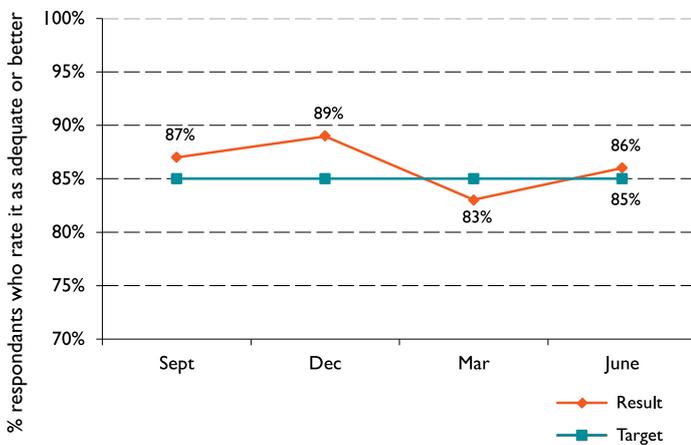
We will protect and preserve our natural environment and will continue to care for our bays, foreshores and open spaces.

Achievement will look like

*A beautiful, well maintained foreshore and network of open spaces.
Increased community action on caring for our natural environment.*

Indicators of achievement

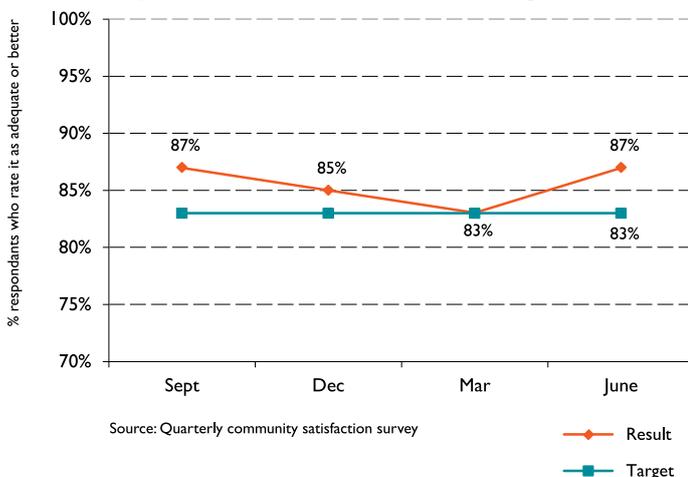
Community satisfaction with parks and open space



Source: Quarterly community satisfaction survey

Results have been consistently above average across the year. Seasonal fluctuations suggest that satisfaction tends to rise as the beaches are less heavily utilised.

Community satisfaction with beach cleaning



Source: Quarterly community satisfaction survey

Overall, results have been on or above target. There has been a slight downwards trend across the year reflecting a tendency for satisfaction to improve marginally as the number of visitors declines in the cooler months.

Community participation in opportunities to care for the natural environment

Target: 415 people **Result:** 175 people

Council supported 19 community planting days this year in partnership with local community groups. Approximately 18,000 plants were planted.

Highlights

- The City of Port Phillip enjoyed success at the 13th Annual Victorian Coastal Awards for Excellence when the Foreshore Management Plan won the 'Coastal planning and management' category. The Middle Park Beach landscape Upgrade Project was a finalist in the category of 'Coastal building and design – Community facilities'.
- The amount of cigarette butts and glass on our beaches halved following the introduction of Council's No Cuts, No Butts anti-litter campaign, which prevents smoking and glass on the sand at Port Phillip beaches.
- The redeveloped Elwood Foreshore precinct won an award at the Cement Concrete & Aggregates Australia Awards 2011 in the category of paths.
- Over 1,600 new street and park trees have been planted across the city.
- Local parks and playgrounds upgraded this year include Waterloo Reserve, St Kilda which features a new barbeque, playground, trees and furniture, Turville Reserve, Port Melbourne which features BMX tracks, trees and lighting, and the playspace at the North St Kilda Children's Centre.
- Following the approval of the Murphy Reserve Masterplan, stage one works have been implemented including reactivation of Council depot space, tree planting, walking track and relocation of the basketball field.
- Turville Reserve and the adjacent area under the Graham Street Overpass in Port Melbourne underwent significant improvements including the addition of mini basketball and mini netball courts, an upgrade to the existing BMX track, new pathways linking Bay Street shops with the light rail, and improvements to park lighting, plantings and seating.

