



FUTURE STONNINGTON

CEO Quarterly Update
Q3 – FY 2021-22



CEO Quarterly Update

Quarter 3 - FY 2021-2022



City of
STONNINGTON

Message from the CEO

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

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



With inflationary, supply chain and staffing pressures driven by the ongoing impacts of the COVID-19 pandemic and international events, Council continued to face operating challenges during this quarter. Coupled with the aftermath of Council's 2021 cyber incident, the delivery of some Annual Plan actions remain delayed, however we have seen an improvement since last quarter.

This edition

Building on our first edition published following quarter 2 for 2021-22, this update includes:

- The introduction of several strategic indicators to identify how we are going to measure the successful delivery and impacts of our Council Plan.
- A financial summary from Council's Quarterly Financial Report, providing high level information and observations about our Budget delivery.

Key information reported this quarter includes:

- Attendance and satisfaction ratings from Sunset Sounds, Classics and Pets in the Park events – the first since Melbourne emerged from restrictions on our events and activations.
- Key actions delivered for our Towards Zero Carbon 2030 commitment.
- How we're supporting our community to recover from COVID-19.

These updates are a new edition to our reporting framework, and I'm interested to see what our community thinks. If you have feedback, please email council@stonnington.vic.gov.au and we'll review before the next update.



City of
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Delivering Future Stonnington

Quarter 3 - FY 2021-2022

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

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

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

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

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

The following sections provide an update on our progress through the delivery of our Year 1 Annual Plan 2021-22 and how we will start to measure our success (our strategic indicators) towards achieving these strategic directions.



CEO Quarterly Update

Quarter 3 - FY 2021-2022



City of
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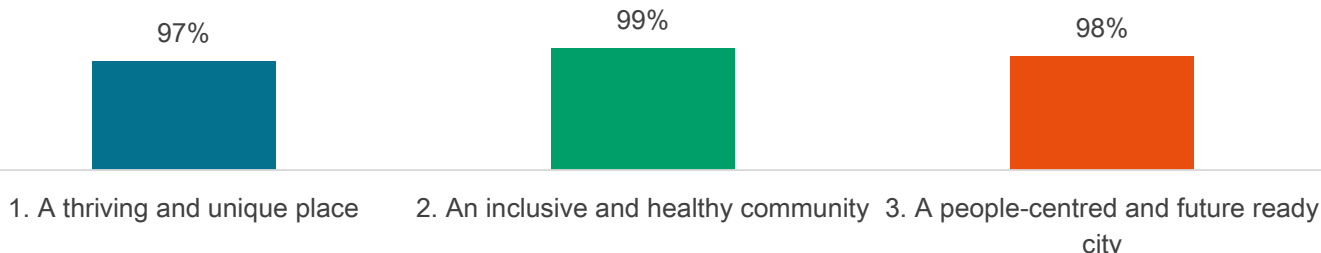
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Summary Report

Progress achieving Year 1 Annual Plan

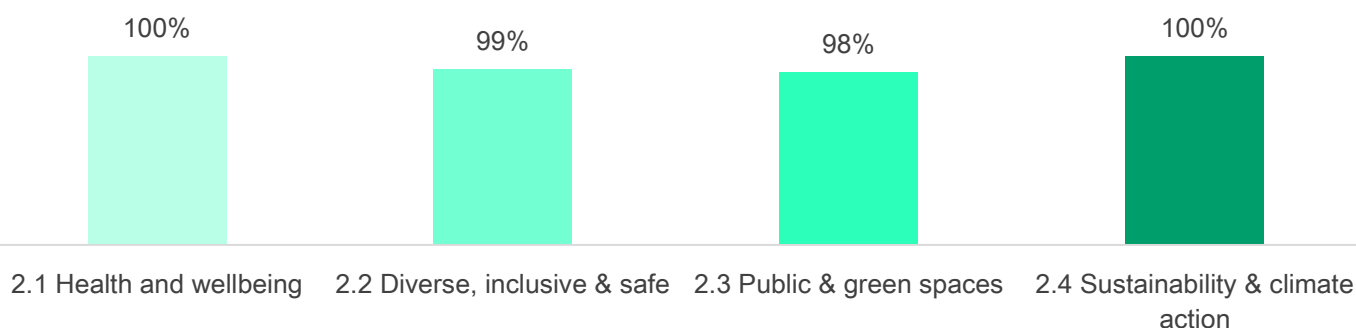
% Council Plan completion by Directions
Q3 - FY 2021-2022



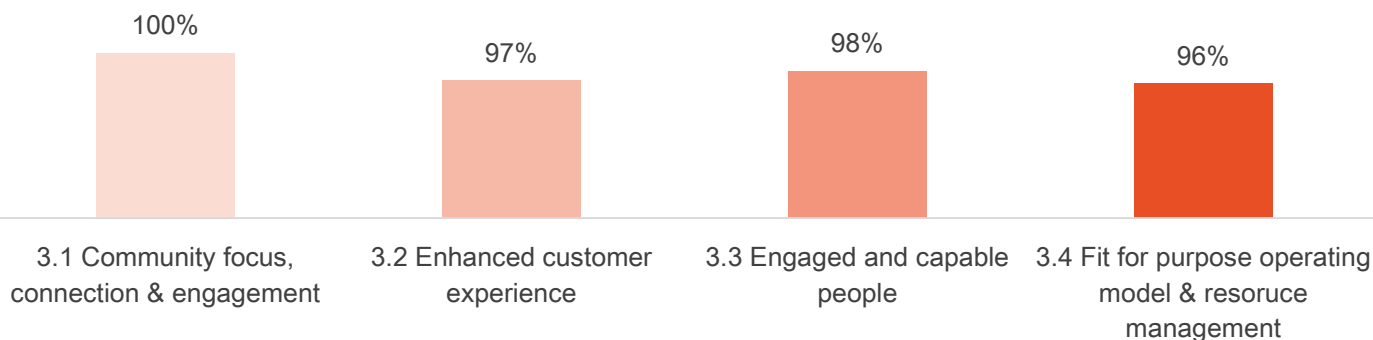
% Completion Direction 1 - Q3 FY 2021-2022



% Completion Direction 2 - Q3 FY 2021-2022



% Completion Direction 3 - Q3 FY 2021-2022



* Percentages above 100% include actions which are tracking ahead of schedule

Direction 1: A thriving and unique place



Direction 1: A thriving and unique place Highlights

Street Talk Prahran

Place-Led Economic Development (PLED) Strategy (2022-2025)

Council is developing a PLED strategy, which will inform how our local neighbourhoods become more place-led and more people focused areas that offer economic opportunities and positive community experiences.

During Q3, the City of Stonnington engaged with our community through surveys, workshops and Street Talk Sessions.

Initial focus will be on the below neighbourhood activity centres:

1. Prahran
2. South Yarra
3. Windsor
4. Toorak Village
5. Hawksburn Village
6. High Street Armadale
7. Glenferrie Road Malvern

* Findings to be shared in the next edition of this report



Prahran Market

Council's new Place Making team will deliver a number of exciting place making initiatives in Elizabeth Street adjacent to the Market entrance providing a fresh new look and a fun experience for Market visitors. Initiatives include a new parklet/community space, mural and installing event ready infrastructure to facilitate outdoor activations in Elizabeth Street.

Council recently appointed a new skills based Board of Directors to Prahran Market – providing reinvigorated leadership of this valued community Market. With this objective top of mind the Board has appointed a new General Manager and has undertaken qualitative data gathering initiatives with customers and the community to ensure the Market continues to be a vibrant and exciting shopping and dining experience.





Direction 1: A thriving and unique place Highlights

Dance Hall – Finucane and Smith

As part of post COVID audience development, Chapel Off Chapel presented a season of Finucane and Smith's DANCE HALL. Audiences were treated to four nights of circus, burlesque, music and whimsy. National treasure Moira Finucane curated a diverse range of artists and acts delighting Chapel audiences with some much-needed escapism. The Chapel Theatre was transformed into an old-style vaudevillian hall much to the delight of patrons.

