

CEO Report AUGUST 2022

Volume 89

What's inside

Flood warning device at Foam Street, Elwood

Love My Place Grants

Annual Community Satisfaction Survey

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



I am pleased to present the August 2022 issue of the CEO Report, my first report as interim CEO after the recent departure of Peter Smith.

Message from the CEO

Peter held the role of CEO of City of Port Phillip for over five years. His leadership during the COVID-19 pandemic was vital; he worked tirelessly to support our residents, businesses, creative institutions and those most vulnerable in our community. Other key achievements during Peter's tenure include his focus on placemaking and activation, tackling homelessness, driving inclusion, and brokering and navigating a range of complex projects with key partners and stakeholders. We thank Peter for his contribution to the City and the organisation and wish him every success in his next journey.

The month of August has seen us celebrate some important milestones for our community. The St Kilda Library celebrated its 50th anniversary, a day that marks the laying of the foundation stone in 1972. The library has an extensive history and holds great value for our community, and it was wonderful to come together to celebrate all that has been achieved in the 50 years since it opened. We also celebrated the one year anniversary of Release 2 of our Customer Experience Program, which included the launch of our online customer portal, My Port Phillip.

The online portal gives our community members a secure, self-service option for contacting Council and it is one of the many ways we are working to make things easier and better for our community.

I am very proud to share that we have been awarded a full Rainbow Tick accreditation for our Aged Care services for the third time, recognising our commitment and celebration of diversity in Port Phillip.

The month of August also saw the opening of several grant rounds, including the Community Grants Program, the Love My Place grants, the Cultural and Development Fund Project grants and the Cultural and Development Fund Festival and Events grants. These grants are one of the many ways the City of Port Phillip helps support activities and initiatives that bring our community together and boost the vibrancy of our City. Over the coming months the Executive Leadership Team and I will be focusing on:

- Delivering the Council Plan, which provides clear direction on the things we need to ensure an inclusive, liveable, sustainable, vibrant, and well governed Port Phillip.
- Ensuring we have the organisational capacity, capability and culture to deliver on the big agenda in the Council Plan.
- Improving how we engage, communicate, and work with our community, customers, and key stakeholders to improve experiences, decision making, and outcomes.
- Supporting good governance including advocating strongly for our community in the lead up to the State election.
- Demonstrating value for money including implementing the cost review directed by Council and ensuring major contracts for waste and sports fields are delivering best value.

Ch Cant

Chris Carroll Interim CEO, City of Port Phillip

Strategic Direction

Inclusive Port Phillip

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



Early Years Assertive Outreach program

We continue to support families with young children to access early years education. The Early Years Assertive Outreach program, pioneered in Victoria by the City of Port Phillip, works with maternal and child health services, early education and childcare centres, and parents to promote the benefits of early education and support transition into a children's centre. The program builds close relationships with families experiencing vulnerability, with childcare centres and community service organisations.

An example of the results of this program can be seen in the impacts it has made to one of our clients last year. The program supported a young mother living in local public housing whose family required food support, access to early education, links to the local and cultural communities, and links to mental health support.

We linked the mother to a social enterprise in Port Phillip that supports Culturally and Linguistically Diverse women, providing a safe space to make social connections, gain work experience, and sell their creative work to the public.

Now in August 2022, she is working as a retail manager and on top of having access to early years education for her children, has reported the improvements in income and community connections.

This de-identified story has been provided with consent.

Find out more about the program



Council's Early Years Outreach workers available for parental consult at Bubup Nairm.

Advocacy for funding childcare centres

Council has decided against selling the three community-run early years education and care centres, at 17 Eildon Road, St Kilda, 39 The Avenue, Balaclava, and 46 Tennyson Street, Elwood, as suggested by the community.

We will seek to rebuild or renovate these centres subject to finalisation of funding arrangements. We are actively discussing options for funding support with the Victorian and Australian Governments for upgrading all Council-run childcare centres.

We remain committed to continuing to invest in infrastructure across Port Phillip, for providing and supporting early childhood learning and care, in line with our Inclusive Port Phillip strategic direction.

