



City of  
**KINGSTON**



Together in Kingston  
**ANNUAL REPORT**

2009-10

# Performance Highlights Against Outcomes – Our Scorecard

This Annual Report measures Council's performance against what we said we would do in our 2009-13 Council Plan. The Council Plan sets out the vision. In particular it provides the financial framework for delivering all the everyday services and programs that the community enjoys and expects from their Council. Outcomes (end results) that are used to measure Council's performance over a five year period. The table below summarises Council's performance in 2009/10.

<p>OUTCOMES</p>	<p>OUTCOME 1</p> 	<p>OUTCOME 2</p> 
<p><b>The Council Plan contains Outcomes (end results) to be delivered over a five-year period.</b></p> <p><b>Our major achievements in 2009/10</b></p>	<p><b>Together we're providing resources for a safe and active community. Refer page 48.</b></p> <ul style="list-style-type: none"> <li>■ Kingston Heath \$3.3 million soccer complex upgrade completed and fully operational.</li> <li>■ \$1.15 million upgrade of Bicentennial Park which created 12 new horticulture traineeships.</li> <li>■ Capital Works project expenditure totalled \$26.9 million, an 8% increase on 2008/09.</li> <li>■ New waste services contract commenced with Transpacific Cleanaway.</li> <li>■ 12-month no standing trial along Beach Road on weekends commences on Saturdays and Sundays.</li> <li>■ Draft Playground Strategy approved by Council.</li> <li>■ Secured and delivered over \$4 million in external grants.</li> <li>■ 23% more kilometres of road pavement were resurfaced than targeted.</li> </ul>	<p><b>Together we're creating a more sustainable environment. Refer page 60.</b></p> <ul style="list-style-type: none"> <li>■ New water harvesting partnership with Danks benefits thousands of trees in Kingston.</li> <li>■ Joined MAV to advocate for low-energy fittings for street lights.</li> <li>■ Draft Greenhouse and Energy Management strategy released.</li> <li>■ Community consultation for Mordialloc Creek Master Plan completed.</li> <li>■ Namatjira Park benefits from \$5 million funding from the Federal Government, Melbourne Water and Kingston Council.</li> <li>■ HACC Energy Program makes energy saving improvements to elderly clients' homes.</li> <li>■ Planning begins for the future of the Green Wedge.</li> <li>■ Kingston welcomes \$50,000 in funding for drought relief initiatives including warm season grass conversions.</li> </ul>
<p><b>Results *Note 1</b></p>	<ul style="list-style-type: none"> <li>■ <b>This year Council invested \$39.8 million on OUTCOME 1.</b></li> <li>■ <b>Funding gap reduction of 28.5% to achieve sustainable capital renewal.</b></li> </ul>	<ul style="list-style-type: none"> <li>■ <b>This year Council invested \$17.9 million on OUTCOME 2.</b></li> <li>■ <b>82% satisfaction with appearance of public places.</b></li> </ul>
<p><b>Our challenges and disappointments in 2009/10</b></p>	<ul style="list-style-type: none"> <li>■ High volumes of traffic management enquiries were experienced and small staff numbers in the team found it challenging to provide accurate and timely responses.</li> <li>■ Creation of new Community Buildings department and the need to align systems and create clear sense of direction/ purpose.</li> <li>■ Unexpected delays to change room renovations at Waves Leisure Centre.</li> <li>■ Storm damage to key foreshore buildings resulted in the diversion of resources.</li> <li>■ Ageing infrastructure required high levels of maintenance.</li> </ul>	<ul style="list-style-type: none"> <li>■ Ongoing delays to the implementation of the Carbon Pollution Reduction Scheme.</li> <li>■ Adapting our Council's maintenance and playground design practices to the new Australian Standards for Playgrounds.</li> <li>■ Managing community expectations for increased service levels within budget and spending constraints.</li> <li>■ Relocation of the Parks department to Industrial Drive, Braeside.</li> <li>■ Ongoing issues with vandalism and graffiti.</li> <li>■ Repeated theft of expensive plants at Aspendale Gardens.</li> </ul>

\* Note 1: Source for all Outcomes 1 and 4 – Kingston Council records; 2, 3 and 5 - Department for Planning and Community Development 2010 Comm

on for Kingston as well as strategic objectives and actions for Council to follow each year.  
 for local Council. Listed in the Council Plan and referred to throughout this Annual Report are five key  
 2009/10 against these five outcomes. A more detailed report of the Outcomes starts on page 48.

OUTCOME 3	OUTCOME 4	OUTCOME 5
		
<p><b>Together we're connecting stronger, healthier communities. Refer page 76.</b></p>	<p><b>Together we're supporting prosperous, innovative businesses. Refer page 94.</b></p>	<p><b>Together we're exceeding our community's expectations. Refer page 102.</b></p>
<ul style="list-style-type: none"> <li>■ Accreditation report rates Kingston Hostels as 'High Quality.'</li> <li>■ Council approved Disability Action Plan 2009-13.</li> <li>■ Three-year pilot of 'Being Active Eating Well' successfully completed.</li> <li>■ Kingston approved 'dusk to dawn' cat curfew.</li> <li>■ In expanding Kingston's battle against graffiti vandals, offenders are involved in the removal of graffiti.</li> <li>■ Kingston collaborated with other libraries to tender for library resources with Procurement Australia.</li> <li>■ The position of Family Support Worker has been created to provide parenting and family support to all residents.</li> <li>■ New 'Gallery2' opened at Kingston Arts Centre.</li> <li>■ Extensive education programs aimed at improving safety.</li> </ul>	<ul style="list-style-type: none"> <li>■ The opening of the new Woolworths supermarket and carpark in Chelsea was the culmination of many years of strategic work and is expected to improve the viability of the Chelsea shopping centres.</li> <li>■ Completed footpath replacement and landscaping works at the corner of South and Chapel Roads.</li> <li>■ Kingston has been an active participant in the South East Melbourne Innovation Precinct Project.</li> <li>■ The Mentors Partners Program continued to perform well with the recruitment of new mentors.</li> <li>■ The Kingston Farmers' Market achieved formal accreditation with the Victorian Farmers' Market Association.</li> <li>■ A full condition audit was undertaken of Kingston's small shopping centres.</li> </ul>	<ul style="list-style-type: none"> <li>■ New workplace health, safety and wellbeing campaign was launched branded under the banner "Take Care, Take Control".</li> <li>■ Ongoing review of current processes and procedures to provide better Customer Service to community issues.</li> <li>■ Completed an upgrade of Council's website including an update to the server and redesign of the website content.</li> <li>■ Negotiated a new three-year Enterprise Agreement.</li> <li>■ Received third gold medal for 2008/09 Annual Report.</li> <li>■ Developed a revised performance management framework known as LINK.</li> <li>■ Implemented an organisational online learning system.</li> <li>■ Successfully completed a test of Council's ICT Disaster Recovery Plan.</li> </ul>
<p>■ <b>This year Council invested \$60.1 million on OUTCOME 3.</b></p> <p>■ <b>89% satisfaction with recreation facilities.</b></p>	<p>■ <b>This year Council invested \$2.0 million on OUTCOME 4.</b></p> <p>■ <b>97% satisfaction with economic support services.</b></p>	<p>■ <b>This year Council invested \$24.3 million on OUTCOME 5.</b></p> <p>■ <b>80% satisfaction with service contact.</b></p>
<ul style="list-style-type: none"> <li>■ The decreased use of the Kingston City Hall resulted in a review of services with the objective of increasing usage and access.</li> <li>■ Dealing with increased compliance requirements of funding bodies and levels of Government.</li> <li>■ Changes in Emergency Management place more emphasis on Council to undertake initiatives that are not funded.</li> <li>■ Changes in Liquor Licensing regulations and the strict interpretation have impacted on the delivery of shows and major festivals.</li> <li>■ Maintaining sufficient levels of qualified staff.</li> </ul>	<ul style="list-style-type: none"> <li>■ The construction of the new supermarket in Chelsea caused considerable disruption to traders and the general community necessitating a great deal of officer time to resolve issues as they arose.</li> <li>■ The general economic conditions created difficulty for local companies and unemployment increased in Kingston.</li> <li>■ New signage in Kingston's shopping centres was not completed as funds were redirected to new signs in Kingston's parks and reserves.</li> </ul>	<ul style="list-style-type: none"> <li>■ The lead-up to the State and Federal Government elections created some uncertainty and in part led to the postponing of the Community Visioning activities.</li> <li>■ There have been delays in implementing a new payroll system which has caused duplication of work for the Finance department.</li> <li>■ Managing employee injuries across the organisation.</li> </ul>