Bruce Armstrong Restoration

David Cameron Cran was the Mayor of Prahran in 1982, and during this time, he and his family gifted to Council a bench that they commissioned by the then young and emerging artist Bruce Armstrong, one of Australia's most acclaimed sculptors. Melbourne based, Armstrong is known for his monumental figures, which can be seen in public spaces all over Australia. Made of timber, the artwork was almost destroyed due to environmental damage, but our Visual Arts team worked with Bruce and long-term colleagues Peter De Garis and Bill Perrin (from Bill Perrin Foundry) to recast the work in bronze. The bench is now in its original position at Como Park for all to enjoy.

What our community and visitors have told us:

Sunset Sounds Concert
Sunday 23 January



Satisfaction rating: **97%**
Importance rating: **94%**

Attendees: **1,398**
Visitors to Stonnington: **66%**

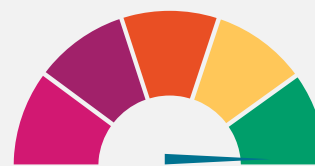
The Classics Symphony
Saturday 26 February



Satisfaction rating: **97%**
Importance rating: **92%**

Attendees: **2,317**
Visitors to Stonnington: **59%**

Pets in the park
Sunday 20 March



Satisfaction rating: **97%**
Importance rating: **95%**

Attendees: **4,085**
Visitors to Stonnington: **60%**



Source:

Data collected through Audience Research surveys conducted by Crawford Kaye Pty Ltd and entrance counts.
Numbers surveyed: Sunset Sounds Concert, n=108; The Classics Symphony, n=109; Pets in the Park, n=77.



Direction 1: A thriving and unique place Performance







Quarter 3 - FY 2021-2022

This section reports Council’s performance against its strategic objectives.








Where available, strategic indicators have been included which measure our progress towards achieving our strategic objectives. These will be progressively developed and included across future editions.

Performance by actions

The below information summaries our progress towards achieving each action in the Annual Plan. The expected percentage of completion for Q3 is 75%. The expected completion for Q4 will be 100%.

-  On-track – 75% of the action completed in the first two quarters of the financial year
-  On-track – More than 75% completed in the first two quarters of the financial year
-  Ongoing: Continuing action without specific targets to meet
-  Monitoring – Delay in the delivery. Between 60-70% completed in the first two quarters of the financial year
-  Off-track. Less than 60% completed in the first two quarters of the financial year
-  Deferred: Action on-hold until further notice

Objective 1.1 Identity and destination

| ID | Activity | Status | Comment |
|-------|---|---|---|
| 1.1 A | Develop a Place-Led Economic Development Strategy and complementary precinct plans to guide our approach and priorities for evolving our future neighbourhoods. |  | Project delayed (65%). Engagement successfully undertaken in Q3, which was originally scheduled for Q2 but delayed due to COVID-19 lockdowns. |
| 1.1 B | Prepare a new masterplan to guide the transformation of the Chapel Street precinct as a premier shopping and lifestyle destination. |  | Project delayed (60%) to allow tender to occur outside of Christmas / New Year period. Tender subsequently released during Q3 and submissions are under assessment. |
| 1.1 C | Develop a destination marketing program to stimulate visitation by showcasing our unique places, events, businesses and services. |  | Project deferred in Q3. Following internal resourcing reprioritisations, Council's short term marketing efforts will be focussed on our existing calendar of events and activations (e.g. Glow Winter Arts Festival). |
| 1.1 D | Develop an Arts and Culture Strategy to support, grow and promote Stonnington as a creative city. |  | Project on track. Consultation with key stakeholders completed and strategy development has commenced. |
| 1.1 E | Deliver the annual Arts and Culture Grants Program to support artists and organisations to deliver creative, innovative, dynamic and contemporary projects that enhance the cultural, community and economic development of our city. |  | Project on track. Key projects delivered during Q3 include 'A Midsummer Night's Dream' and 'Australian Tap Dance Festival'. |
| 1.1 F | Promote Prahran Square as a cultural and recreational destination through community events and activations. |  | Project on track. Key activations delivered in Q3 included Moto Bella, Libraries' Talismans Craft Workshop and Caravan Sounds. |
| 1.1 G | Present diverse programming at Chapel Off Chapel that attracts visitation and supports the creative sector. |  | Project on track. |



Direction 1: A thriving and unique place Performance

Quarter 3 - FY 2021-2022

Objective 1.1 Identity and destination (cont')

| ID | Activity | Status | Comment |
|-------|---|--------|---|
| 1.1 H | Deliver a visual and public art program and maintain, manage and curate our contemporary art collection. | | Project on track. Completion of several visual art projects during Q3, including loan of Daniel Boyd 'Skeleton Series' artwork to the Art Gallery of NSW. |
| 1.1 I | Deliver a signature program of free and ticketed events to increase visitation, dwell time and spend in our city. | | Project on track. Key events during Q3 included Sunset Sounds Concert, the Classics Symphony and Pets in the Park. |

Objective 1.2 Thriving and desirable businesses

| ID | Activity | Status | Comment |
|-------|---|--------|---|
| 1.2 A | Provide funding, information and relief measures for businesses to support COVID-19 recovery. | | Project on track. Fee waivers, outdoor dining and trading programs continued during Q3. |
| 1.2 B | Deliver the See Opportunity Action Plan initiatives to attract new tenants, retain existing tenants and activate vacant tenancies. | | Project delayed (60%). Façade improvement delayed due to supply chain issues. Business concierge continued supporting delivery. |
| 1.2 C | Undertake a feasibility assessment as part of the Renew Chapel initiative to explore a short-term leasing model to attract complementary tenants and local creatives. | | Project on track. Scoping study finalised and alternative hybrid options being explored. |
| 1.2 D | Continue to expand and streamline our Stonnington Business Concierge service to support business permit and approval processes. | | Project on track. Partnering with Customer Experience team to identify process improvements. |
| 1.2 E | Leverage Stonnington's precinct associations to deliver maximum value to businesses that pay the Special Rate. | | Project on track. Scoping review of Special Rate ahead of renewal, scheduled for FY23, to ensure value for money. |

Objective 1.3 Pride of place and character

| ID | Activity | Status | Comment |
|-------|---|--------|--|
| 1.3 A | Complete a design review and permit application process for the Prahran Town Hall redevelopment project. | | Project deferred during Q2 to FY24. Building leased to Star Health for a COVID-19 vaccination and testing hub |
| 1.3 B | Complete the permanent Board recruitment, leasing and management agreement review, and asset management review of the Prahran Market. | | Project on track. New leasing and management agreement under preparation. |
| 1.3 C | Improve public realm outcomes in accordance with adopted masterplans (including Forrest Hill, Mount Street and Windsor Siding). | | Project on track. Public realm works include Hobson Street Pocket Park, Thomas Oval, Dog Park, Gardiners Creek, Forrest Hill, Mount Area and Prahran Square. |
| 1.3 D | Undertake a review of the Stonnington Planning Scheme to ensure relevance and alignment with Future Stonnington objectives, State Government and local policy directions. | | Project on track. Internal consultation undertaken. Councillor engagement scheduled for Q4, followed by community consultation. |

Direction 1: A thriving and unique place

Performance

Quarter 3 - FY 2021-2022



City of
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Objective 1.3 Pride of place and character (cont')

| ID | Activity | Status | Comment |
|-------|---|--------|---|
| 1.3 E | Finalise the Neighbourhood Activity Centre Framework to guide the future growth and development of our neighbourhoods. | | Project on track (improvement since last quarter). Peer review comments to be included in draft framework. |
| 1.3 F | Complete suburb-by-suburb heritage reviews and implement associated Planning Scheme amendments to protect and celebrate our heritage. | | Project on track. <ul style="list-style-type: none"> Part 1 (Malvern): Authorised by DEWLP. Exhibition underway. Part 2 (Kooyong, Toorak, Armadale): Study completed and amendments scheduled for Council endorsement during Q4 prior to Ministerial authorisation. Part 3 (Prahran, Windsor): Finalising procurement for study. |
| 1.3 G | Finalise the Housing Strategy to guide the amount, type and location of future housing within Stonnington. | | Project on track (improvement since last quarter). Peer review comments to be included in draft strategy. |
| 1.3 H | Advocate to the State Government to improve public housing quality and amenity. | | Project on track. Early engagement with Homes Victoria on their newly proposed estate renewal projects in Prahran and South Yarra has occurred, with formal Council advocacy positions in development. |
| 1.3 I | Liaise with the Victorian Government Architects Panel to peer review major or culturally significant planning applications. | | Project deferred during Q2. Action unlikely to progress due to a lack of capacity of the Office of the Victorian Government Architect (OVGA). Council will continue to utilise internal expert panels for peer review of planning applications. |
| 1.3 J | Advocate for improved community outcomes related to major State Government projects. | | Project delayed (60%). Formation of ongoing Major State Government Team underway. Officers are continuing to guide existing Metro Tunnel and Homes Victoria projects during their construction and delivery phases. |
| 1.3 K | Maintain and apply the Stonnington Planning Scheme, and prepare major planning policy documents to shape the future of the city. | | Project on track. Council continues to review and apply the Stonnington Planning Scheme. |
| 1.3 L | Review, administer and enforce Council's Local Laws. | | Ongoing action. Council continues to apply and enforce local laws. |