Snapshot: Inclusive Port Phillip indicators

The following are the results for the month of August 2022.

Trend measures V Favourable result X Unfavourable result

Target 2022/23	July 2022	August 2022	Trend
Direct hours of housing assistance (older persons 55+ at ris	k of, or experiencing homelessness)		
65 direct hours	132	104	~
Number of older local persons housed			
5 people housed	1	10	~

Strategic Direction

Liveable Port Phillip

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

New e-bike for Elwood Toy Library

A new e-bike is now available for rent at the Elwood Toy Library. The brand-new electric cargo bike has been added, aiming to increase the range of healthy, safe, connected and convenient walking and bike riding choices within our City, in line with our Move, Live, Connect Strategy that supports our strategic direction, Liveable Port Phillip.

E-bikes offer a sustainable alternative to private car use and the electric features make bike riding with the extra weight of children easier and more time efficient compared to a normal bike. The e-bike seats up to two children or can be used for carrying shopping.

The new e-bike is available to book.

Find out more about the e-bike



Our new e-bike at Elwood Toy Library.

Flood warning device at Elwood

We have worked with Melbourne Water to have a flood warning device reinstalled beneath the Foam Street walk bridge, Elwood, with enhanced technologies that enable Council, Victoria State Emergency Services and Victoria Police to receive flood water level information via text messages. The information allows us and emergency agencies to consider the risk of flood and implement measures, such as road closures when deemed required, to warn members of the public to not drive through flood waters.

Storms that can lead to flooding within the municipality are considered the City of Port Phillip's greatest emergency management risk. Due to its low-lying topography, the Elwood Canal at Foam Street, Elwood regularly has minor to moderate flooding events, which put motorists at danger when they choose to drive through flood waters.

We are working closely with Melbourne Water to enhance awareness and preparedness, to better protect the safety of our community for when these flooding events occur at Elwood Canal.



Flooding caused road closures at Foam Street, Elwood in 2021.

Snapshot: Liveable Port Phillip indicators

The following are the results for the month of August 2022.

Trend measures V Favourable result X Unfavourable result

Target 2022/23	July 2022	August 2022	Trend		
Proportion of sealed local roads below intervention level					
95% to 97%	94%	94%*	×		
Time taken to action animal management requests					
< 2 days	1	1	~		
Animals reclaimed					
30% to 90%	28%	33%	~		

* Of the 266 km of roads and laneways, 249 km is below intervention level. The general condition of the old bluestone laneways slows the progress in reaching the target.

Strategic Direction

Sustainable Port Phillip

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

Mitigating climate emergency

We have commenced our review of Act and Adapt Strategy and development of a Climate Emergency Response Action Plan.

The Act and Adapt Strategy, adopted in 2018, is a 10-year strategy that includes a review every four years. The revised Act and Adapt Strategy will integrate targets and actions from other Council strategies and plans such as Don't Waste It! Strategy, Move Connect Live Strategy, the Asset Management Enterprise Plan, the Open Space Strategy, Housing Strategy, Municipal Emergency Management Plan, Greening Port Phillip and the Foreshore Management Plan.

Port Phillip has declared the climate emergency in 2019 and has committed to developing an action plan in our Budget 2022/23. The Climate Emergency Response Action Plan will document our response to climate change, shaping our priorities with relevant targets, goals and actions over the next five years. We will engage with our community in the development of this plan.

Find out more about how we are taking actions on climate change.

Environmental Leadership Course

Another intake for our Environmental Leadership Course started in August. The free course is designed to help our community members gain the skills to lead environmental projects. The course aims to enable and empower our community members to actively participate in creating a sustainable city. Examples of the initiatives that have been developed out of the course from previous intake are the Port Phillip Pickers, Elwood Kitchen Library and St Kilda Bike Kitchen.

The August 2022 course has over 15 community members participating, runs for 10 weeks and supports participants to develop and lead their own sustainability action project, while focusing on individual growth in a team-based environment. We intend to run another course in the beginning of March 2023.

Find out more about the course



Some of the participants of our Environmental Leadership Course.