SUB THEME 4.4 – MAJOR CITY PROJECTS

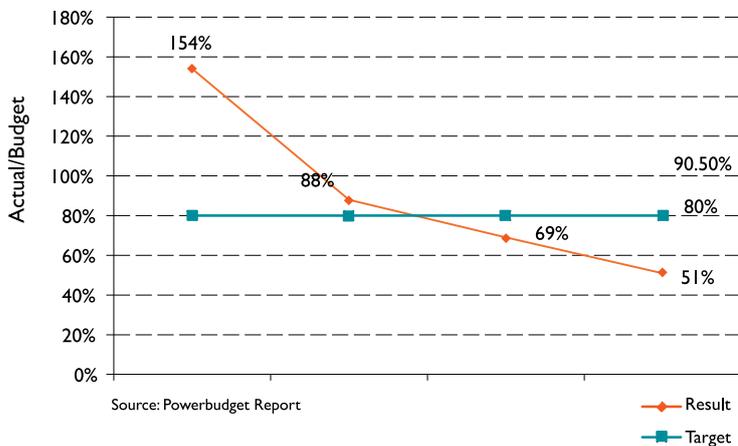
We will strive to ensure that major projects enhance liveability and balance development with community values.

Achievement will look like

Every new major project enhances liveability.

Indicator of achievement

Proportion of the capital works program that is delivered on time



The final result of this indicator has been impacted by the large proportion of expenditure linked to some major projects which are now under construction.

Highlights

- Studies on the views and vistas, the future of the Palais Theatre, a car park study and a review of the site contamination have informed the vision and guidelines for the St Kilda Triangle site. These were drawn together into a framework called St Kilda Triangle 2012 that was released for broad community consultation in June 2012.
- Council heard from 164 submitters about its draft Port Melbourne Waterfront Urban Design Framework following five weeks of consultation. As a result of the contributions from the community, Council has resolved to undertake further work on the document focused around Waterfront Place.
- The Carlisle Street Structure Plan (Amendment C80) was adopted in December 2011 and approved by the Minister in May 2012. As part of implementing this Structure Plan, Council has continued its advocacy of the State Government around the Balaclava Station and undertaken further work on the Balaclava Walk master plan and the renewal of the supermarket sites.
- The Balaclava Station concept design has been completed by Public Transport Victoria (PTV) and consultation with the community on the new station design was completed in May 2012. Construction is expected to begin in 2013. Council continues partnering with PTV regarding the detailed design and documentation of Balaclava Walk for the section of walk adjacent to the station.
- The contract for the redevelopment of Marina Reserve was awarded with works commencing July 2012.
- The Palais roof project was successfully completed and will extend the life of this importance cultural icon.
- The construction of the new St Kilda Family and Children's Centre is well underway and scheduled for completion early in 2013.
- A new state of the art family and children's centre will be built in Liardet Street, Port Melbourne. The Heritage Council approved Council to proceed with the construction of this centre, with up to 135 childcare places helping to address demand in the local area. Completion is scheduled for late 2013.
- Council plans to expand and refurbish the current Emerald Hill Library to become the Emerald Hill Library & Heritage Centre. The centre will provide: more space for library services; more books, DVDs and CDs; a new focus for local history and cultural heritage services; and better access for community groups.

COMMUNITY PULSE

CELEBRATING TEN YEARS OF COMMUNITY DATA

The Community Pulse brings together community members to collect and analyse data on what ‘really matters’, and stimulate broader community and action on local issues. The body of local data built up by the Community Pulse over the past decade has helped detect changes to the Port Phillip community and its local environment.

The Community Pulse is recognised as a pioneer in community engagement and has inspired other community indicator projects in Australia and around the world. Here is a snapshot of some of the community data collected in Port Phillip.

“We don’t know how things are going to change. Looking at some trends we are seeing now we couldn’t have predicted them ten years ago. So it’s by being there to make a record of the seemingly mundane stuff that we start to see trends and start to understand how these things interact.”

Community Pulse data collector.

SCHOOL ENROLMENTS

This indicator shows through birth notifications and booming enrolment figures that more families are choosing to stay in the City of Port Phillip. Council has responded to the increased need by conducting a study to gauge the future needs of families in Port Phillip.

Primary school enrolments in local public schools have grown by 65% across the City of Port Phillip since 1997, from 1,638 to 2,691 in 2012. In the last five years Port Melbourne Primary School enrolments have jumped by 138%. There has been a 48% increase in the number of birth notifications in Port Phillip between 2000 and 2009.