Direction 1: A thriving and unique place

Performance

Quarter 3 - FY 2021-2022



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Objective 1.4 Active transport and connected city

| ID | Activity | Status | Comment |
|-------|--|--------|---|
| 1.4 A | Monitor and implement the Integrated Transport Plan to address key challenges, identify gaps and maximise opportunities to improve the future planning and development of the city's transport system. | | Project on track. The Integrated Transport Plan continues to be implemented. |
| 1.4 B | Deliver improved off-road trails and on-road cycling paths, and supporting infrastructure, to make it easier and safer for people to cycle within and through the city. | | Project delayed (60%) due to resourcing constraints. Council officer has now been appointed and progress on the delivery of key capital projects continued. |
| 1.4 C | Plan for walkable communities and places by providing connected and comfortable pathways that encourage walking to everyday destinations. | | Project on track. The Walking Action Plan has been drafted and endorsed for public exhibition. |
| 1.4 D | Deliver campaigns to encourage more people to walk and cycle, including education and training programs. | | Project on track. Council is working with selected schools to deliver behaviour change programs and increase active transport update. |
| 1.4 E | Advocate for improved accessibility and efficiency of public transport. | | Project on track. Reviewed the Public Transport Advocacy Reference document. |
| 1.4 F | Implement a car share scheme allowing members to hire vehicles on demand as an alternative to private car ownership. | | Project on track. Assessment of new car share service providers has concluded and will be implemented in Q4. |
| 1.4 G | Undertake a parking study to optimise parking opportunities across the municipality. | | Project deferred during Q2. Review required to align with Council sustainable transport objectives. |
| 1.4 H | Provide well-designed and managed roads, crossings and footpaths to keep all road users safe. | | Project on track. Activities included applications for Blackspot funding, and design work on local safety projects (pedestrian crossings and footpaths). |





Direction 2: An inclusive and healthy community

Direction 2: An inclusive and healthy community Highlights



City of
STONNINGTON

How we are responding and recovering from COVID-19

Protecting our community

- ✓ **Public amenity and sanitation:** Ensuring our streets and public spaces are clean, safe and well maintained.
- ✓ **Community safety:** Partnering with Victoria Police and community organisations to create safe environments.
- ✓ **Safe services:** Maintaining safe environments for our staff and customers across all services and facilities.
- ✓ **Vaccination and testing:** Promoting and facilitating the continued uptake of COVID-19 vaccination and testing.
- ✓ **Communication:** Providing trusted information from credible sources to ensure our community is well informed.

Recovering from the impacts

- ✓ **Community voice:** Empowering community to contribute actively to recovery, and ensure planning is driven by community consultation and customer insights.
- ✓ **Build resilience:** Supporting community groups and businesses to strengthen their operating capacity.
- ✓ **Health and social impacts:** Running targeted programs and work with key partners to respond to health and social issues emerged or intensified during lockdown.
- ✓ **Business and economic impacts:** Supporting existing Stonnington businesses directly with information and advice, and indirectly by attracting visitation to our precincts and encouraging residents to spend locally.
- ✓ **Advocacy:** Pursuing greater investment from other levels of government to support our community.

Supporting our community to thrive

- ✓ **Outdoor dining:** Continuing to develop outdoor dining precincts to support local hospitality businesses.
- ✓ **Engaging places:** Installing visual treatments, installations and pop-ups in laneways, carparks or other suitable locations to increase visitation and dwell time to our precincts.
- ✓ **Creative opportunities:** Delivering and supporting arts and cultural experiences that enliven our precincts, attract visitation and support creative industries.
- ✓ **New business:** Positioning Stonnington as an attractive place to do business by streamlining processes.
- ✓ **Visitor attraction:** Position Stonnington as a vibrant place to eat, dine, visit, stay and play.

First Healing Ceremony at Malvern Cricket Ground

The City of Stonnington held a Welcome to Country and Smoking Ceremony on 26 January 2022, led by Wurundjeri Elder, Aunty Diane Kerr. The ceremony included a traditional dance performance by Nhanbu Togip to pay respect and acknowledge their living connection to Country, relationship with the land and all living things extending back tens of thousands of years.

As part of Council's reconciliation journey, the ceremony provided an opportunity for our community to learn about what the day means to Traditional Custodians.





Towards Zero Carbon 2030 Update

Our actions to avoid and reduce greenhouse gas emission:

Priority 1 – Zero carbon Stonnington

Funding for destination charging:

Council has been successful in obtaining a grant funding of \$40,000 as a contribution towards installing an electric vehicle charging unit at the Council owned carpark at 290 Glenferrie Road, Malvern. More charging units will be rolled out this year.

E-bike trail:

150 e-bikes are available to residents and visitors for a 12-month trial to provide a healthy, cost-effective and environmentally friendly transportation option.

Our actions to adapt to a changing climate:

Priority 2 – Thriving in a changing climate

- Council has received funding from Melbourne Water to progress designs for **stormwater harvest and reuse projects** for sportsground irrigation.
- **Sustainable Assets Policy adopted** to ensure environmentally sustainable designs and climate resilience is embedded in all Council building and infrastructure projects.
- Integration of the **climate vulnerability assessment** with Council's Building Condition Audits to understand and plan upgrades to ensure their resilience and climate impacts.

Our actions to embed climate response throughout Council and work in partnership for change:

Priority 3 – Working together for change

- First meeting of the newly formed **Climate Emergency Advisory committee** held.
- **Council's climate response** commitments embedded into new plans, policies and strategies.
- **Climate emergency considerations** incorporated into Council report templates, service plans and the project management framework.
- Communications strategy for the **Climate Emergency Action Plan** developed to build community awareness and engagement.
- A corporate **Climate Emergency Action Plan embedding plan** has been developed to build understanding within Council's staff of their role in Council's climate emergency response.



Green Screen festival at Central Park Malvern

Direction 2: An inclusive and healthy community

Performance

Quarter 3 - FY 2021-2022









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This section reports Council's performance against its strategic objectives.

Where available, strategic indicators have been included which measure our progress towards achieving our strategic objectives. These will be progressively developed and included across future editions.