Community Satisfaction Survey. Refer to individual outcome pages 48-117 for more information on these results.

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Front cover: Members of Mordialloc Surf Life Saving Club are among the many fabulous community volunteers at Kingston’s Mordialloc by the Bay Fine Food Wine and Music Festival held in March each year. Photographed (front cover) are from left: Tim Crilley, Mike Myers, Kristylee Clark and Jess Donson. Above photograph also includes Guy Crilley and Kayla Owens. This year, over 65,000 people attended the festival over two days (see back cover photograph).

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## Feedback invited

We hope you enjoy the City of Kingston’s 2009/10 Annual Report. Your feedback is welcome via mail to the Council’s Governance and Performance Planning Department, City of Kingston, PO Box 1000 MENTONE VIC 3194, or email [annualreport@kingston.vic.gov.au](mailto:annualreport@kingston.vic.gov.au)

For more information, telephone 1300 653 356.



# Welcome

The City of Kingston is proud to present our 2009/10 Annual Report. This key reporting device contributes to good democratic governance and provides accountability to the community. Our report demonstrates the breadth of Council operations and the more than 100 services we have provided to the community throughout the year. It also documents Council's highlights and achievements while identifying the challenges and difficulties we faced in 2009/10.

This Annual Report demonstrates how Council is meeting the strategic objectives outlined in the 2009-2013 Council Plan and importantly provides a comprehensive account of Council's financial performance and achievements in 2009/10.

**Photograph:** The City of Kingston has 115 playgrounds for the community to enjoy. To find the playground nearest you, visit [www.kingston.vic.gov.au/playgrounds](http://www.kingston.vic.gov.au/playgrounds).

# Introduction

## Our Annual Report theme - 'Together'

Our theme for this year's Annual Report, 'Together', is true in every sense of the word. We work together with our community, stakeholders and local businesses to provide our ongoing services and facilities. Under the leadership of our elected Council, 'together' is demonstrated at the City of Kingston throughout our organisation and with a particular emphasis across our five key outcomes:

- **Together** we're providing safe, accessible and appropriate infrastructure for our community that is safe and will provide long term value;
- **Together** we're creating a more sustainable and balanced approach to integrate built form and urban development with the protection, enhancement and preservation of Kingston's natural environmental assets;
- **Together** we're connecting stronger, healthier communities by delivering services and programs to strengthen the community and impact favourably on the happiness and security of our community;
- **Together** we're supporting prosperous and innovative businesses to ensure the municipality is economically robust and attractive to businesses today and into the future; and
- **Together** we're exceeding our community's expectations by engaging with the community to encourage and support its development and strength through exemplary leadership and advocacy.

## Our Vision

A diverse, dynamic community where we all share a sustainable, safe, attractive environment and a thriving economy.

## Our Purpose

To work with the community to protect and enhance the quality of life for current and future generations.

Our Guiding Principles:

- Respect for diverse community interests based on active listening and mutual understanding;
- Leaving a positive legacy for future generations and Councils;
- Balancing a flexible, can-do, innovative professional approach with achieving outcomes efficiently and effectively (doing more with less);
- Responsible financial management;
- Informed, evidence-based and representative decision making; and
- Effective communication and engagement.

More than 20,000 people attended Kingston's spectacular two-day Globe to Globe World Music Festival over the Australia Day weekend at Namatjira Park in Clayton South. The festival showcases music, dance, art and cuisine from around the world.



## Why we have an Annual Report

The Victorian Local Government Act 1989 requires all councils to present an Annual Report to the Minister for Local Government by September 30 each year. As well as meeting this statutory requirement, Council sees the Annual Report as a vital tool to keep residents, businesses, employees and potential employees, State and Federal politicians, peak bodies, community groups and organisations informed about its performance and future direction.

The Chief Executive, General Managers and Managers have reviewed the content of this Annual Report to ensure accuracy. Council adopted the Financial Report at the Ordinary Council meeting on 23rd August 2010 following a review by an independent audit committee. The statements were certified by the Principal Accounting Office (Manager Finance), the CEO, Mayor and another nominated Councillor. The Victorian Auditor General's office has certified that the Performance Statement (see page 149) and the Financial Report (see page 207) including the Standard Statements (see page 160) fairly present the financial position of Council.

## Where to get a copy

Hard copies of the Annual Report are available from Kingston's three Customer Service Centres and its libraries, or by telephoning 1300 653 356. Electronic copies are available on Council's website at [www.kingston.vic.gov.au](http://www.kingston.vic.gov.au) (See page 141 for details of Council's Customer Service Centres.)

**A large print version is available by calling 1300 653 356.**



Kingston Council proudly supports Community Kitchens in Cheltenham (in partnership with Mordialloc Rotary) and Clarinda, established to encourage people to socialise and cook delicious and healthy meals. Pictured (from left) are Kingston's Community Projects Officer Lena Okin with Manju Balasundaram and Marama Raina in the Clarinda Community Centre kitchen.