FOGO recycling

In response to our community's aspiration, we are introducing the new Food Organics and Garden Organics (FOGO) service in early 2023 to all eligible houses and townhouses who have enough space to accommodate an additional kerbside bin. Similar service will be rolled out to apartments from July 2023.

The FOGO kerbside service allows food and garden organic materials to be collected from households each week for recycling. Utilising the FOGO bins will not only reduce the amount of waste going to landfill but will also help reduce greenhouse gas emissions and turn those materials into compost and soil conditioner that can be used within Victorian parks and grounds.

♥ Find out more about FOGO recycling



Our new FOGO recycling bin.

CEO message

Snapshot: Sustainable Port Phillip indicators

The following are the results for the month of August 2022.

Trend measures V Favourable result **X** Unfavourable result

Target 2022/23	July 2022	August 2022	Trend
Kerbside collection bins missed per 10,000 scheduled bin lift	s		
<4	3.61	6.7 *	×
Kerbside collection waste diverted from landfill			
40 %	32.4%	32.4% **	×

* Missed bin requests increased over August due to the increase in residential bins not being left out before the time of collection and waste bins being reported as missed before collection could be completed on the allocated collection day. Council and our waste service contractor continue to work to meet service delivery requirements.

** Values reported are approximate and might be revised once we have full information.

Strategic Direction

Vibrant Port Phillip

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



Improving South Melbourne Market

We have completed the South Melbourne Market's Public Safety Improvement project in early August, with new bench seating, bike racks and planters installed along York, Cecil and Coventry Streets, South Melbourne. New permanent bollards were also installed on the two corners of Cecil Street, South Melbourne, replacing concrete blocks that were previously in place. The new infrastructure and tactile paving improve accessibility and public safety around the Market, offer increased public seating and improve both the functionality and appearance of the space for market traders and the local community.

Find out more about what's new at the Market



New bike racks and public seating on Cecil Street, South Melbourne.

Upgrading Library Management System

We upgraded our Library Management System (LMS) to support our community members in borrowing books, movies, music and games in multiple languages from our vast collection.

The upgraded system delivers a new and enhanced catalogue and improves the access and flexibility for customers in using our library services.

CEO message

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Love My Place Grant

We continue to provide support to our community with an opportunity to trial new ideas through creative activities in the public realm with our Love My Place Grants. During the year 2021/22, eight ideas, supporting unique events, experiential public art, and experimental installations around our City were funded through this grant program.

The two giant penguin sculptures installed between the Foreshore and Luna Park at St Kilda, creating a boost for local traders and the St Kilda community, is one of the creativities supported by the Love My Place Grant. Seven other creative activities were delivered during the months of December 2021 to July 2022.

The application for the Love My Place Grants for 2022/23 was opened in August and closed in mid-September. The winners of the Love My Place Grants 2022/23 will be announced in November. The grant program addresses our goal of Vibrant Port Phillip in supporting public arts and local artists.

Find more details on these grants



The giant penguin sculpture at St Kilda foreshore.

Cultural Development Fund 2022/23

Our arts and creative industries are one of the largest employers in Port Phillip and they have been significantly impacted by the lockdowns and restrictions caused by the COVID-19 pandemic. The Cultural Development Fund – Projects grants support local artists, groups and arts organisations to develop and present creative projects in the City of Port Phillip. The grants help artists to continue to create, maintain connections to the City and each other, and share work with the community, supporting our Vibrant Port Phillip objective. Applications for 2022/23 Projects grants round were open from the end of July until the first week of September for projects that occur in public space, venues or online.

The Cultural Development Fund – Festivals and Events grants program provide grants to notfor-profit cultural organisations and community groups to develop local neighbourhood festivals and events. The grants aim to support local events in celebrating the City's community spirit, bring our community together through arts and culture and boost the vibrancy of our City. The first-round applications for 2022/23 Festival and Events grants were accepted from the end of July until end of August for events taking place between January to December 2023.

We also ran an online Grant Writing for Creatives workshop in August to assist the community members in the writing applications for the grants.