Performance by actions

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|  Ongoing: Continuing action without specific targets to meet |  Deferred: Action on-hold until further notice |

Objective 2.1 Health and wellbeing

| ID | Activity | Status | Comment |
|-------|--|---|--|
| 2.1 A | Implement the Stonnington Health and Wellbeing Plan and complementary strategies to improve and promote the health and wellbeing of our community over the next four years. |  | Project on track. Community Safety Committee meetings occurring regularly. Development of Community Safety Strategy has commenced. |
| 2.1 B | Implement the COVID-19 Community Recovery Plan to support families, groups and individuals to recover from the impacts of COVID-19 on health, wellbeing and resilience. |  | Project on track. Implementation of the Community Recovery Plan continues to support families and individuals. |
| 2.1 C | Develop the Affordable Housing Strategy and continue to advocate for increased housing supply. |  | Project deferred during Q3 following unexpected withdrawal of State Government social housing proposal. Council continues to discuss with M9 councils regarding State Government affordable housing initiatives. |
| 2.1 D | Implement the Active Stonnington Strategic Framework to support the Stonnington community to be more physically active, lead healthier lifestyles and be socially connected. |  | Project on track. Hybrid model continued to deliver online and face-to-face programs for the whole community. |
| 2.1 E | Support local sporting clubs to increase participation and inclusion, including opportunities for people living with disabilities. |  | Project on track. Collaboration with State Sports Associations to develop and implement walking version of their sports. |

Direction 2: An inclusive and healthy community

Performance

Quarter 3 - FY 2021-2022



City of
STONNINGTON

Objective 2.1 Health and wellbeing (cont')

| ID | Activity | Status | Comment |
|--------|---|--------|---|
| 2.1 F | Deliver the annual Community Grants Program to support eligible community organisations delivering Stonnington-based programs that respond to community needs and align with Council's priorities. | ✓ | Project on track. Funding for the 2022-23 program will open on 26 April 2022. |
| 2.1 G | Develop and implement a Library Strategy to define how we contribute to building literate, productive and engaged communities over the next ten years. | ✓ | Project on track. Draft strategy and action plan to be presented during Q4. |
| 2.1 Ha | a) Deliver community services for children, young people and families to increase health and wellbeing, foster community connection and increase awareness in relation to mental health and accessing services. | ✓ | Project on track. Key activities included home visits to new parents and programs for young people to create resilience and connectedness to their community. |
| 2.1 Hb | b) Deliver community services for older persons to increase health and wellbeing, foster community connection and increase awareness in relation to mental health and accessing services. | ✓ | Project on track. Activities included hybrid, face-to-face and online activities for the Engage Program, Library Services and Active Stonnington. |
| 2.1 I | Implement the Stonnington Zero program to support people who are homeless to achieve stable housing, and implement an associated community and trader awareness program. | ✓ | Project on track. Additional partner agencies identified and engaged. |
| 2.1 J | Deliver an ongoing program of events through our Libraries. | ✓ | Project on track. In person events returned to all libraries whilst maintaining online programs. |
| 2.1 K | Advocate for allied community health and supports services provided out of Council buildings to deliver stronger health systems to the community. | ✓ | Activity on track. Key activities included COVID-19 vaccinations and testing and the establishment of Headspace Malvern. |



Direction 2: An inclusive and healthy community

Performance

Quarter 3 - FY 2021-2022



City of
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Objective 2.2 Diverse, inclusive and safe

| ID | Activity | Status | Comment |
|-------|--|--------|--|
| 2.2 A | Adopt and implement the Reconciliation Action Plan as a framework for how we recognise the contributions made by Aboriginal and Torres Strait Islander peoples and provide leadership for our community as we continue our reconciliation journey. | | Project on track. Reconciliation Action Plan (RAP) 2022-24 adopted during Q3. |
| 2.2 B | Undertake gender impact assessments for new policies, programs or services that have a direct and significant impact on our community. | | Project on track. Development of staff capacity and initiating gender impact assessments remains focus. |
| 2.2 C | Coordinate the LGBTIQ+ Advisory Committee and develop an action plan to support our continuing development as a safe and inclusive organisation and city. | | Project on track. Engagement to develop action plan underway to conclude during Q4. |
| 2.2 D | Integrate updated Child Safe standards into our ongoing commitment to providing welcoming, safe and accessible environments where children feel valued, listened to and considered in decisions that affect their lives. | | Project on track. An audit of Child Safe policies, procedures and reporting took place during Q3. |
| 2.2 E | Implement the final year of the Inclusion Plan to support people living with a disability and their families and carers. | | Project on track. Key activities included expanding Disability Directory to reflect place finding technology and completion of online resource to support Council staff deliver accessible and inclusive online forums. |
| 2.2 F | Commence design and construction of a regional accessible playground catering for all ages and abilities at Sir Zelman Cowen Reserve. | | Project on track. Council endorsed design during Q3 with construction commencing FY23. |
| 2.2 G | Implement the Municipal Emergency Management Plan (MEMP) and sub-plans. | | Project on track. MEMP and sub-plans updated to reflect changes to legislation and amendment to the Pandemic Plan requirements. |
| 2.2 H | Develop the Community Safety Strategy and identify priorities, partnerships and actions. | | Project delayed (70%) due to the late engagement of consultant during Q2. Consultant now engaged and literature review underway. Internal Project Working Group established and initial meeting conducted. |
| 2.2 I | Deliver the community safety camera program and leverage funding opportunities to address emerging safety issues. | | Project on track. Funding application submitted for additional CCTV safety cameras to be rolled out in 2023 |
| 2.2 J | Monitor and minimise risks to public health through the enforcement of legislation and guidelines. | | Project on track. The Public Health and Immunisation Unit continues to inspect all public health related matters. All food business that were unable to be inspected due to COVID-19 lockdown in 2021 have been inspected during Q3. |

Direction 2: An inclusive and healthy community

Performance

Quarter 3 - FY 2021-2022



City of
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Objective 2.3 Public and green spaces

Strategic indicators

| Indicator | Source | Frequency | Last Reported | Result | Comment |
|--|-------------------------|-----------|---------------|-------------------|---|
| Square metres of open space per person | Internal / Profile i.d. | Annual | April 2022 | 18.0 sqm / person | Calculated in accordance with Strategies for Creating Open Space. There has been an improvement from 17.5 sqm / person in 2013. |
| Recreational facilities performance | CSS | Annual | May 2021 | 73 | Index score of 73 for 2021 is consistent with 2020. 2022 result anticipated during Q4. |

Performance by actions

| ID | Activity | Status | Comment |
|-------|---|--------|--|
| 2.3 A | Review the Public Realm Strategy through the development and implementation of the Open Space Strategy. | | Project delayed (65%) (improvement since last quarter). Councillors briefed on Public Realm Strategy and Strategies for Creating Open Space during Q3. Preliminary community consultation to commence in Q4. |
| 2.3 B | Strategically purchase land across the municipality to create increased open space through the Strategies for Creating Open Space. | | Ongoing action. Council briefed on Strategies for Creating Open Space in Q3, including implementation update. |
| 2.3 C | Redevelop the multi-sport and recreation precinct at Percy Treyvaud Memorial Park through phased capital works as resolved by Council. | | Project on track. Construction underway with completion in FY24. |
| 2.3 D | Deliver Harold Holt Swim Centre upgrade works, including outdoor areas and dry program rejuvenation project. | | Project on track. Construction underway with completion in Q4. |
| 2.3 E | Deliver community sporting facility upgrades, including Toorak Park Charles Lux Pavilion and East Malvern Tennis, and other priority works. | | Project on track. Some projects are in design phase and others in construction phase. |
| 2.3 F | Provide high-quality and well-maintained public open spaces, including parks, gardens, reserves, golf course and sportsgrounds to cater for diverse community needs through delivering the annual program of works. | | Project on track. Key activities during Q3 include Serrell Street Reserve playground upgrade and Aberdeen Reserve renovation. |
| 2.3 G | Deliver the staged implementation of the Gardiners Creek Masterplan and other waterway and biodiversity improvement projects. | | Project on track. Finalising procurement for design services to deliver masterplan. |
| 2.3 H | Develop the Community Infrastructure Plan (CIP) to strategically review current and future infrastructure and service requirements for Stonnington. | | Project on track (improvement from last quarter). Fit for Purpose Utilisation audit completed during Q3. |
| 2.3 I | Implement the Development Contributions Plan through Planning Scheme amendments and operationalisation. | | Project on track. Awaiting final approval of amendment by Minister. |