## Our organisation's culture

Community Inspired Leadership describes the essence of the organisation's culture. The following is our circle of influence or the community's circle of expectation and consists of six key values to guide behaviours:

**Community Centric, Dynamic, Future Oriented, Accountable, Expert and Celebrate.**

### Future Orientated

- strategic
- a leader in sustainable practices
- insightful planners
- stimulating career pathways
- a shared vision for the future
- creating a legacy for future generations

### Accountable

- open and honest
- true to our word
- clarity of purpose
- efficient and effective
- robust processes
- execute brilliantly

### Dynamic

- innovative
- energetic
- passionate
- flexible
- responsive

### Expert

- knowledgeable
- confident
- resourceful
- active professional development
- thought leadership

**Community Inspired Leadership**

### Community Centric

- actively engaged with our community
- informed and informing
- advocates: community needs championed
- enlightened stewardship of community assets
- 'place based' approach
- exceptional customer service

### Celebrate

- celebrate achievements
- leverage the rich diversity of our area
- harness the talents of our people
- unlock the power of teamwork
- a holistic mindset
- creating the ultimate place to live, work and play

# Our Services - Rates at Work

## Services we deliver to our residents

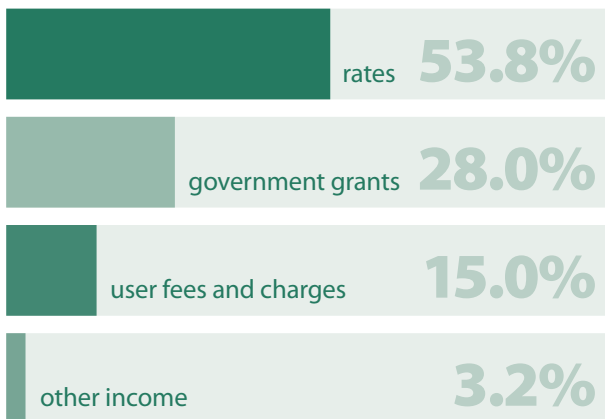
The City of Kingston is a major organisation comprising 21 departments (19 departments in 2008/09) that together provide more than 100 different services and programs to the community. The two new departments created in 2009/10 were Community Buildings and Procurement and Contracts.

Services cover a broad range of areas including aged care, leisure and culture, children, family and youth, libraries, major festivals and community events, communications, parks and open space, planning, roads, governance, waste and recycling, drains and footpaths.

It cost \$132 million to run the City of Kingston in 2009/10, comprising \$86 million in rate revenue and \$73 million in other revenue (see Figure 1). The surplus of revenue over expenditure contributes to Council's capital works program (see page 36 for details on Council's Capital Works program). The average Kingston rate bill is \$1,268 compared to the average across all Councils of \$1,310 and Inner Melbourne Councils' average of \$1,314. The following (pages 4-7) are a snapshot of some of the services provided by Council and a breakdown of the cost for each department per rateable assessment to show how this money was spent. The costs include overheads but exclude depreciation.

## Revenue sources

Figure 1: Total revenue 2009/10 – \$159 million.



Kingston's Street Tree team in action.

## Parks and Depot Operations (formerly Environment)

**\$13.1 million or \$193 per rateable assessment**

(2008/09 \$13.6 million or \$203 per rateable assessment)

Parks and Depot Operations is responsible for Council's environmental management and maintenance programs, with particular regard to open space, foreshore, parks and gardens, water efficiency, sportsgrounds, building maintenance, community buses, contract management and depot services.

## Infrastructure

**\$30.0 million or \$442 per rateable assessment**

(2008/09 \$26.6 million or \$397 per rateable assessment)

Infrastructure is responsible for asset management, the delivery of capital works and waste services as well as co-ordinating the Council wide emergency management response.

## City Strategy

(formerly Strategic Planning and Building)

**\$2.4 million or \$35 per rateable assessment**

(2008/09 \$1.6 million or \$24 per rateable assessment)

This area is responsible for developing, managing and guiding Council's strategic land use planning and policy functions as well as strategic water management. The Planning Enforcement Team plays a key role in ensuring compliance with Planning Permits. Council also has an integrated building surveying service that administers building permits, conducts building inspections and provides advice on building legislation, policies and processes.



## Statutory Planning

### **\$2.4 million or \$35 per rateable assessment**

(2008/09 \$2.4 million or \$35 per rateable assessment)

Statutory Planning provides the customer service and administrative support role associated with Planning and Building issues and provides an integrated development approvals (planning permits) process to meet the needs of residents, ratepayers, the development industry and internal clients.

## Economic Development

### **\$0.7 million or \$11 per rateable assessment**

(2008/09 \$0.7 million or \$10 per rateable assessment)

This area supports and assists Kingston's 9,000 strong business community, facilitates the Mentor Partners Program for small businesses and provides businesses with a number of networking and business development opportunities.

## Libraries and Education Services

### **\$4.1 million or \$60 per rateable assessment**

(2008/09 \$3.7 million or \$55 per rateable assessment)

Kingston Libraries provide for the recreation, information and cultural needs of the community. A large number of programs are provided, including developing children's literacy and information literacy for adults.

## Communications and Promotions

### **\$0.6 million or \$10 per rateable assessment**

(2008/09 \$0.6 million or \$10 per rateable assessment)

Communications is responsible for media relations, website management and the production of the Council newspaper, *Kingston Your City*.

## Customer Service

### **\$1.4 million or \$21 per rateable assessment**

(2008/09 \$1.3 million or \$19 per rateable assessment)

Customer Service operates Council's Call Centre at Cheltenham and Kingston's three Customer Service Centres. It is also responsible for the Community Directory, new residents' kits and conducting Citizenship Ceremonies on behalf of the Department of Immigration and Citizenship.

## Leisure and Culture

### **\$4.9 million or \$72 per rateable assessment**

(2008/09 \$4.8 million or \$72 per rateable assessment)

Promotes leisure, sport and cultural activities and facilities, provides strategic direction for resources, manages the City of Kingston's grants programs, plans and delivers four major festivals, and provides assistance to community organisations.

## Local Laws and Health

### **\$5.2 million or \$77 per rateable assessment**

(2008/09 \$4.9 million or \$74 per rateable assessment)

Local Laws and Health is responsible for the provision of parking, local laws and environmental health services, including the development of policy and strategic plans for local laws and parking enforcement, and the effective management of environmental health services.



Council's Community Engagement team, including Erin Pattie, Yvonne Honey, Catherine McGarry, Callum Pattie, Kate Daddo, initiates and delivers many exciting and innovative programs that help strengthen and engage the community.

## Family, Youth and Children's Services

**\$9.1 million or \$134 per rateable assessment**

(2008/09 \$8.4 million or \$125 per rateable assessment)

Kingston provides a diverse range of family and children's services to meet the needs of families with children from birth to 25 years, including Youth Services, Family Support Services, Maternal and Child Health, Immunisation, Family Day Care, Long Day Care, Kindergarten Central Enrolment, School Aged Care, and Children and Family Development Services.

## Community Buildings (new department in 2009/10)

**\$2.1 million or \$31 per rateable assessment**

(2008/09 n/a)

This department facilitates the provision of suitable community buildings and facilities that support the delivery of services, providing for the needs of the community now and into the future. Community Buildings is responsible for a comprehensive Building Operation Management Plan (BOMP), which defines strategic capital and planned maintenance investment priorities, in order to deliver high quality community buildings and facilities.

## Property Services

**\$4.6 million or \$68 per rateable assessment**

(2008/09 \$4.3 million or \$63 per rateable assessment)

Property Services strategically manages Council's property portfolio, including commercial and community leases, acquisitions, disposals, title management and the Lease Register. Property Services is responsible for managing Council's Valuation contract.

## Leisure Centres

**\$5.4 million or \$79 per rateable assessment**

(2008/09 \$5.1 million or \$76 per rateable assessment)

The City of Kingston operates two leisure centres in the municipality – Waves Leisure Centre and Don Tatnell Leisure Centre.