The new Albert Park Secondary College has increased available secondary school places in Port Phillip by 20% since opening in 2011. Intake of year-seven students for 2011 and 2012 has exceeded the school’s year-level capacity of 150 students. Enrolment figures for 2012 show 168 year seven students and 164 year eight students attend the school.

HOUSING AFFORDABILITY

This indicator pinpoints the challenges faced by community members who experience disadvantage in the housing market.

The cost of a median-priced house in the Port Phillip illustrates the decrease in affordability, having shown an increase of 17%,

from \$936,500 in 2009 to \$1.1 million in 2010. To purchase a median priced house in the City of Port Phillip requires a household income of \$290,354, an increase of 30% in 2010. Another way of measuring affordability is to look at the private rental market. Here, housing is deemed affordable where the rent to income ratio is less than 30%. The current basic weekly Newstart allowance for a single person is \$288, whilst the median weekly rent for a bed-sit in St Kilda is \$255 providing an 88% rent to income ratio.

As the overall housing market becomes more unaffordable, long-term members of the Port Phillip community are forced to search for lower cost housing options outside the municipality.

BUSH AND WATER BIRDS

Data on the number of bush and water bird species in Albert Park has been collected weekly since 1979. This has been adopted as a Community Pulse indicator and it provides essential information on how changes to the park affects the bush and water bird residing and breeding.

The latest report shows that the number of bush and water bird species observed in Albert Park has increased in the last year from 62 to 65 (30 bush and 35 water birds). However, the total number of bird species breeding in Albert Park has decreased from 34 in 2010 to 30 in 2011. This can be partially attributed to La Nina conditions causing changes in the timing of blooming and shedding of trees and the availability of food sources.

The longevity of data collection shows that the bird population was at its lowest in the mid 1990s with the removal of 1,000 trees (1992), draining of the lake (1992) and construction of the Albert Park raceway (1994).

EMERGENCY RELIEF IN PORT PHILLIP

The need for emergency relief in the Port Phillip community is illustrated by the number of new clients presenting to local emergency relief agencies.

Neighbourhood 'Street Life' party



Last year requests for assistance increased by 76% (Salvation Army) and 10% (Port Phillip Community Group). This represents an increase in need across the City of Port Phillip.

SOCIAL CONNECTEDNESS

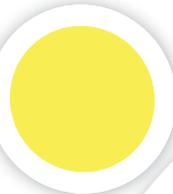
The Street Life program supports social connectedness in the City of Port Phillip by supporting neighbours to connect with each other. In 2011/12 there were 32 registered street parties registered, an increase of 78% since the Street Life program began in 2003/04.

Research shows that social connection is crucial to wellbeing and that people who are better connected are more likely to live longer, feel safer and suffer less from heart disease, diabetes and depression. The City of Port Phillip (in partnership with Port Phillip Community Group) created the Street Life program to give people the tools they need to initiate simple events in their street or neighbourhood.

Evaluation of the program shows that residents have an increased interaction in their neighbourhood since their street party. Residents have embraced the culture of friendliness by forming child-minding or 'walking school bus' groups, and organising garage sales or swap meets.