Direction 2: An inclusive and healthy community

Performance

Quarter 3 - FY 2021-2022



City of
STONNINGTON

Objective 2.4 Sustainability and climate change

| ID | Activity | Status | Comment |
|-------|---|--------|---|
| 2.4 A | Finalise and commence implementation of the Climate Emergency Action Plan. | | Project on track. Actions included initiating Climate Vulnerability Assessment for Chapel Street precinct, adoption of Sustainable Asset Policy, and drafting of the Waste and Circular Economy Strategy. |
| 2.4 B | Maintain and grow Stonnington's urban forest and enhance biodiversity through implementing the Urban Forest Strategy and Sustainable Environment Strategy. | | Project on track. Actions included planning for planting program (commencing in April 2022) and procurement of provider to deliver Council's Sustainable School program. |
| 2.4 C | Develop a roadmap to electrify Council buildings and facilities, and transition away from gas. | | Project on track. Received Sustainability Victoria grant funding for Dunlop Pavilion battery installation and Sunnyside Kinder Energy Audit. |
| 2.4 D | Support the community to reduce energy use, install rooftop solar and purchase renewable energy through education, advice and programs. | | Project on track. Council continued to partner with the Australian Energy Foundation. |
| 2.4 E | Build community capacity to take climate action through the Environmental Champions program. | | Project on track. Commenced evaluation, re-scoping and procurement planning for 2022 program and continued to support existing Champions to engage with Council activities. |
| 2.4 F | Support local businesses to reduce energy use, implement environmental upgrades and save money through education, engagement and financing options. | | Project on track. Small Business Energy Savers promoted through Eastern Alliance for Greenhouse Action. |
| 2.4 G | Develop and implement the Waste and Circular Economy Strategy. | | Project on track. Strategy drafted. Community consultation to occur during Q4. |
| 2.4 H | Reduce food and green waste to landfill through expanding Council's kerbside food and green waste service and targeted education and engagement. | | Project on track. Activities included revising the range of products and subsidies offered through Council's membership with Compost Revolution. |
| 2.4 I | Provide best practice and innovative waste management solutions. | | Project on track. A revised Waste Strategy is out for public consultation and on track to be endorsed by 2022 |
| 2.4 J | Implement water sensitive urban design throughout Council buildings and infrastructure projects, reducing potable water use and increasing alternative water use. | | Project on track. Activities included use of permeable pavers at Lleanest Street car park and Percy Treyvaud redevelopment. |
| 2.4 K | Develop and implement a Sustainable Assets Policy to drive Environmentally Sustainable Design in Council buildings and infrastructure projects. | | Project on track. Policy endorsed by Council during Q3. Monitoring to occur via regular project working group. |

Direction 3: A people-centred and future ready city





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

Commenced the following road improvements projects:

- Upgrade of **Sydare Avenue in Malvern East** - \$900K including drainage and road pavement improvements.
- Reconstruction of **Seymour Avenue in Armadale** - \$780K including drainage and road pavement improvements.
- Reconstruction of **Motherwell Street in South Yarra (Stage 1+2)** - \$770K including renewal of bluestone kerb and channel, improved asphalt condition, reconstruction of roundabout at the intersection of Motherwell Street and Cromwell Road and drainage improvements.
- Streetscape improvements at **Union Street in Windsor** - \$600K including additional street trees, wider footpaths, public seating and cycling infrastructure.
- Car park facility rehabilitation works - \$498K
- Footpath renewals and associated works - \$416K



Digital Transformation update

| # Projects | Completed | In progress | Actuals + Commitments (Aug-20 to Feb-22) | Forecast (Aug-20 to Jun-22) | Estimated cumulative Business Case \$ Benefits |
|------------|-----------|-------------|--|-----------------------------|--|
| 23 | 9 | 14 | \$17.7m | \$20.3m | ~\$22.5m 6-year period |

Key highlights and outcomes:

- Significant reduction in technology and cyber risk
- 40% uplift in Microsoft Secure Score
- 100% safe hybrid working environment
- Improved parking renewals process resulting in an easier and faster system
- 144 forms now digitised
- Network foundations established enabling a focus on core systems
- Enhanced controls introduced within procurement and contract management, and recruitment.

Next Quarter:

- Endorsement of Smart Cities Strategic Framework
- Select Project Management tool
- My Stonnington App soft launch

Direction 3: A people-centred and future ready city

Performance

Quarter 3 - FY 2021-2022









City of
STONNINGTON

This section reports Council's performance against its strategic objectives.

Where available, strategic indicators have been included which measure our progress towards achieving our strategic objectives. These will be progressively developed and included across future editions.

Performance by actions

The below information summaries our progress towards achieving each action in the Annual Plan. The expected percentage of completion for Q3 is 75%. The expected completion for Q4 will be 100%.




| | | | |
|--|--|---|--|
|  | On-track – 75% of the action completed in the first two quarters of the financial year |  | Monitoring – Delay in the delivery. Between 60-70% completed in the first two quarters of the financial year |
|  | On-track – More than 75% completed in the first two quarters of the financial year |  | Off-track. Less than 60% completed in the first two quarters of the financial year |
|  | Ongoing: Continuing action without specific targets to meet |  | Deferred: Action on-hold until further notice |

Objective 3.1 Community focus, connection and engagement

Strategic indicators

| Indicator | Source | Frequency | Last Reported | Result | Comment |
|---|--------|-----------|---------------|--------|--|
| Overall Council performance | CSS | Annual | May 2021 | 70 | Index score of 70 for 2021 represents a +5 from the 2020 score of 65. 2022 result anticipated during Q4. |
| Community satisfaction with consultation and engagement | CSS | Annual | May 2021 | 60 | Index score of 70 for 2021 represents a +4 from the 2020 score of 56. Increased focus under new LGA2020. |
| Lobbying on behalf of the community – performance | CSS | Annual | May 2021 | 52 | Index score of 52 for 2021 is consistent with 2020. 2022 result anticipated during Q4. |

Performance by actions

| ID | Activity | Status | Comment |
|-------|---|---|--|
| 3.1 A | Engage with the community about matters that affect them, using different forms and levels of engagement as defined by the Community Engagement Policy. |  | Project on track. Activities included the launch of the online engagement portal in early 2022. |
| 3.1 B | Provide timely and effective communication to promote and celebrate our services and achievements, in alignment with our corporate identity and brand. |  | Project on track. Activities included the endorsement of an updated Media Policy. |
| 3.1 C | Develop and maintain Council's advocacy program, including collaboration with M9 Councils. |  | Ongoing action. Council continued to advocate and collaborate with M9 councils for regional initiatives. |

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

Quarter 3 - FY 2021-2022



City of
STONNINGTON

Objective 3.2 Enhanced customer experience

| ID | Activity | Status | Comment |
|-------|--|--------|---|
| 3.2 A | Implement the Digital Transformation Strategy / One Stonnington to support current and future organisational business needs and customer expectations. | | Project on track. Digital Transformation roadmap developed with initiatives defined and sequenced. Budget forecast finalised and briefed to Executive and Council. |
| 3.2 B | Develop and implement the Data Strategy to unlock Council's data and information to better meet expectations of modern customer interactions and operations. | | Project delayed (65%) due to the cyber security incident, however significant progress achieved. Activities included AWS data cloud infrastructure launch to automate core business. |
| 3.2 C | Develop and implement the Customer Experience Strategy to identify, build and implement the required people, system and process capabilities. | | Project delayed (65%) due to the cyber security incident, however significant progress achieved. Activities included Customer Experience training launch and improvements to parking permits processes. |
| 3.2 D | Develop and implement the Smart Cities Strategy. | | Project on track. Community consultation has been completed and will inform the framework and action plan for implementation. |
| 3.2 E | Develop and implement new customer products and channels, and improve and optimise existing customer channels. | | Project on track. Significant changes were implemented to improve user experience and information architecture, particularly in the Parking Application and Renewal Service. My Stonnington App is due for soft launch in Q4. |
| 3.2 F | Develop and implement the Voice of Customer capability – 'know me'. | | The program has commissioned some Stonnington specific Voice of the Customer feedback which will provide insights into high impact areas to focus Customer Experience uplift. |
| 3.2 G | Streamline Council processes and services, and improve community satisfaction. | | Project on track. Activities include a 90 days plan to improve high volume customer request processes. |
| 3.2 H | Enhance Council's data and cyber security to align with Office of Victorian Information Commissioner standards. | | Project on track. Significant improvements have been completed to effectively protect Council systems and data. |