## Finance

**\$2.8 million or \$41 per rateable assessment**

(2008/09 \$4.4 million or \$65 per rateable assessment)

Finance is responsible for the reporting and management of Council's finances, ensuring Council's compliance with statutory financial and reporting obligations, preparation of the annual budget and five year financial plan, the raising and collection of rates, and the purchasing, maintenance and administration of Council's vehicle fleet.

Children at Don Tatnell Leisure Centre in Mordialloc learn to swim under the watchful eyes of qualified swim teachers.





Each week around 170 Direct Care workers and 11 Home Maintenance staff from Kingston's Aged and Disability Services visit people in their homes to help them continue living the lifestyle of their choice. Photographed is Effie Pantelidis from Council helping to prepare a meal for Kingston resident, Toula.

## Information Services

**\$4.4 million or \$65 per rateable assessment**

(2008/09 \$4.4 million or \$65 per rateable assessment)

Information Services provides strategic policy advice and leadership and develops and maintains an Information Technology environment to continuously improve Council's information, systems, services and business continuity.

## Procurement and Contracts

(New department 2009/10)

**\$2.3 million or \$34 per rateable assessment**

(2008/09 n/a)

The Procurement and Contracts department is responsible for providing information and advice to the organisation regarding procurement (purchasing and acquiring of goods, works and/or services) and contracts, overseeing tendering and contract compliance and also reporting organisational activity in these areas.

## People and Culture

**\$1.3 million or \$19 per rateable assessment**

(2008/09 \$1.1 million or \$17 per rateable assessment)

People and Culture is responsible for all employment related issues, including policy development and providing advice and support on all employee relations issues including induction, training and professional development.

## Governance and Performance Planning

**\$1.5 million or \$23 per rateable assessment**

(2008/09 \$1.8 million or \$27 per rateable assessment)

This area provides support to Council and promotes and improves the effectiveness and probity of governance processes, Occupational Health and Safety, Council and community planning and performance reporting.

## Community and Aged Services

**\$18.4 million or \$270 per rateable assessment**

(2008/09 \$17.3 million or \$258 per rateable assessment)

Aged and Disability Services enables residents who are frail aged or who have a disability to remain living independently in their own homes through the provision of support services and programs. Community Engagement builds strong, safe and involved communities and facilitates community members' participation in the community. Hostel Services operate three full-time low care residential aged care facilities.

## AccessCare Southern

**\$6.9 million or \$102 per rateable assessment**

(2008/09 \$6.8 million or \$101 per rateable assessment)

AccessCare Southern is responsible for the provision of a number of Victorian and Commonwealth funded aged and disability services. Service users have a higher level of support needs, with services directed primarily to assist them to stay living at home.

## Asset Renewal and Expansion

**\$21.0 million or \$309 per rateable assessment**

(2008/09 \$21.1 million or \$314 per rateable assessment)

Asset renewal and expansion is the cost of major works and maintenance for existing roads, footpaths, drains and buildings, along with further development of those assets.



The Green Corps project involved 10 young people assisting Council's Natural Resource Team with a range of environmental initiatives including improving fencing along Kingston's foreshore.

# Snapshot of Kingston

## Location

The City of Kingston is located about 20 kilometres south of Melbourne's central business district, bordering the municipalities of Glen Eira, Bayside, Monash, Greater Dandenong and Frankston. Kingston's suburbs include Aspendale, Aspendale Gardens, Bonbeach, Braeside, Carrum, Chelsea, Chelsea Heights, Cheltenham, Clarinda, Clayton South, Dingley Village, Edithvale, Heatherton, Highett, Mentone, Moorabbin, Mordialloc, Oakleigh South, Parkdale, Patterson Lakes and Waterways.

## Open space

Kingston is well known for its 13 kilometres of uninterrupted coastline which stretches from Mentone to Carrum. We also have magnificent natural wetlands, remnant bushland, open space and parklands and world class golf courses.

## Economic corridor

The municipality has a thriving commercial and industrial sector with over 9,000 businesses employing approximately 65,000 people - making it one of Victoria's busiest employment centres. With an estimated manufacturing output of around \$10 billion per annum, Kingston is one of Victoria's most important manufacturing centres. Areas of specialty include engineering, automotive, plastics and chemicals, food, metal fabrication, printing, aerospace and marine.

Kingston also has a vibrant retail base with a mix of bustling shopping strips including Parkdale, Mentone, Mordialloc, Dingley Village and Chelsea, as well as large shopping centres such as Westfield Southland and Direct Factory Outlets.

## Services and facilities

Council provides more than 100 high quality services and facilities across a range of areas including community services, environmental services, customer services, health and wellbeing, planning and building, parks and gardens and more.

## Office locations

Council's head office, together with a Customer Service Centre, is located at: 1230 Nepean Highway, Cheltenham VIC 3194. Customer Service Centres are also located at: 1 Chelsea Road, Chelsea VIC 3196 (co-located with the library) and 34 Brindisi Street, Mentone VIC 3194. (See page 141 for more on Customer Service Centres).

## At a glance

The most recent population estimate from the Australian Bureau of Statistics for the City of Kingston as at 30 June 2009 is 147,214 which is an increase of 2.17% from the previous year.

## Change in population based on 2006 Census results

	2006		1996	
	(number)	(%)	(number)	(%)
<b>Total household dwellings</b>	<b>52,800</b>		<b>46,891</b>	
Owned	19,127	36.2	21,157	45.1
Purchasing	18,365	34.8	12,398	26.4
<b>Population characteristics</b>				
Australian born	86,202	65.2	81,959	67.2
Australian citizens	114,131	86.3	107,571	88.1
<b>Language spoken at home</b>				
Language other than English	30,529	23.1	27,127	23.8
<b>Age structure</b>				
Children 0 to 17 years	28,585	21.6	27,767	22.8
Senior citizens over 65 years	20,332	15.4	17,374	14.2
<b>Our qualifications</b>				
Bachelor or higher	17,734	16.3	9,314	9.4
No qualifications	50,668	46.7	57,887	58.6

### FURTHER READING:

View census data, population and housing forecasts and a social atlas at [www.kingston.vic.gov.au/demographics](http://www.kingston.vic.gov.au/demographics)

## History of Kingston

The City of Kingston was formed in December 1994 following the State Government's major restructure of Local Government in Victoria. The new city was an amalgamation of all or parts of the former cities of Moorabbin, Mordialloc, Chelsea, Springvale and Oakleigh. At the time it was regarded as one of the most complex amalgamations in Victoria as it brought together such a diverse range of communities.

In the intervening years the City of Kingston has developed into a vibrant and dynamic community.

A new electoral structure for Kingston was announced in June 2007 and took effect following the Council elections on 29 November 2008. Under the new structure there are now three wards - North Ward, Central Ward and South Ward, and three Councillors represent each ward. This brings the total number of Councillors to nine, instead of the previous structure of seven wards each represented by one Councillor.

## About the name 'Kingston'

It is thought that the name 'Kingston' may have originated from the King brothers, a pioneering family in the area, who held thousands of acres of land which they referred to as 'Kings Land' or 'Kingstown'. More recently the name was derived from Kingston Road and the Kingston Centre in Heatherton, which was named in 1970.