Ducks call
Port Phillip
home



The foreshore attracts
new residents to
Port Phillip



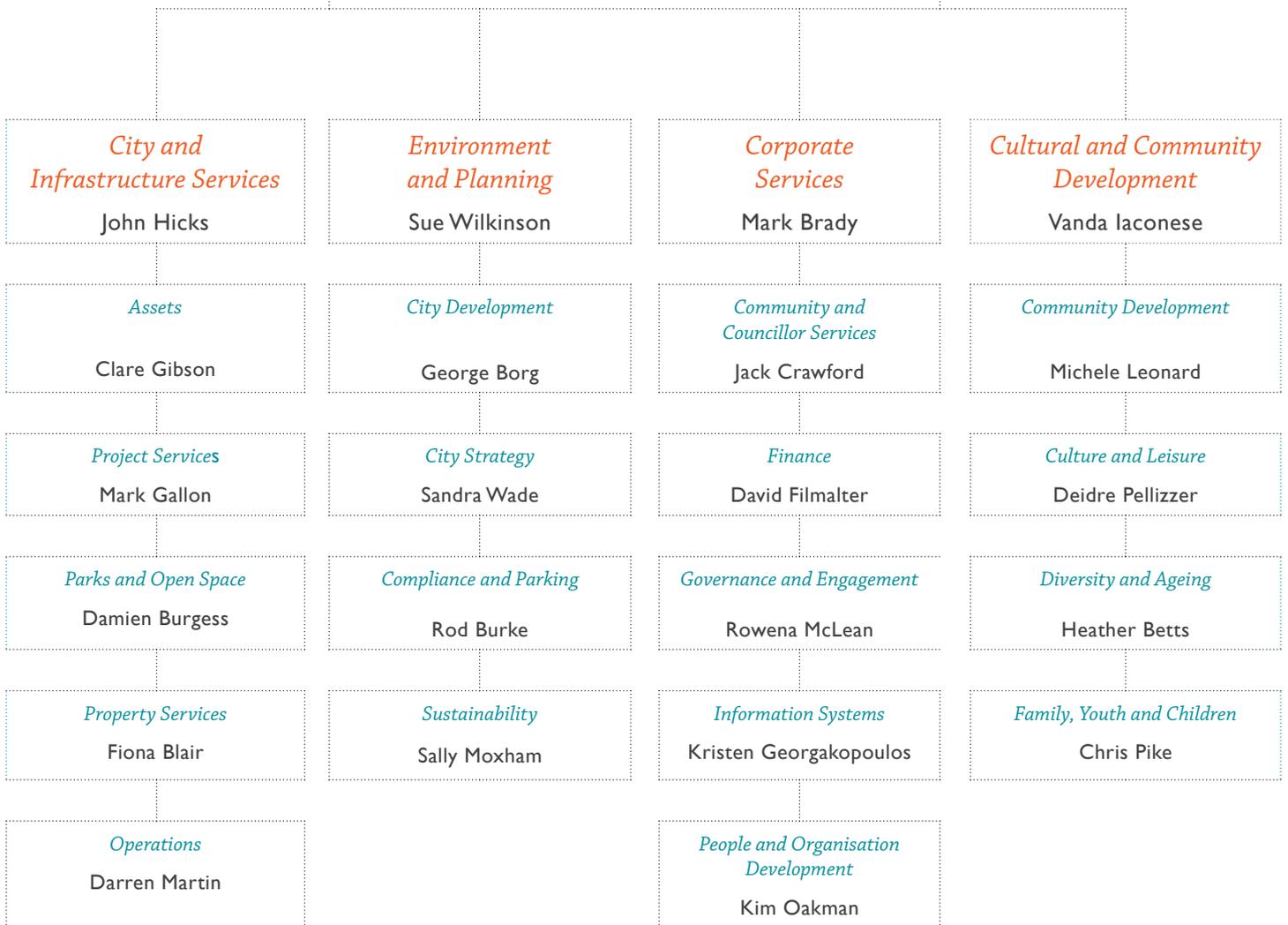


OUR PEOPLE

ORGANISATIONAL STRUCTURE

Chief Executive Officer

Kay Rundle



ORGANISATIONAL DETAILS

STAFF PROFILE

BREAKDOWN BY EMPLOYMENT STATUS

Full-time staff	504
Part-time staff	302
Casual staff	152

BREAKDOWN BY GENDER

Male staff members	329
Female staff members	629
Total staff	958

PROFESSIONAL DEVELOPMENT AND TRAINING

Professional development/information systems sessions	78 (829 attendances)
Accredited training programs offered	1 (7 participants)
Equal Employment Opportunity sessions	4 (38 participants)

WORK AND LIFE BALANCE

Study leave hours (participants)	1,037 hours (18 participants)
Wellness Programs – Yoga, etc. (participants)	20 (2,063 attendances) – some programs had multiple sessions

OCCUPATIONAL HEALTH AND SAFETY

Standard Workcover claims	5
Staff affected	5
Victorian average WorkCover premium	1.511% industry performance rate
Port Phillip's WorkCover premium	0.696% performance rate

EMPLOYEE ASSISTANCE PROGRAM

Staff using the service	37
Hours of service provided	71 hours



COMPLIANCE AND ACCOUNTABILITY

STATUTORY STATEMENTS

VICTORIAN EQUAL OPPORTUNITY ACT 1995

The City of Port Phillip is an equal opportunity employer and commits to work in accordance with statutory requirements under the Victorian Equal Opportunity Act (1995), and federal legislation as it relates to equal opportunity.

Council's equal employment opportunity policy, "Respect for Others" is a commitment that all individuals receive fair and consistent treatment in a work place that is free from harassment, discrimination and bullying. The City of Port Phillip is committed to an environment where employees aspire to have shared values with regard to integrity, fairness, honesty and trust.