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

Quarter 3 - FY 2021-2022



City of
STONNINGTON

Objective 3.3 Engaged and capable people

| ID | Activity | Status | Comment |
|-------|---|--------|--|
| 3.3 A | Baseline our organisational culture and implement targets and plans to shift our culture to improve organisational performance. | | Project on track. Activities include the launch of LSI/LI program, which is a tool to improve leadership strategies, culture and performance of the organisation. |
| 3.3 B | Develop and embed a toolkit to enable staff to increase and practice digital transformational skills (e.g. agile training, new ways of working and change management). | | Project delayed (65%) due to the cyber security incident, however significant progress achieved. Activities included the focus to replace business applications using agile processes. |
| 3.3 C | Embed the safety culture transformation four pillars; Walk, Share, Care and Learn. | | Project on track. Activities include the implementation of the four key pillars through ongoing communication and development of the Golden Rules. |
| 3.3 D | Embed an organisational capability framework to build capability that enables Council to deliver on its strategic objectives. | | Project on track. Activities included the endorsement by the Executive of the Capability Framework. |
| 3.3 E | Develop and embed a new Risk Framework in alignment with the new Council Plan, and engage staff so that risk is embraced as a performance improvement and value creation tool. | | Project on track. Draft of Strategic Risks have been developed in line with Council Plan, to be reviewed by the Executive in May 2022 and presented to ARC in June 2022. |
| 3.3 F | Refresh our organisational values to support the delivery of our new Council Plan and to meet our cultural aspirations. | | Project deferred in Q3 to FY23 due to reprioritised initiatives underway. |
| 3.3 G | Raise the profile of diversity and inclusion and undertake a gender equality audit to identify any workplace inequality within our organisation to improve our diversity composition and to make Council an Employer of Choice. | | Project on track. Activities included the representation of Council staff and Councillors at the Midsumma Pride March 2022. |



Direction 3: A people-centred and future ready city

Performance

Quarter 3 - FY 2021-2022



City of
STONNINGTON

Objective 3.4 Fit for purpose model and resource management

| ID | Activity | Status | Comment |
|-------|--|--------|---|
| 3.4 A | Implement the Technology Enablement Program to: Support Council business through network upgrades, cyber security resilience, laptop renewal and replacement. Ensure staff have access to the right systems and programs to best do their jobs and effectively meet community needs. | | Project on track. Upgrades to Council systems have progressed to ensure they are effectively renewed and maintained. |
| 3.4 B | Scope and commence modernising Council's record management services, including digitisation. | | Project on track. Information management system strategy has been drafted and the record management system has been upgraded. |
| 3.4 C | Review Council's ten-year Asset Management Plans to guide long-term management of our assets and commence phase one of the Strategic Asset Management Program. | | Project on track. The Plan is currently out for public display and feedback as per Council's Engagement Policy. |
| 3.4 D | Develop and implement an integrated planning and performance framework that links the community's aspirations with Council strategy, operations and performance. | | Project delayed (65%). Immediate priorities completed include Service Planning and establishment of CEO Quarterly Update. Integrated Planning and Framework is underway. |
| 3.4 E | Coordinate annual business planning aligned with the Annual Budget. | | Project on track. FY23 Services Plans completed to inform annual budget bids and FY23 Annual Plan. |
| 3.4 F | Complete building renewal and upgrade projects through delivery of the Capital Works Program. | | Project on track. Several minor and major upgrades undertaken. |
| 3.4 G | Maintain Council's property assets including municipal building, pavilions and other community buildings. | | Project on track. Proactive maintenance scheduled throughout the year. |
| 3.4 H | Deliver ongoing maintenance of our roads, laneways, footpaths, bike paths and drains to maintain amenity. | | Ongoing action. Proactive and reactive maintenance completed. |
| 3.4 I | Optimise the fuel efficiency of Council's vehicle fleet. | | Project delayed (60%). The replacement of petrol and diesel vehicles is delayed due to supply chain issues related to COVID-19. |
| 3.4 J | Ensure Council's governance practices meet legislative requirements. | | Ongoing action. Council continues to ensure legislative requirements are met. |
| 3.4 K | Develop and implement an integrated service review framework that will enable Council to review and optimise service delivery and efficiency and improve our customer experience. | | Project on track. Framework drafted, consultation with Councillors and Audit and Risk Committee has occurred. Adoption is anticipated during Q4. |
| 3.4 L | Optimise technology service management to support staff obtaining the best value from our IT systems. | | Project on track. Allocation of laptops to all Council staff and improvements to the service process to reduce outstanding requests and improve efficiency and customer experience. |



Local Government Performance Reporting Framework (LGPRF)

Quarter 3 - FY 2021-2022

Approach to performance reporting

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

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

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

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



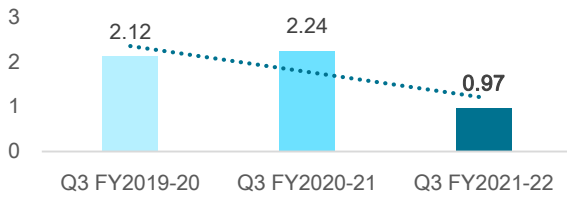


Metrics and Indicators (LGPRF)

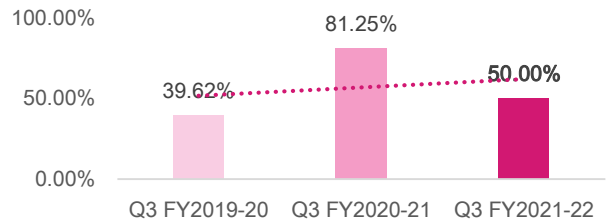
How we are performing

Animal Management

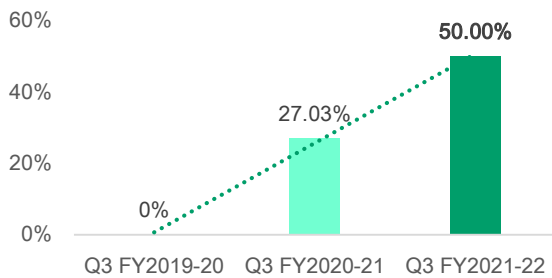
AM1. Time taken to action animal management requests (days)



AM2. Animals reclaimed (excluding feral animals)



AM5. Animals rehomed (%)



AM1. CRM Response times have decreased maintaining a result well within our expected service standard.

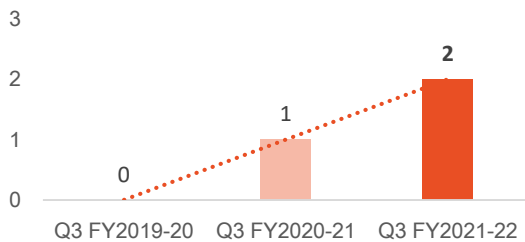
AM2. As cats are less likely to be reclaimed than dogs, the percentage is influenced by the number of cats collected.

AM5. Animals that are not rehomed are sent to Save-A-Dog-Scheme for adoption.

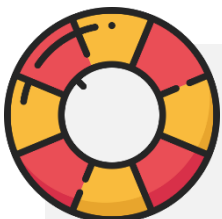
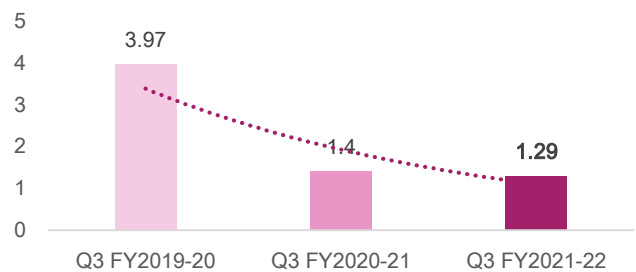
AM7 Animal prosecutions: There was one matter heard in the Magistrates Court this period which was finalised ex-parte on 18/02/2022.

Aquatic Facilities

AF3. Reportable safety incidents at aquatic facilities (#)



AF6. Utilisation of aquatic facilities (#)



AF3. Two notifiable incidents occurred during Q3. Both did not require further actions.

AF6. A slight improvement in visitation was observed following the staged reopening. Still significantly lower than the pre-COVID statistics.