### FURTHER READING:

Kingston's history website at <http://localhistory.kingston.vic.gov.au>

## About our logo

Kingston's distinctive logo, with its gentle blend of blue, green and ochre, reflects our sense of place.

The ochre strip represents Kingston's vast sandbelt area, 13 kilometres of foreshore and the soil on which the city's residential, commercial and industrial properties rest.

Deep green illustrates the importance of Kingston's open space and environmental areas like the award winning Edithvale Wetlands, Mordialloc Creek, The Grange Heathland, Bicentennial Park, Braeside Park, Bradshaw Park and Kingston Heath Reserve.

The blue represents Kingston's natural waterways and magnificent seaside location with the city nestled around Port Phillip Bay.



City of  
**KINGSTON**

## Quality of life

The City of Kingston is a great place to live and work. In the inaugural Quality of Life Index 2008, Kingston ranked in the top 20% of Australian municipalities. The index measured a total of 590 Local Government areas across Australia and ranked them against criteria including employment levels, crime rates, education levels, earnings, home ownership rates, and community involvement to name a few. Data is gathered from various sources including the Australian Bureau of Statistics and the Australian Tax Office (source: BankWest).



## Mayor's Report – Councillor Steve Staikos

**It gives me great pleasure to present the 2009/10 Kingston Annual Report, on behalf of my fellow Councillors. The last twelve months has been an exciting, positive and inspired time for the City of Kingston.**

The 2009/10 Annual Report represents the achievements of this Council at the midpoint of its four year term. A great many service improvements and significant projects have been delivered on behalf of the Kingston community, and I and my fellow Councillors take great pride in presenting this Annual Report which documents the progress of Council in delivering our key outcomes in terms of strategies and priorities.

On a personal note, my year as Mayor has been an exhilarating and busy time for Council. Together we have strived to strengthen local democracy by rigorously debating and considering each item on its merit. I have sought to bring my youth and vitality to Kingston, aiming to be present and available to the community as their Mayor for the year. Having a tremendous commitment to social justice, I have endeavoured to ensure council does what is right for the community. Most importantly this year has reaffirmed my commitment to the Council and the community to serve them above all else.

The key outcomes outlined in the Council Plan are central to the pursuit of Council's core responsibilities. These outcomes are represented by five outcomes; Infrastructure for a Safe and Active Community, A Sustainable Environment, Health, Strong and Connected Communities, A Prosperous, Innovative Business City and Community Inspired Leaders.

Some of Council's achievements are highlighted below.

### Community leadership and advocacy

Community leadership and advocacy was a central priority during the year, and was best demonstrated by our ongoing campaign for a Chain of Parks in the City's non urban Green Wedge. This vision has moved a step closer to becoming a reality having obtained a \$1 million commitment from the State Government, and Council taking a proactive approach by endorsing the development of a Green Wedge Plan for the Green Wedge which covers over 2,000 hectares of private and public land. Another example of advocacy during the year is the important concern of Climate Change, the issue of a potential rise in sea levels and erosion affecting our iconic 13 kilometres of coast line and calling for the State and Federal Governments to help fund works to address the impact. Council has also called on other levels of government to assist local councils to cut green house gas emissions as part of the Municipal Association of Victoria's 'Give our Streets the Green Light' campaign. Highlighting community concerns over the

potential danger that an increase in the number of pilots being trained out of Moorabbin Airport could present as part Council's submission to the Moorabbin Airport Master Plan and our public campaign. Council has also been calling for the completion of the Dingley Arterial Route, and ongoing improvements to public transport throughout the City. Council has been working to see a reduction in the number of stormwater drains at Mentone Beach from four to one to improve the amenity at the beach. Other examples of community leadership and advocacy campaigns can be found on page 45.

### Guiding our City's growth

In addition to our commitment to establish a Chain of Parks in the Green Wedge, Council has also developed draft Structure Plans for the Moorabbin, Cheltenham and Mentone Activity Centres and associated interim planning controls. Once finalised, these Plans will be a blueprint to guide key planning decisions over the coming decades. The draft Structure Plans provide a long-term framework for managing change to land use, building and public spaces in the Moorabbin, Cheltenham and Mentone areas. The Plans are currently being finalised, and will be considered by Council this year, they aim to implement the long term future priorities for the Activity Centres. Kingston Council is committed to working closely together with the community to hear their views so that Council's long-term plans reflect the needs of both the current and future communities.



The draft Structure Plans prepared for Moorabbin, Cheltenham and Mentone follow recent structure plans completed for Highett and Mordialloc that are now used by Council to influence new public and private initiatives in these areas. Other programs and plans currently underway or completed during 2009/10 to meet Kingston's future growth include the proposed Masterplan for Roy Dore Reserve in Carrum, the future development of a new Aspendale Gardens Sportsground, the future residential development of the former Nylex site on Warrigal Road, and the recent development of the Stanley Avenue carpark for a new playground and adult contemplation area. Other examples of plans for Kingston's growth can be found under Outcome One on pages 48-59.

### Promoting sustainable living

In terms of promoting sustainable living, a major challenge for Kingston along with most other Victorian Councils this year has been managing the impact of climate change and drought on our communities. This has raised a series of diverse issues for Council such as managing the use of reserves and converting a number of sportsgrounds to drought tolerant warm season grasses, and managing and reducing water usage in our own operations. Council has worked together with our community and stakeholders to incorporate the broader economic, social and cultural aspects of sustainability as well many environmental dimensions. Examples of our commitment to sustainability include developing partnerships with local businesses to install water tanks to supply water to Council's street trees, holding workshops throughout Kingston on how to set up and maintain compost bins, worm farms and Bokashi bins in homes, reducing water consumption at Waves Leisure Centre by 7%, purchasing of Organic Fair Trade products at Kingston Arts Centre and Kingston City Hall, working with children in our child care centres to plant fruit and vegetables as well as introducing chickens to provide eggs to use in meals at one centre, and saving 44 tonnes of carbon emissions for Reclaimed Asphalt Pavement returned to the asphalt plant for recycling. In dealing with the challenge of climate change, Council provided a strong response to the Victorian Government Climate Change Green Paper highlighting the importance of alternative transport options, a reduced reliance on the coal industry, and the need to develop strong ecologically sustainable design principles for residential development. Further sustainability initiatives achieved by Council this year as well as future initiatives planned for 2010/11 can be found on pages 32-35.

### Capital Works projects

Prudent financial management continues to be of the highest importance to Council and a strong balance sheet has to be maintained. Each year in excess of 100 services and programs are delivered to people at all life stages and Council is custodians of land and buildings valued at almost \$1.3 billion. Some of the capital projects



About 80 people from a range of community groups came together to celebrate cultural diversity at Kingston's Harmony Day Lunch at Clarinda Community Centre in March 2010. Mayor Staikos celebrates Harmony Day with Giuseppina Privitelli and Molleca Sebastiana.

delivered to our community this year include spending \$8 million on capital improvements to the City's community buildings, delivering 98% of the planned investment program, the \$5 million upgrade and stormwater capture project at Namatjira Park, the \$1.15 million upgrade of Bicentennial Park, the launch of Moorabbin's new Jack McDavitt Pavilion, and the Kingston Heath \$3.3 million soccer complex upgrade. See page 36 for details on other major projects.