Find more info on these grants

Snapshot: Vibrant Port Phillip indicators

The following are the results for the month of August 2022.

Trend measures V Favourable result X Unfavourable result

Target 2022/23	July 2022	August 2022	Trend
Visits to libraries			
42,000 to 60,000	40,846	32,101 *	×
Visits to South Melbourne Market			
360,000	455,572	392,913	~

* Number of visits to libraries reported is low due to an issue with the front roller door at St Kilda Library between 13 August to 31 August. This caused visitors to enter via other non-sensor equipped gates where data could not be captured. **CEO** message

Strategic Direction

Well Governed Port Phillip

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



Annual Community Satisfaction Survey

Earlier this year, we engaged an independent market research agency to assess our community's perception on our services and facilities by conducting a community satisfaction survey on our behalf. The results of the survey reveal that our overall performance in 2021/22 has slightly increased from the previous year. Our rating is significantly higher than the average rating of State-wide councils and is generally aligned with other Metropolitan councils.

Our highest rated areas remain the recreational facilities, arts centres and libraries, with performance in traffic management rated significantly higher than the averages of other Metropolitan and State-wide councils.

In the areas of sealed local roads, slashing and weed control, local streets and footpaths and planning and building permits, our performance is significantly higher than State average and is in-line with other Metropolitan councils.

The results of the survey also provided us insights that we need to be proactive in addressing the interests of the community and focus on engaging more with the community on issues that concern them most. Our goal in undertaking the community satisfaction survey is to identify ways to improve the effectiveness of our service delivery.

Details of result in each area are included in our Annual Report 2021-22, published on our website in October. We continue to strive to perform better by identifying ways to provide more effective service delivery to our community.



Children playing at Point Ormond playground, one of our City's many recreational facilities.

Customer Experience Program

In August 2021, our final and most complex release (Release 2) of the Customer Experience Program went live, including the launching of our online customer portal, My Port Phillip.

One year on, we continue to see the value of this investment with benefits delivery and steady progress in performance improvement. Service requests that we receive have increased by 47 per cent compared to last year, and the number of customers registered has soared to 22,000 from less than 100 last year.

The program will continue to be evaluated to support our commitments in making things easier and better for our customers and community.

Snapshot: Well-Governed Port Phillip indicators

The following are the results for the month of August 2022.

Trend measures V Favourable result X Unfavourable result

Target 2022/23	July 2022	August 2022	Trend
omplaints resolved within agreed timeframes			
70% to 80%	76%	89%	~
Proportion of community service requests resolved within agreed	timeframes		
> 80 %	75%	76 %*	×
Naterial legislative breaches			
0	0	0	~
Councillor attendance at council meetings			
> 90 %	93%	94%	~
Proportion of Council decisions made at meetings open to the publi	ic		
90% to 100%	88%	83% **	×
external grant funding secured from the Australian and Victorian G	overnments		
s10 m to \$15 m	\$14.63 m	\$14.23 m	~
/ariance from operating budget adjusted for Council approved exp	enditure		

along with process improvements to support delivery of service within service levels.

** A total of 23 decisions were made at meetings in August 2022. Of these, four decisions were made in meetings that were closed to the public.

Project portfolio

Inclusive Port Phillip

CEO message

Overall status

The project portfolio is made up of programs and projects which achieve the initiatives set out in the Council Plan and Budget 2021-31.

Portfolio financial performance



On track 78 %

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

At risk 13 %

elements at risk.

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

Off track 9% There is a significant

There is a significant variation from targeted result for measure. Off track for one or more elements.

(\$ million)

		Number of Projects	Annual Budget	Annual Forecast	YTD Forecast	YTD Actuals	YTD Variance
Caj	pital	159	53.6	57.1	3.8	3.2	0.6
Op	perating	54	17.6	19.1	0.9	0.6	0.3
Tot	tal	213	71.2	76.7	4.7	3.8	0.9

CEO message

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Portfolio changes

Project	Change
Open Space and Tree Maintenance review	A new project for a comprehensive review of the current Open Space Maintenance and Amenity Tree Maintenance contracts. The review will include a Local Government baseline assessment, review of current services levels and will assist in the development of options for the service delivery model. This new project is funded from the re-prioritisation of operational budgets.
Lagoon Reserve pavilion and sports field	Council endorsed progressing with detailed design for a two-storey pavilion and viewing balcony. Additional funding of \$8.35 million in 2023/24 was approved based on the latest cost estimate. Community consultation on the concept designs and timelines is planned for late 2022.