OCCUPATIONAL HEALTH AND SAFETY ACT 2004

The City of Port Phillip is committed to fulfilling its moral and legal responsibilities under the Occupational Health and Safety Act 2004, to provide a safe and healthy work environment for employees, contractors and visitors. This commitment extends to ensuring that operations undertaken by Council do not place the community at undue risk of injury or illness.

Council provides induction and training for staff and contractors, conducts regular Occupational Health and Safety audits and inspections of both Council premises and contractors' works.

FREEDOM OF INFORMATION ACT 1982

Under the Freedom of Information Act 1982, the community has the right to access certain information held by Council. Council vigorously supports these basic requirements of the Act with respect to freedom of information.

Requests for access to Council documents under the Act must be in writing and should provide sufficient information to identify the particular document(s) being sought.

The Act also stipulates that an application fee must accompany each request, therefore an application fee of \$24.40 applies when processing all requests.

More information including a request form is available on Council's website www.portphillip.vic.gov.au

Principle Officer: Kay Rundle, Chief Executive Officer

DETAILS OF REQUESTS FOR 2011/12 ARE:

Total requests received	42
Total valid requests	27
Access granted in full	3
Access granted in part	15
Access denied in full	0
No documentation found	1
Requests withdrawn	0
Requests under consideration as at 30 June 2012	10
Internal reviews sought	2
Appeals lodged with VCAT	1
Total application fees collected	\$634.40
Total application fees waived	\$24.40

WHISTLEBLOWERS PROTECTION ACT 2001

Council does not tolerate improper conduct by its employees or members, nor the taking of reprisals against those who come forward to disclose such conduct.

The Whistleblowers Protection Act 2001 came into operation on 1 January 2002. The purpose of the Act is to encourage and facilitate disclosure of improper conduct by public officers and public bodies. The Act also provides protection for those who make the disclosures and those who may suffer reprisals in relation to those disclosures.

The Act also provides for the matters disclosed to be properly investigated by the Ombudsman or the nominated investigator.

The Act applies to all public bodies and public officers, including Council staff and Councillors.

In accordance with the Whistleblowers Protection Act 2001, the following specific reporting requirements have been included in the City of Port Phillip's Annual Report:

Disclosures made to Council	one protected disclosure
Disclosures referred to Ombudsman for determination as to whether they are public interest disclosures	one
Disclosed matters referred to Council by the Ombudsman	nil
Disclosed matters referred by Council to the Ombudsman for investigation	one
Investigations of disclosed matters taken over by Ombudsman from Council	nil
Requests made under s74 to Ombudsman to investigate disclosed matters	nil
Disclosed matters that Council has declined to investigate	nil
Disclosed matters that were substantiated on investigation and the action taken on completion of the investigation	nil
Recommendations of the Ombudsman under the Act that relate to Council	five

Council has adopted a detailed whistleblowers' protection procedures manual and specific guidelines for frontline staff. The current procedures established by Council under Part 6 of the Whistleblowers Protection Act 2001 are available on Council's website.

VICTORIAN INFORMATION PRIVACY ACT 2000

Council is committed to full compliance with its obligations under the Information Privacy Act 2000. Council's Information Privacy Policy and Guidelines are available at Council offices and on Council's website.

DOMESTIC ANIMAL MANAGEMENT PLAN

Council has in place programs, services and strategies to meet the animal control requirements of the Domestic Animal Act 1994 (the Act). The success of the programs and strategies are determined by key performance indicators (dog and cat registration rates, enforcement success rate, dog and cat rehoming rates, etc.) which generally show improvement from year to year. These indicators can be viewed online at www.portphillip.vic.gov.au

PUBLIC DOCUMENTS

The following documents are available for public inspection at the St Kilda Town Hall, located at 99A Carlisle Street, St Kilda. To inspect documents contact the Governance unit via the City of Port Phillip's ASSIST Centre on 9209 6777. In some instances, requests may need to be in writing.