### Thank you

I would like to take this opportunity to thank our Chief Executive Officer, the Executive Management Team, all Council staff and volunteers for their wonderful contribution to Kingston. Without their commitment and expertise, we would not be in the strong position we find ourselves in today. To my fellow Councillors, thank you for a successful and visionary year. We have worked well together for our community, never losing sight of Council's vision and purpose. I really am very proud to live in the City of Kingston and to be part of such a dynamic community and forward thinking Council that is not afraid to take on the big challenges. By working together we have all made Kingston a better place to live and work.

**Cr Steve Staikos**  
Mayor, City Of Kingston

Cr Steve Staikos was elected Mayor of Kingston for 12 months at Council's Statutory Meeting on 3 December, 2009.

(See Councillor profiles on pages 16-18.)

# Chief Executive Officer's Report – John Nevins

## This Annual Report presents to the Kingston community Council's performance for 2009/10.

Council's five key outcomes, expressed in the Council Plan 2009-13, continued to assume a major focus and guide decision-making during the year. The five outcome areas are: Infrastructure for a Safe and Active Community; A Sustainable Environment; Health, Strong and Connected Communities; A Prosperous, Innovative, Business City and Community Inspired Leaders. The range of Council initiatives undertaken through the year underpinned these outcome areas. Some of our highlights for the year are outlined below and included in more detail throughout this report.

### Effective financial management

As a Council, we are committed to working together to meet the community's ever-changing needs and expectations. With careful financial management, we have been able to balance the provision of services, the creation of new infrastructure and maintenance of existing valuable community assets. This year was another strong year for Council and our overall financial position continued to improve.



By the end of 2009/10, Council's debt was reduced to \$2.5 million, down from \$4.6 million the previous year and \$29 million inherited from Council amalgamations in 1994.

In 2009/10, \$15.6 million of our capital works budget was expended on renewing the \$1.14 billion of community assets that Council is responsible for such as roads, drains, parks and the 200 plus community buildings. A further \$11.3 million was spent on capital works projects that provided new and improved facilities for our community (see page 41 for more details). As well as successfully achieving our Council Plan targets, Council delivered a record \$159 million operating budget to our 147,000 residents (compared to \$142 million in 2008/09).

### Leadership and partnership

A key focus for Councillors and Executive Management during 2009/10 was partnership and working together. In addition to our Council Meetings and briefing sessions, we came together for Strategic Workshops in December and February to set priorities and participate in the MAV Top Teams Program – a facilitated program designed to improve working and decision making processes. As we move into the second half of Council's term this partnership provides the foundation for strong leadership and strategic decision making.

Council together with Melbourne Water was successful in obtaining Federal Government funding of \$2.4 million to undertake a major upgrade of the Namatjira Park in Clayton South. Melbourne Water matched this grant with an additional \$2.4 million in funding. Taking a proactive approach to sustainable land management practices, Council endorsed the development of a Green Wedge Plan for all of Kingston's non-urban areas which cover 2,000 hectares. This plan will be delivered in collaboration with the State Government, Parks Victoria, VicRoads and other agencies. After partnering with our community through in-depth consultation, the Arts and Cultural Strategy, the Disability Action Plan and the Public Health and Wellbeing Plan were adopted by Council.

### Enhancing organisational effectiveness

Kingston continues to maintain its reputation as a great place to work as reflected in our improved results in the recent employee survey. We have revised our performance management system and implemented significant staff training including the new Health, Safety and Wellbeing Program. Together these programs form part of the rollout of our 'Community Inspired Leadership' culture to ensure that Kingston is able to attract, develop and retain the best employees to provide services to our community. These initiatives are underpinned by a new Enterprise Agreement which was endorsed by employees in December 2009. This agreement provides the industrial and employment framework for the next three years.



Through the ongoing hard work and performance of our dedicated employees, Kingston was again recognised through a number of significant and high profile awards. Examples of these include our three consecutive Gold Medals at the Australasian Reporting Awards, Waves Leisure Centre being named Facility of the Year, and The Healthy Living in Australia Program received a high commendation award (see page 38 for more information on our Awards).

### Service satisfaction

Kingston's community satisfaction rating of 86% in the annual Department of Planning and Community Development Community Satisfaction Survey reflected the focus on delivering excellence in all the services Council provides to its community. This pleasing improved result combined with the current 'Influencing Our Reputation' project, an organisational review of customer service, reinforces our emphasis on relationships and the impact this has on service delivery.

### Thank you

The 2009/10 year has presented many challenges and opportunities for Council and the community alike, and again has been another successful and rewarding year. It has been a pleasure to continue to work in partnership to achieve Council's goals for the future of the Kingston municipality. It is an honour to be the CEO of such a dynamic, accountable and committed organisation that has made possible the achievements of the past year. I would like to take the opportunity to acknowledge the wonderful contribution that Council, the local community and all Kingston staff have made in delivering outcomes which make a real difference to the lives of the entire Kingston community.



**John Nevins**  
Chief Executive Officer

**Training and development of our employees is a major focus for Council. CEO, John Nevins (far right) is photographed with employees who participated in an innovative Future Leaders program.**



## Chief Financial Officer's Report – Paul Franklin

Long term financial sustainability is the key objective of Kingston Council's financial plan. With good planning, the community can be assured that Council has the financial resources to achieve the objectives set out in the Council Plan in all areas of community well being, sustainable environment, prosperous community, asset management and quality leadership and governance.

While this report focuses on the 2009/10 financial results, it is important to see this result in the context of the long term financial strategic objectives of Council which are:

- Ensuring adequate funding to maintain and improve the quality and standard of more than 100 services provided to the community by Council and the future service objectives of Council;
- Provide funding to achieve Council's rolling capital works program commitments and future objectives by achieving better than breakeven operating and cash results;
- Ensuring adequate funding to responsibly maintain and renew the \$2.1 billion of community assets under the control of Council;
- Progressively eliminating Council's inherited asset renewal gap assessed in 2008 to be \$22 million; and
- Ensuring Council always has adequate cash reserves to maintain its financial liquidity and that it can always meet all debt and payment obligations in a timely manner.

### Summary

- \$159 million operating budget.
- \$26.9 million Capital Works program delivered.
- Rates and charges comprised \$85.6 million (54%) of the total operating budget.
- Operating profit of \$24.0 million, up from \$16.1 million last year.
- Cash holdings increased by \$2 million to \$35.7 million.
- Debt reduced from \$4.6 million in 2009/09 to \$2.5 million this year in line with the long term financial strategy.

	2010 \$ ('000)	2009 \$ ('000)
Comprehensive Result	176,362	(18,942)
Net Asset Revaluation Movement	(152,335)	35,002
Profit	24,027	16,060
<b>One-off/Non-recurring adjustments:</b>		
Non-Cash Developer Contributions	(13,722)	(5,311)
Found Assets	(1,338)	-
Non-recurring Grants	(3,592)	(3,716)
Underlying Result	5,375	7,033

### Net operating result

The operating profit in 2009/10 was \$24.0 million, up from \$16.1 million in 2008/09. This result is influenced by grants and subsidies received in advance of \$1.6 million and Asset and Cash contributions from developers of \$14.8 million (\$7.0 million last year). In addition, Council's total capital works expenditure was \$26.9 million of which \$21.0 million was capitalised. The balance of \$5.9 million was expensed to the income statement compared with \$3.8 million in 2008/09. This result continues the trend of a surplus over the last five financial periods which will be maintained in the future (See Figure 2).