AF2. Health Inspections of aquatic facilities: An assessment has been completed to all aquatic facilities during Q3 once COVID-19 restrictions were lifted

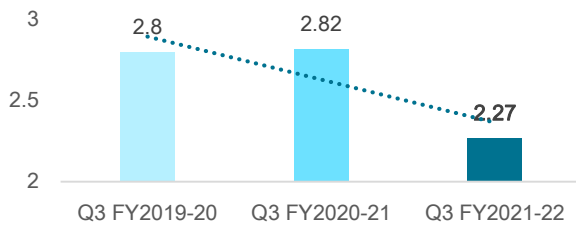


Metrics and Indicators (LGPRF)

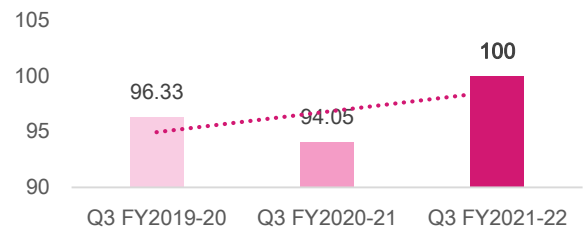
How we are performing

Food Safety

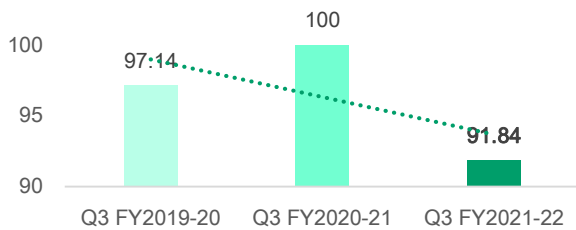
FS1. Time taken to action food complaints (days)



FS2. Food safety assessments undertaken (%)



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



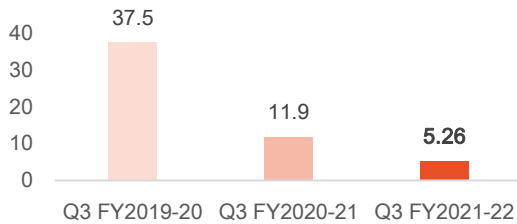
FS1. Reduced time to take action on food complaints this quarter. Aligned with fewer food complaints received.

FS2. All premises were inspected during Q3.

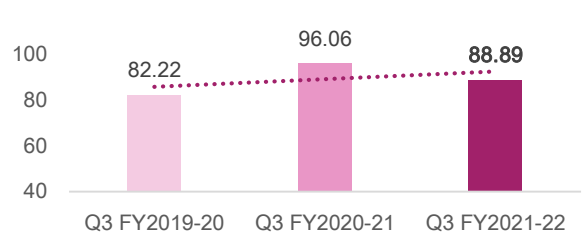
FS4. Decrease is due to a high number of non-compliant inspections that occurred in late March 2022 that have not been followed up at the time of reporting. These will be reported in Q4.

Governance

GO1. Council decisions made at meetings closed to the public (%)



GO3. Councillor attendance at council meetings (%)



GO1. Council continues to make decisions in open council meetings whenever possible as part of its commitment to public transparency.

GO3. Reflects Council approved leaves of absence and noted apologies during the quarter.

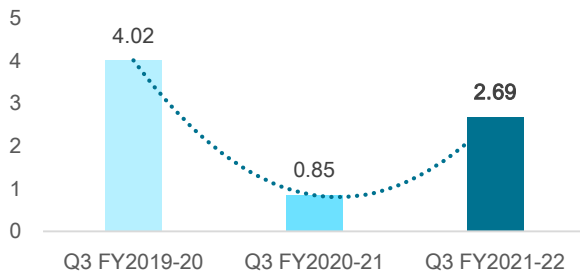


Metrics and Indicators (LGPRF)

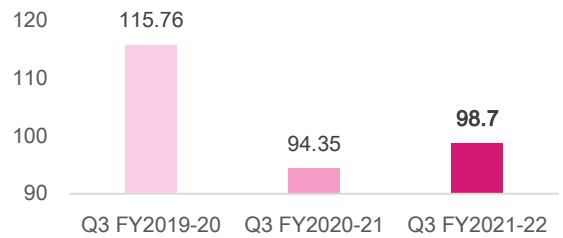
How we are performing

Libraries

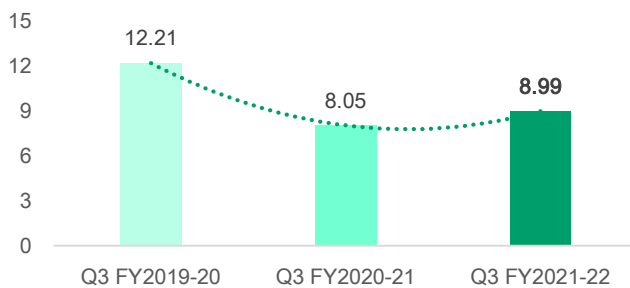
LB1. Physical library collection usage (#)



LB2. Proportion of library resources less than 5 years old (%)



LB4. Active library borrowers in the municipality (%)



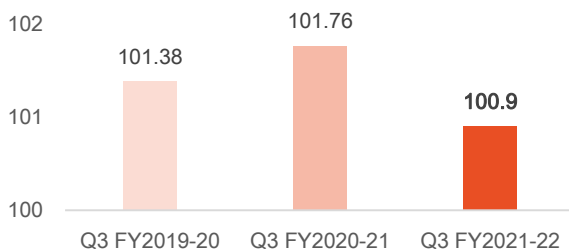
LB1. Strong growth in comparison with Q3 FY21, however still below our pre-COVID rates. Loans performed well during the quarter. During this period, the libraries were operating with minimal COVID-19 restrictions.

LB2. Stonnington continues to renew and maintain the standard of the library collection.

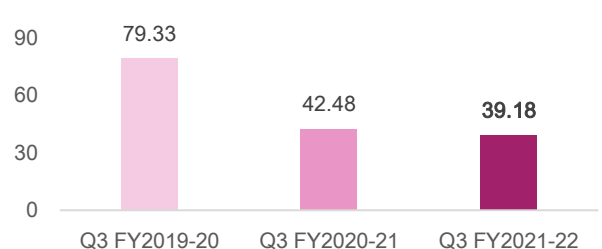
LB4. Number of active library borrowers is 10,669 and figures are in line with expected activity. Slight improvement in collection due to restrictions being eased during Q3.

Maternal and Child Care

MC2. Infant enrolments in MCH service (%)



MC4. Participation in the MCH service (%)



MC2. Enrolments within expected ranges

MC4. Attendance rate is acceptable as some clients are eligible to attend their appointment over many months

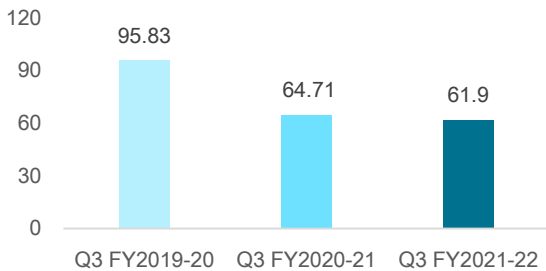


Metrics and Indicators (LGPRF)

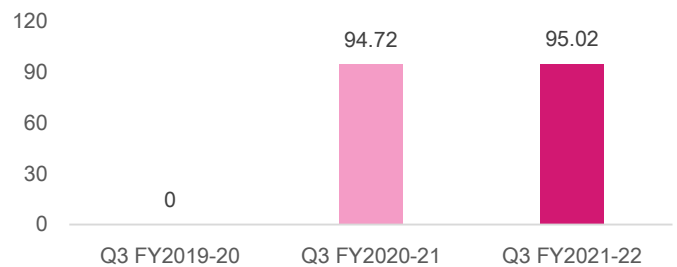
How we are performing

Maternal and Child Care (cont')

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



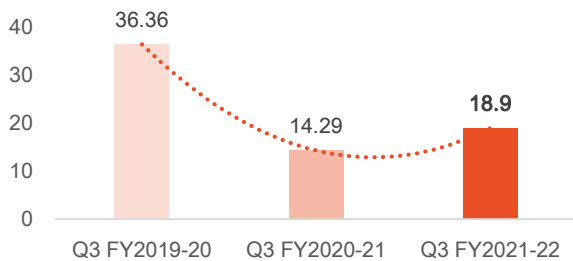
MC6. Participation in 4 week Key Age and Stage visit (%)



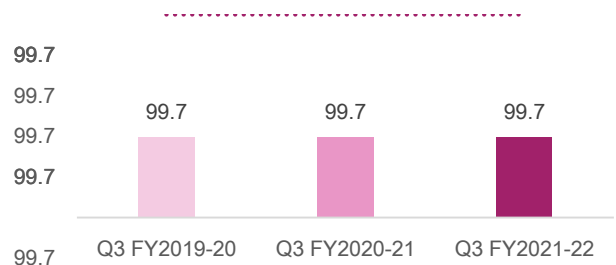
MC5. With low numbers of Aboriginal children enrolled, this is a positive result as not all children in this cohort will be due for a key ages and stages visit.
MC6. Good attendance numbers. Non-attendance due to appointments falling outside this timeframe.