LIST OF DOCUMENTS AVAILABLE FOR PUBLIC INSPECTION

- Details of current allowances fixed for the Mayor and Councillors.
- Details of senior officers' total salary packages for the current financial year and the previous year, including the gross salary, the amount of Council or employer contribution to superannuation, the value of any motor vehicle provided by Council and the total value of any other benefits and allowances provided by Council.
- Details of overseas or interstate travel (with the exception of interstate travel by land for less than three days) undertaken in an official capacity by Councillors or any member of Council's staff in the previous 12 months, including the names of the Councillors or members of Council staff and the date, destination, purpose and total cost of the overseas or interstate travel.
- Names of Council officers who were required to submit a return of interest during the financial year and the dates the returns were submitted.
- Names of Councillors who submitted returns of interest during the financial year and the dates the returns were submitted.
- Agendas for and minutes of ordinary and special meetings held in the previous 12 months except if the minutes relate to parts of meetings that have been closed to members of the public under section 89 of the Local Government Act (the Act).
- A list of all special committees established by Council and the purpose for which each committee was established.
- A list of all special committees established by Council that were abolished or ceased to function during the financial year.
- Minutes of meetings of special committees established under section 86 of the Act and held in the previous 12 months except if the minutes relate to parts of meetings which have been closed to members of the public under section 89 of the Act.
- A register of delegations kept under sections 87, 88 and 98 of the Act, including the date on which the last review under section 98(6) of the Act took place.
- Submissions received in accordance with section 223 of the Act during the previous 12 months.
- Details of all property, finance and operating leases involving land, buildings, plant, computer equipment or vehicles entered into by Council as lessor or lessee, including the name of the other party to the lease and the terms and the value of the lease.
- A register of authorised officers appointed under section 224 of the Act.
- A list of donations and grants made by Council during the financial year, including the names of persons or bodies which have received a donation or grant and the amount of each donation and grant.
- A list of the names of the organisations of which Council was a member during the financial year and details of all membership fees and other amounts and services provided during that year to each organisation by Council.
- A list of contracts valued at \$150,000 for goods and services and \$200,000 for carrying out of works which Council entered into during the financial year without first engaging in a competitive process and which are not contracts referred to in section 186(5) of the Act.

RISK PERFORMANCE

RISK MANAGEMENT

Risk management is an essential part of the City of Port Phillip's culture. Council recognises that the effective management of risk is a fundamental component of good governance practice. The organisation is continually implementing strategies to manage its risks by maximising opportunities and minimising losses.

RISK AWARENESS

In 2011/12 Council undertook a major review of its Risk Policy, Framework and Risk Register over twelve months. A new Risk Policy and Risk Management Framework was acknowledged by the Audit Committee as a major improvement and adopted by Council in June 2012. The City of Port Phillip's policy is to:

- (1) Maximise opportunities to deliver Council's objectives within an agreed risk management framework and process.
- (2) Ensure that risks associated with City of Port Phillip activities in the community and within the organisation are managed and monitored effectively, efficiently and consistently.

The new Risk Management Framework will be implemented in the 2012/13 planning cycle. Elected Councillors and every member of the organisation, including the management team, staff and volunteers are responsible for managing risk as part of their daily planning and operational processes.

INSURANCE AND RISK REDUCTION

Council's insurance policies provide coverage for the following areas: public liability and professional indemnity, industrial specials risks, Councillors, General Managers and Officers liability, personal accident/corporate travel, community liability pack, machinery/computer breakdown and boiler explosion, contract works and third party liability and commercial crime insurance.

We are pleased to advise that this year, once again, Council has been able to maintain minimal increases to our insurance premiums and contributions despite all insurance schemes having had to deal with an increasing number of claims, a difficult investment environment and natural disasters, including a series of cyclones, floods, bushfires and hailstorms in Australia alone.

Increased risk management, along with tort reforms and other legislative changes such as the Road Management Act have continued to assist Council in maintaining its insurance costs.

NATIONAL COMPETITION COMPLIANCE

CERTIFICATION BY CHIEF EXECUTIVE OFFICER

The City of Port Phillip Council has complied with the requirements of the National Competition Policy (NCP) for the period 1 July 2011 to 30 June 2012, in accordance with the requirements outlined in National Competition Policy and Local Government (Revised 2011) as set out below:

A. Trade Practices Compliance State whether the Council is compliant or noncompliant. If noncompliant, justify or cite actions to redress.	Council is compliant
B. Local Laws Compliance State whether the Council is compliant or noncompliant. List all local laws made or remade during 2011/12 which impose a restriction on competition.	Council is compliant
C. Competitive Neutrality Compliance State whether the Council is compliant or noncompliant for all significant businesses. List any significant businesses that are noncompliant.	Council is compliant

I certify that:

Policy reporting guidelines; and

- This statement has been prepared in accordance with the 2011/12 National Competition Policy reporting guidelines; and
- This statement presents fairly Council's implementation of the National Competition Policy.