The Comprehensive Result (ie Operating profit adjusted by the net asset revaluation increase/(decrease) was \$176.3 million after adjusting for the Net asset revaluation of \$152.3 million.

A key measure of financial sustainability is the Underlying result which identifies whether Council is generating enough revenue to cover operating expenses (including the cost of replacing assets reflected in depreciation expenditure). It is represented by the comprehensive result adjusted for any asset revaluations, non cash developer contributions and found assets, as well as any other one-off or non-recurrent transactions. These are transactions that affect profit and/or the comprehensive result, but the values tend to fluctuate significantly from year to year. Therefore, the Underlying Result should remain relatively consistent from year to year and best represents Council's ability to remain sustainable and continue with normal day-to-day operations.



Paul Franklin

## Sustainable capital expenditure

The level of capital expenditure in 2009/10 continues to deliver on the challenge of renewing community assets. The Capital expenditure to Depreciation ratio of 155% (2008/09 157%) indicates that assets are being renewed faster than they are deteriorating, thus reducing the backlog of required works. In the future we anticipate expenditure on capital to continue at an appropriate level while in the longer term, we will continue to address the backlog of works that are currently required to renew existing assets (See Figure 3).

## Cash reserves

Council's cash holdings have increased by \$2.0 million during 2009/10 to \$35.7 million. \$1.5 million of this will be used to pay for capital works carried forward to 2010/11 and expenditure related to grants received in advance of \$1.6 million.

Figure 4 indicates that Council is achieving its objective of a balanced cash position in the long term. Analysis of the years beyond this table indicates that Council will continue to maintain its cash holdings as a prudent continuing outcome of the Long Term Financial Strategy. In future this will allow Council flexibility to respond to unexpected events or opportunities such as the potential to strategically acquire an asset such as a property for open space.

## Debt levels

In the past, Council has borrowed strongly to finance capital works, but since 1998/99 (when total debt was \$28.3 million) Council has been in a phase of debt reduction. This has resulted in a reduction in debt servicing (interest) costs, but has meant that cash has



Kingston's head office is located at 1230 Nepean Highway, Cheltenham, close to public transport and Southland Shopping Centre.

been used as an alternate funding source to maintain a robust capital program. At 30 June 2010 debt was reduced to \$2.5 million. The Long Term Financial Strategy has plans for a new \$5.5 million borrowing in 2012/13 to fund Community Hubs. (See Figure 5.)

See page 161 for the full Financial Report.

**Paul Franklin**  
General Manager Corporate Services

Figure 2: Net Operating Result

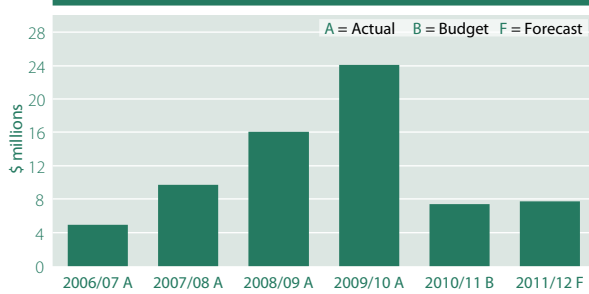


Figure 3: Cash Reserves

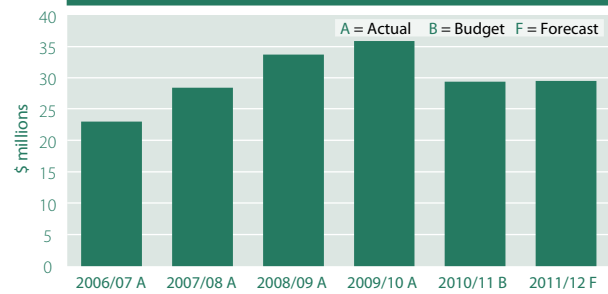


Figure 4: Ratio of Capital Expenditure to Depreciation

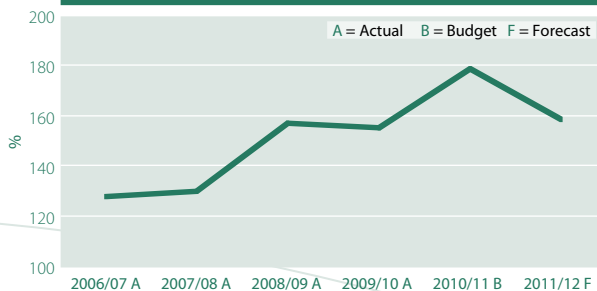
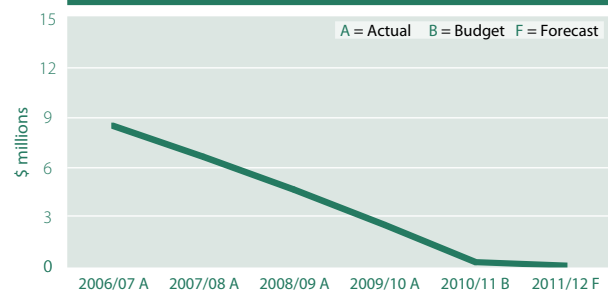


Figure 5: Debt Outstanding



# Our Councillors – North Ward

Highett, Moorabbin, Oakleigh South, Clayton South, Clarinda, Heatherton and Dingley Village



## Cr Arthur Athanasopoulos

E: arthur.athanasopoulos@kingston.vic.gov.au  
Phone: (03) 9548 8231  
Mobile: 0412 111424

Cr Athanasopoulos has been a Kingston Councillor since 2000 and in that time he has served as Mayor for four terms. He has lived in the Clayton area for more than 30 years and still resides in Clayton with his wife and two children. Cr Athanasopoulos has worked in the construction and finance industries for many years holding senior management positions. He has also had a successful business and investing career along with serving on school council and sports committees.

### Highlights for 2009/10

- Establishment of the Green Wedge Taskforce and Council's commitment to develop a Green Wedge Plan to make the Green Wedge in Kingston a better place.
- Completion of the Kingston Heath regional soccer complex to provide unparalleled facilities for soccer in the region.
- The start of the Moorabbin Structure Plan which will set the planning framework for future development in this area.



## Cr Paul Peulich

E: paul.peulich@kingston.vic.gov.au  
Phone: (03) 9551 5687  
Mobile: 0427 354795

Cr Peulich, elected to Council in November 2008, is a resident of Dingley Village and a finance graduate of Manhattan College, New York. He has a strong interest in all sport, track and field and has represented Australia at the World Junior and World Youth Athletics Championships finishing 10th in the world in shot put. On top of his Council role, Cr Peulich spends many hours on the track and in the gym.