Roads

RD1. Sealed local road requests per 100 km of sealed local roads (%)



RD2. Sealed local roads maintained to condition standards



RD1. 65 requests received by Council on the Request Management system during this period. 3 of them were re-directed as they were for service authorities.
RD2. Road condition has been maintained by ongoing maintenance and renewal programs

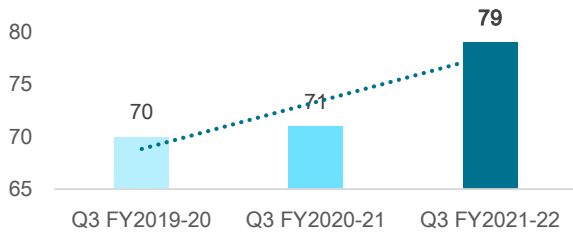


Metrics and Indicators (LGPRF)

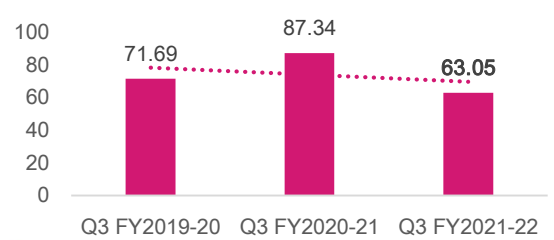
How we are performing

Statutory Planning

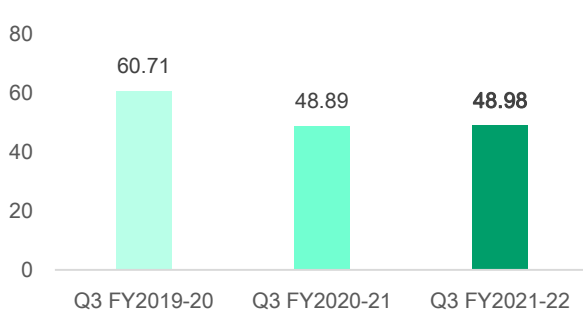
SP1. Time taken to decide planning applications (days)



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



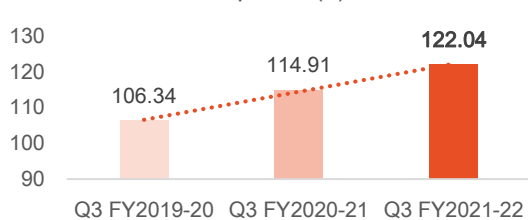
SP4. Council Planning decisions upheld at VCAT (%)



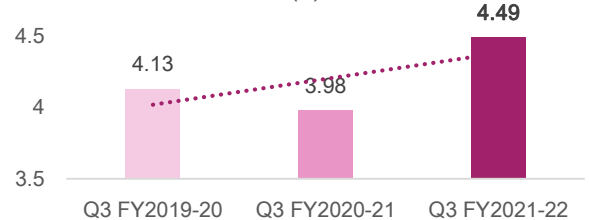
SP1. Application processing time at 79 days is an increase from Q3 FY21, which had a processing time of 71 days.
SP2. The % of decisions made within required timeframes has decreased.
SP4. The number of eligible VCAT decisions reduced during this quarter, with the overall result consistent with last year figures.

Waste Collection

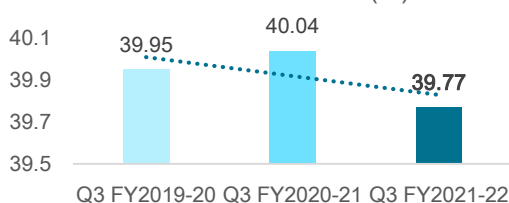
WC1. Kerbside bin collection requests (#)



WC2. Kerbside collection bins missed (#)



WC5. Kerbside collection waste diverted from landfill (%)



WC1. Bin collection requests have increased. Potentially due to increased bin refills from hybrid work arrangements.
WC2. Increase of bins missed compared to previous years.
WC5. Council has increased diversion compared to the same quarter over the last two years. It may be due to people returning to the workplace. i.e. less conscious of waste separation at home.



Finance Update

Quarter 3 - FY 2021-2022

| Item | Quarter 3 – Financial Year 2021-22 | | | | Full Year | | | |
|--|------------------------------------|-----------------------|-------------------------------|----------------------|------------------------|---------------------------------|---|--|
| | YTD Act (\$,000's) | YTD Bud (\$,000's) | YTD Variance (\$,000's) | YTD Variance % | Forecast (\$,000's) | Adopted Budget (\$,000's) | Forecast vs Budget Variance (\$,000's) | Forecast vs Budget Variance % |
| Total Income | 174,732 | 188,237 | (13,505) | ▼ (7%) | 197,152 | 206,920 | (9,768) | ▼ (5%) |
| Total Expenses | 119,233 | 128,706 | 9,473 | ▲ 7% | 169,838 | 173,313 | 3,476 | ■ 2% |
| Operating Surplus (Deficit) | 55,499 | 59,531 | (4,032) | ▼ (7%) | 27,315 | 33,607 | (6,292) | ▼ (19%) |
| Surplus/ (Deficit) Excl Open Space Contribution & Capital Grants | 44,036 | 41,546 | 2,490 | ▲ 6% | 5,424 | 11,027 | (5,603) | ▼ (51%) |

Income insights:

- Loss in Statutory fees and fines primarily driven by reduction in parking infringement income due to COVID-19 restrictions during the first half of the financial year.
- Reduced user fees income which was impacted by the closure of all non-essential services across Council during COVID-19 restrictions. Services impacted include aquatics, care services, Chapel off Chapel and car parks.
- Unfavorable variance to budget for capital grants driven by delays in project commencement and meeting funding agreements requirements. This is due to ongoing COVID-19 impacts and timing of developer contributions received due to slow construction activity.

Expenditure insights:

- Major savings in expenditure relates to savings in DCA contract expenditure (linked to parking infringement income), waste disposal and tipping cost (linked to closure of transfer station to public) and reduced utility costs across Council.
- Overall Council have seen a reduction in operating expenditure due to reduced activity across various service/maintenance contracts during COVID-19 restrictions during first half of the financial year.
- Timings and delays of various operating initiatives have also contributed to overall lower expenditure compared to budget due to COVID-19 restrictions.

Further information is available in Council's Quarterly Financial Report.



City of
STONNINGTON

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council@stonnington.vic.gov.au

Visit us

Stonnington.vic.gov.au

Stonnington City Centre

311 Glenferrie Road, Malvern

Stonnington Services and Visitor Hub

Chatham Street, Prahran Square, Prahran

Stonnington Depot

(Administration Building)
293 Tooronga Road, Malvern

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twitter.com/whats_on_stonnington



instagram.com/whats_on_stonnington



linkedin.com/company/city-of-stonnington

Community Languages

Call the Stonnington Community Link, a multicultural information service.

| | |
|---|---------------------------|
| Mandarin – 普通话 | 8280 0730 |
| Cantonese – 廣東話 | 8280 0731 |
| Greek – Ελληνικά | 8280 0732 |
| Italian – Italiano | 8280 0733 |
| Polish – Polski | 8280 0734 |
| Russian – Русский | 8280 0735 |
| Indonesian – Bahasa Indonesia | 8280 0737 |
| Vietnamese – Tiếng Việt | 8280 0748 |
| Other languages | 8280 0736 |

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

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