Signed:



KAY RUNDLE

Chief Executive Officer

Date: 1 August 2012

BEST VALUE REPORT 2011/12

Council is committed to continuously improving its services and providing value for money for rate payers. This commitment ensures our compliance with the Local Government Act which details six Best Value principles.

1. Services provided by a Council must meet quality and cost standards.

Many of the service areas have either been through a tendering process or are the subject of government contracts through funding agreements which set out quality and cost standards. Council uses a number of methods across its services to ensure quality standards are developed and monitored.

2. Services provided by a Council must be responsive to the needs of its community.

Council uses a range of processes to ensure that services it provides are responsive to the needs of the intended users. This year Council introduced an online toolbox for staff to help improve their capacity to engage and understand community needs. These include community surveying and consultation activities. In some cases, service level agreements have been developed in response to the needs of the users.

3. Services provided by a Council must be accessible to those members of the community for whom the service is intended.

Service areas are continually reviewing accessibility to their services. In addition to being as accessible as possible, services are improving communication channels to ensure the wider community is aware of these services. Council also conducts accessibility audits to identify areas for improvement at Council facilities.

4. Council must achieve continuous improvement in the provision of services for its community.

This year twenty service areas in Council participated in workshops to develop service standards in line with a set of organisation-wide service principles. All contracts are subject to ongoing review which has been supported by the introduction of a contract management system.

5. Council must develop a program of regular consultation with its community in relation to the services it provides.

All services employ consultation processes in the delivery of their services. This year Council provided opportunities for community members to consult on over thirty topics. In addition, Council employs an external survey company to conduct a quarterly community satisfaction survey that provides a significant amount of information to service areas that supports the consultation processes they employ.

6. Council must report regularly to its community on its achievements in relation to the five principles above.

Council provides a Quarterly Report to the community to inform them on the operations of Council. Individual services use other mechanisms including information booklets, newsletters, community forums and various reports to government departments to report on the performance of our services.

PLANNING

Council's approach to planning continues to improve with the implementation of actions for the third year of the Council Plan 2009 - 2013. This year Council continued its practice of exceeding the minimum statutory consultation requirement when conducting a review of the Council Plan 2009 - 2013. Six community conversation tents were held in February and March 2012, giving the community an opportunity to comment on Council's strategic directions. A public information session was held in May at the St Kilda Town Hall after Council resolved to invite public submissions on the draft Council Plan 2009 - 2013 Year 4 and draft 2012/13 Budget. A total of 26 submissions were made and each submitter was invited to speak to their submissions at a Council Meeting on 12 June 2012. The submissions were considered by Council prior to the adoption of the Council Plan 2009 - 2013 Year 4 on 26 June 2012.

PERFORMANCE MEASUREMENT

Council's approach to performance measurement is based on continuous improvement. During 2011/12, Council continued to provide a comprehensive report of its performance in a Quarterly Report which includes the Council Plan Report, providing narratives and pictorial representations of progress against each strategic direction as well as reporting results for each strategic indicator; a Strategic Directions Progress Report, providing updates on the status of all actions in the Council Plan; and a quarterly Financial Report, providing an update to the community on the fiscal position of the Council. This year Council also introduced a quarterly risk report. These reports are available to the community on the City of Port Phillip website.

VICTORIAN LOCAL GOVERNMENT INDICATORS

The following table outlines the City of Port Phillip's performance against the Victorian Local Government Indicators. All local governments within Victoria are required to assess their performance against these indicators and report the results in their annual report.

In 2012, Local Government Victoria introduced significant methodology and content changes to the Community Satisfaction Survey to provide more reliable and meaningful results. These changes limit direct comparisons with previous year results.