CEO message

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Financial update

Summarised Income Statement Converted to Cash

As of 31 August 2022, the full year forecast for 2022/23 is a cumulative cash surplus of \$1.91 million, which is higher than the budget of \$1.55 million.

This is mainly due to:

- lower employee expenditure due to staff vacancies. The organisation is facing a higher than the historical average staff vacancy rate, which is placing pressure on existing staff to respond to increased service volumes and backlogs to meet service levels and project delivery. Some roles are hard to recruit
- increasing interest rates resulting in improved investment / interest performance.

		Y	ear to Date			Full Year	
			\$'000			\$'000	
	Actual	Forecast	Variance	Forecast	Budget	Variance	Note
Total income	52,274	51,913	361	243,848	244,196	(348)	1
Total expenses	31,772	33,646	1,875	249,553	247,575	(1,978)	2
Operating surplus / (deficit)	20,502	18,266	2,236	(5,706)	(3,380)	(2,326)	
Capital expenditure	(3,100)	(3,590)	490	(51,899)	(48,425)	(3,474)	3
Non-cash operating items	3,437	3,965	(528)	31,059	29,809	1,250	
Financing items	(75)	(123)	48	(738)	(738)	0	
Net reserves movement	0	0	0	23,957	19,008	4,949	4
Current year cash surplus / (deficit)	20,765	18,519	2,246	(3,326)	(3,726)	399	
Opening cash surplus balance	5,236	5,236	0	5,236	5,274	(38)	
Accumulated cash surplus	26,001	23,755	2,246	1,910	1,549	361	

Refer to explanatory notes on forecast adjustments.

Note 1. Operating income forecast adjustments

Variance (\$'000)	Operating income forecast explanatory notes	Trend
200	Interest income continues to improve above budget due to increasing cash holdings and investment yields from recent Reserve Bank increases to the cash rate.	8
97	Minor adjustment to timing of insurance contribution to works on Alma Park, St Kilda pavilion amenities based on reconstruction deferred partially from 2021/22.	0
90	Project Portfolio operating grant income expected this year from the Department of Transport Temporary Bike Lane projects and Fishermans Bend Project deferred from 2021/22 (offset by Project Expenditure)	0
[489]	 Portfolio capital grant adjusted for transactions in previous financial year: (\$325k) Palais Theatre and Luna Park Precinct, St Kilda received in advance (\$214k) West Beach boardwalk accessibility received in advance (\$202k) Laneway construction at Wellington Street, St Kilda received in advance \$254k Project part deferred into 2022/23 including South Melbourne Market – The Courtyard and new dog park at Moran Reserve, Elwood. 	0
(218)	Reduction in South Melbourne Market Direct E-Commerce full year income as the program ceased operations in 2022. Reduction to income offsets full year expenses forecast reduction.	0

Note 2. Operating expenditure forecast adjustments

Variance (\$'000)	Operating income forecast explanatory notes	Trend
181	Lower employee costs and savings due to enterprise vacancy. Staff retention and recruitment remains a challenge as was the case in the 2021/22.	8
218	Reduction in South Melbourne Market Direct E-Commerce expenditure as the program ceased operations in 2022. This has offset the reduction to the full year income forecast.	0
[1,534]	Year-end operating project deferrals from 2021/22. Key deferrals include: • \$0.55 million Department of Transport funding for pop up bike lanes • \$0.35 million COVID Safe Outdoor Activation Fund • \$0.2 million Customer Experience Program	0
(217)	Southside Live event completed July 2022 as expected and the Victorian Government funding was received and ringfenced in reserve in 2021/22 to offset the timing of expenditure.	0
(250)	Net proceeds from forecast property sale. Proceeds to be ringfenced in Strategic Property Reserve.	0
(105)	Net increase in capital write-off expenditure (non-capital spend) in Capital Portfolio due to deferrals from 2021/22.	0

Note 3. Capital expenditure forecast adjustments

ariance \$'000)	Operating income forecast explanatory notes	Trend	
2,509	Buildings - (\$2.5m) • (\$2.12m) Year end 2021/22 Deferrals including: - \$0.32m Childcare centre fence compliance - \$0.25m Bubup Nairm cladding rectification works - \$0.25m Bubup Nairm cladding rectification works - \$0.25m Bubup Nairm cladding rectification works	•	
	 S0.23m Shakespeare Grove public toilet S0.22m South Melbourne Market - The Courtyard S0.22m Waterfront Place public toilet S0.15m Energy Efficiency and Solar Program S0.12m EcoCentre Redevelopment S0.1m Operations Centre fire escape upgrades S0.1m South Melbourne Market central stairs S0.5m various minor deferrals. 		
(230)	Plant, machinery and equipment – (\$0.23m) • (\$0.23m) Year end 2021/22 Deferral for Fleet Renewal Program	•	l
(320)	Fixtures, fittings and furniture – (\$0.32m) • (\$0.32m) Year end 2021/22 Deferrals predominantly for the St Kilda Town Hall Staff Accommodation Program	•	I
250	Computers and telecommunications – \$0.25m • \$0.25m transfer to Operating Portfolio to part fund Data Centre Modernisation Project (from Core IT Renew and Upgrade Program)	•	j
(74)	Drainage – (\$0.07m) • (\$74k) Year end 2021/22 Deferrals across the Water Sensitive Urban Design Program	•	
503)	Parks, open space and street scapes - (\$0.5m) • (\$0.5m) - Year end 2021/22 Deferrals including: - (\$0.2m) New dog park at Moran Reserve - (\$0.1m) Alma Park amenities pavilion - (\$0.2m) various minor project deferrals.	•	

Note 4. Reserve forecast adjustments

ariance (\$'000)	Reserve forecast adjustment explanatory notes	Trend	Po
200	Council fully repaid the \$7.5 million loan from 2021/22 cash surplus. Budgeted internal borrowing repayment plan at \$0.2 million per annum over 10-year is no longer required.	8	Port Phillip
3,258	Greater net drawdown on Project Deferrals • \$3.2m year-end project deferrals including: - \$0.3m Energy Efficiency and Solar Program - \$0.21m Waterfront Place public toilet - \$0.11m EcoCentre redevelopment - \$0.25m Bubup Nairm cladding rectification, - \$0.2m Customer Experience Program - \$0.1m South Melbourne Market central stairs - \$0.23m Shakespeare Grove public toilet - \$0.2m Childcare centre fence compliance works - \$0.8m minor project deferrals across various projects. - \$0.23m St Kilda Town Hall Staff Accommodation - \$0.13m Carlisle Street Carparks Strategy execution - \$0.15m Electrical	•	Port Phillip
1,380	Greater net drawdown on tied grants due to: • \$1.25m year-end project deferrals including: • \$0.13m State Government funding for Southside Live event - \$0.37m Department of Transport pop up bike lanes • \$0.35m COVID Safe Outdoor Activation Fund - \$0.2m West Beach boardwalk accessibility - \$0.2m Laneway construction Wellington Street - \$0.13m minor deferrals - \$0.13m minor deferrals	•	Port Phillip
574	Greater net drawdown on Open Space Reserves • \$0.57m year-end project deferrals including: — \$0.33m Palais Theatre and Luna Park Precinct — \$0.13m New dog park Moran Reserve — \$0.1m minor deferrals	•	Port Phi
322	Greater net drawdown on Asset Renewal Fund • \$0.32m year-end project deferrals including: — \$0.25m South Melbourne Town Hall Renewal Upgrade — \$0.07m minor deferrals	•	q
	Forecast property sale income to be ringfenced in the Strategic Property Reserve		

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CEO message



City of Port Phillip

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Language assistance

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National

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

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