TERM	DESCRIPTION	DEFINITIONS	2009/10 RESULT	2010/11 RESULT	2011/12 RESULT
Overall performance	Community satisfaction rating for overall performance	Council index score from the Annual Community Satisfaction Survey for Local Governments, coordinated by Local Government Victoria. The index score provides a weighted result.	67	67	65
Advocacy	Community satisfaction rating for Council's lobbying on behalf of community	Council index score from the Annual Community Satisfaction Survey for Local Governments, coordinated by Local Government Victoria. The index score provides a weighted result. <i>N.B. There were significant content changes to this indicator in 2012.</i>	64	65	58
Engagement	Community satisfaction rating for Council's engagement in community consultation and engagement	Council index score from the Annual Community Satisfaction Survey for Local Governments, coordinated by Local Government Victoria. The index score provides a weighted result. <i>N.B. There were significant content changes to this indicator in 2012.</i>	64	62	60
All rates	Average rates and charges per assessment	Rates and charges declared as being receivable, in the calculations for the adopted rates, at the beginning of the year, including: <ul style="list-style-type: none"> • general rates and charges declared under ss.160, 161, and 161 A of the Local Government Act 1989 • municipal charges and service rates and charges (i.e., garbage services) levied under ss.159 and 162 • supplementary rates declared, divided by the number of assessments used in the calculation of the adopted rate (i.e., that is, when the rate was struck). 	\$1257.67	\$1,309.97	\$1,390.61
Residential rates	Average residential rates and charges per assessment	Rates and charges declared for all residential assessments (including vacant residential assessments) as defined in "all rates", except for residential assessments only, divided by the number of residential assessments used in the calculation of the adopted rate (i.e., that is, when the rate was struck).	\$1068.35	\$1,131.05	\$1,199.48
Infrastructure	Renewal	Ratio of current spending on capital renewal of existing infrastructure assets which returns the service potential or the life of the asset up to that which it had originally to the AAAC**, totalled for each and every infrastructure asset to give one ratio.	80%	80%	100%

TERM	DESCRIPTION	DEFINITIONS	2009/10 RESULT	2010/11 RESULT	2011/12 RESULT
Infrastructure cont.	<i>Renewal and maintenance</i>	Ratio of current spending on capital renewal of existing infrastructure assets which returns the service potential or the life of the asset to that which it had originally, plus current spending on maintenance: <ul style="list-style-type: none"> to AAAC** plus planned maintenance (the expected level of maintenance which was used in the calculation of the useful life of the asset), divided by useful life totalled for each and every infrastructure asset to give one ratio. 	115%	123%	134%
Debts	<i>Average liabilities per assessment</i>	Total liabilities as per the Balance Sheet (previously known as the statement of financial position), less items held in trust (reflected in assets also held), divided by the number of assessments used in the calculation of the adopted rate (i.e., when the rate was struck). <i>N.B. Items held in trust does not include employee leave entitlements such as long service leave</i>	\$444.29	\$383.14	\$578.12
Operating results	<i>Operating result per assessment</i>	Profit/Loss for the period as per the Comprehensive Income Statement (previously known as surplus deficit) for the period, per the Income Statement, also previously known as the bottom line, as per statement of financial performance), divided by the number of assessments used in the calculation of the adopted rate (i.e., when the rate was struck). A note should be provided to this indicator explaining any major factors, including their dollar amount, which have contributed to the result. For example, capital grants, developer contributions, revaluations of non-current assets and the result would be excluding these major factors. <i>N.B. Surpluses should be shown as positive and losses as negatives.</i>	-\$65.78	\$18.23 ¹	-\$2.59
Operating costs	<i>Average operating expenditure per assessment</i>	Total expenses as per the Income Statement (previously known as the statement of financial performance), plus net gain (loss) on disposal of property, plant and equipment infrastructure, divided by the number of assessments used in the calculation of the adopted rate (i.e., when the rate was struck) <i>N.B. Where major factors of expenditure such as devaluations or transfers of assets are excluded, Councils should provide a note explaining what has been excluded.</i>	\$2369.29	2,322.84	\$2,527.42
Capital expenditure	<i>Average capital expenditure per assessment</i>	Amount of Council's expenditure capitalised to the Balance Sheet (previously known as the statement of financial position) and contributions by a local government to major assets not owned by the local government, including expenditure on: <ul style="list-style-type: none"> capital renewal of existing assets which returns the service potential or the life of the asset to that which it had originally capital expansion which extends an existing asset at the same standard as currently enjoyed by residents to a new group of users capital upgrade which upgrades an existing asset to provide a higher level of service or expenditure that will increase the life of the asset beyond that which it had originally divided by the number of assessments used in the calculation of the adopted rate (i.e., when the rate was struck). 	\$304.01	\$267.60	\$349.89

¹ Council's operating result for 2010 included the full impact of the \$5 million for the St Kilda Triangle settlement as well as an abnormally high level of capital works expenditure that was expensed hence the impact on the operating result which was an operating loss: In comparison, Council did not have any significant expenditure in 2011 which resulted in a marked improvement in the operating result and is reflected in the operating result per assessment.

* The Average Annual Asset Consumption (AAAC) is the amount of a Local Government's asset base consumed during a year based on current replacement cost (that is, cost or fair value)