### Highlights for 2009/10

- Elected representatives have an advocacy role across all levels of government and a responsibility to make sure that our governance processes are fair and comply with legislation and regulation. With this in mind, my objective on Council has been to make Kingston more open, transparent and accountable so that residents and ratepayers can have more confidence that their interests are being well served.
- Supporting effective consultation with residents and ratepayers to prevent the poorly thought out initiatives such as the proposed and now postponed narrowing of Centre Dandenong Road to install 24 hour dedicated bus lanes.
- The funding of water safety programs for our multicultural communities who come to use our beaches and waterways but may not understand the dangers of water. Last summer I moved a motion advocating for the implementation of this program.



## Cr Steve Staikos

E: steve.staikos@kingston.vic.gov.au  
Phone: (03) 9544 2745  
Mobile: 0447 896643

Cr Staikos was elected Mayor in December 2009. A Clarinda resident who has lived and worked in the area for many years, he was elected to Council for the first time in November 2008. Cr Staikos is a University graduate with a Bachelor of Arts, double major in Politics and History from La Trobe University and has Graduate Diploma of Education (Secondary) from the University of Melbourne.

### Highlights for 2009/10

- Working with the community on the Clayton Community Change Project which will build and strengthen this unique and diverse area.
- Celebrating culture and the arts at events including the 40th anniversary of the arrival of Kingston's national heritage listed Mighty Wurlitzer Theatre Organ at the Kingston City Hall.
- Planning for the future through Structure Plans. Council has consulted with residents of Moorabbin, Cheltenham and Mentone, and will soon begin a Green Wedge Plan throughout the Non-urban Area to appropriately determine and plan for the future of these important parts of our City.

# Our Councillors – Central Ward

Mentone, Parkdale, Moorabbin Airport, Mordialloc and Braeside



## Cr Ron Brownlees

E: ron.brownlees@kingston.vic.gov.au  
Phone: (03) 9583 4355  
Mobile: 0418 172 725

Cr Brownlees was re-elected to Council in November 2008 after previously serving as a Kingston Councillor from 1997 to 2003, during which time he was Mayor from 1998/99. He is married with three adult children, has lived in Cheltenham for the past 36 years and is the Chief Radiographer at Sandringham Hospital. Cr Brownlees is also a past Councillor and Mayor of the former City of Moorabbin, as well as a past member of the Mentone and Cheltenham Village Committees.

### Highlights for 2009/10

- Adoption of the Cheltenham Structure Plan following extensive community consultation.
- Completion of the re-development and upgrade of the Kingston Heath soccer complex as a regional centre, in partnership with the Federal Government.
- Agreement with Melbourne Water to remove and replace the drains on the Mentone beach foreshore.
- Council approval for the residential development on the former Nylex site on Warrigal Road and Oak Avenue in Mentone, and the expansion of the existing parkland.



## Cr Lewis Dundas

E: lewis.dundas@kingston.vic.gov.au  
Phone: (03) 9585 3096  
Mobile: 0438 562435

Cr Dundas was elected to Council for the first time in November 2008. He is a lifelong resident of the City of Kingston and lives in Mentone with his wife, Marion. The couple has three adult children. A semi-retired mechanical engineer, Cr Dundas has conducted business in the area most of his life. He was a member of the Mentone/Parkdale Village Committee for three years prior to joining Council and was also involved in the Friends of Chicquita Park Group.

### Highlights for 2009/10

- Three wards with three Councillors representing each continues to provide Kingston residents with better representation than the former seven Wards with one Councillor in each.
- The successful efforts of Council and the community to improve the Kingston foreshore by having the four drains at Mentone beach reduced to one drain.
- Decision to develop a new playground and 'adult contemplation area' on the former Stanley Avenue carpark.



## Cr Rosemary West OAM

E: rosemary.west@kingston.vic.gov.au  
Phone: (03) 9776 2819  
Mobile: 0418 554799

Cr West, a resident of Kingston for over 30 years, was first elected to Council in March 2003. Prior to joining Council, Cr West was a noted journalist, working for The Age for 15 years as a reporter, feature writer and as editor of the 'Accent' section. Cr West received the Order of Australia Medal for her services to disadvantaged groups in the community and to journalism.

### Highlights for 2009/10

- Working with residents to protect our environment including the Green Wedge and public open space. Achievements include: rezoning the former Stanley Avenue car park in Cheltenham for parkland with a new playground; agreement to develop a Green Wedge Management Plan and to establish a Climate Change and Biodiversity Reference Group.
- Working with residents through the aviation green paper and Moorabbin Airport Master Plan to advocate for proper airport planning. This has achieved more Council and community input on inappropriate non-aviation development; reducing airport noise nuisance and promoting aviation safety.
- Working with residents for responsible budget management, good governance and development within limits acceptable to surrounding communities, with mixed success.

# Our Councillors – South Ward

Aspendale, Aspendale Gardens, Waterways, Chelsea, Chelsea Heights, Bonbeach, Carrum and Patterson Lakes



## Cr Donna Bauer

E: donna.bauer@kingston.vic.gov.au  
Phone: (03) 9772 0034  
Mobile: 0428 585039

Cr Bauer was first elected to Council in November 2008 and was elected Deputy Mayor in December 2009. She has been a Kingston resident for 20 years and lives in Patterson Lakes with her husband and four young sons. Cr Bauer has had extensive involvement in her local community on kindergarten committees, school councils, advisory groups, sporting clubs and business networks. She currently works for the City of Greater Dandenong in the Communications department.

### Highlights for 2009/10

- Supporting community engagement and participating in a broad range of community events involving youth, families and seniors. A highlight was the inaugural Fun in the Sun Festival in February 2010 designed as an accessible community event.
- Taking up issues on behalf of the community and being a spokesperson for various stakeholders including families, businesses, community and sporting organisations.
- Balancing community needs by supporting a lower rating policy to ensure resources are provided effectively.



## Cr John Ronke

E: john.ronke@kingston.vic.gov.au  
Phone: (03) 9587 0829  
Mobile: 0410 558862

Cr Ronke is Kingston's longest serving Councillor having been elected following Council amalgamations in 1997 and then returned in the 2000, 2003, 2005 and 2008 elections. He has been a resident of the Mordialloc/ Braeside area since he was two years of age and now lives in Aspendale Gardens with his wife and two children. Cr Ronke is a Station Officer at Clayton Fire Station and has more than 30 years service as a firefighter.

### Highlights for 2009/10

- The completion of Bowen Road which links the Waterways and Aspendale Gardens communities. Residents have been waiting to have the road built for 10 years.
- Adoption of the Master Plan for the Carrum Roy Dore Reserve in consultation with the community and user groups.
- Approval to develop the new Aspendale Gardens Sportsground behind the primary school. Plans for this sportsground were first adopted five years ago, but the development was delayed due to water restrictions. With the easing of water restrictions Council will be able to build this ground with work hopefully starting in 2010/11.



## Cr Trevor Shewan

E: trevor.shewan@kingston.vic.gov.au  
Phone: (03) 9772 7570  
Mobile: 0419 898758

Cr Shewan is a Carrum resident who has lived in South Ward for many years. Elected to Council in November 2008, this is his second stint as a Councillor having previously served from 2001 to 2003. Cr Shewan has a Bachelor of Arts major in community development and a post graduate in vocational education and training.

### Highlights for 2009/10

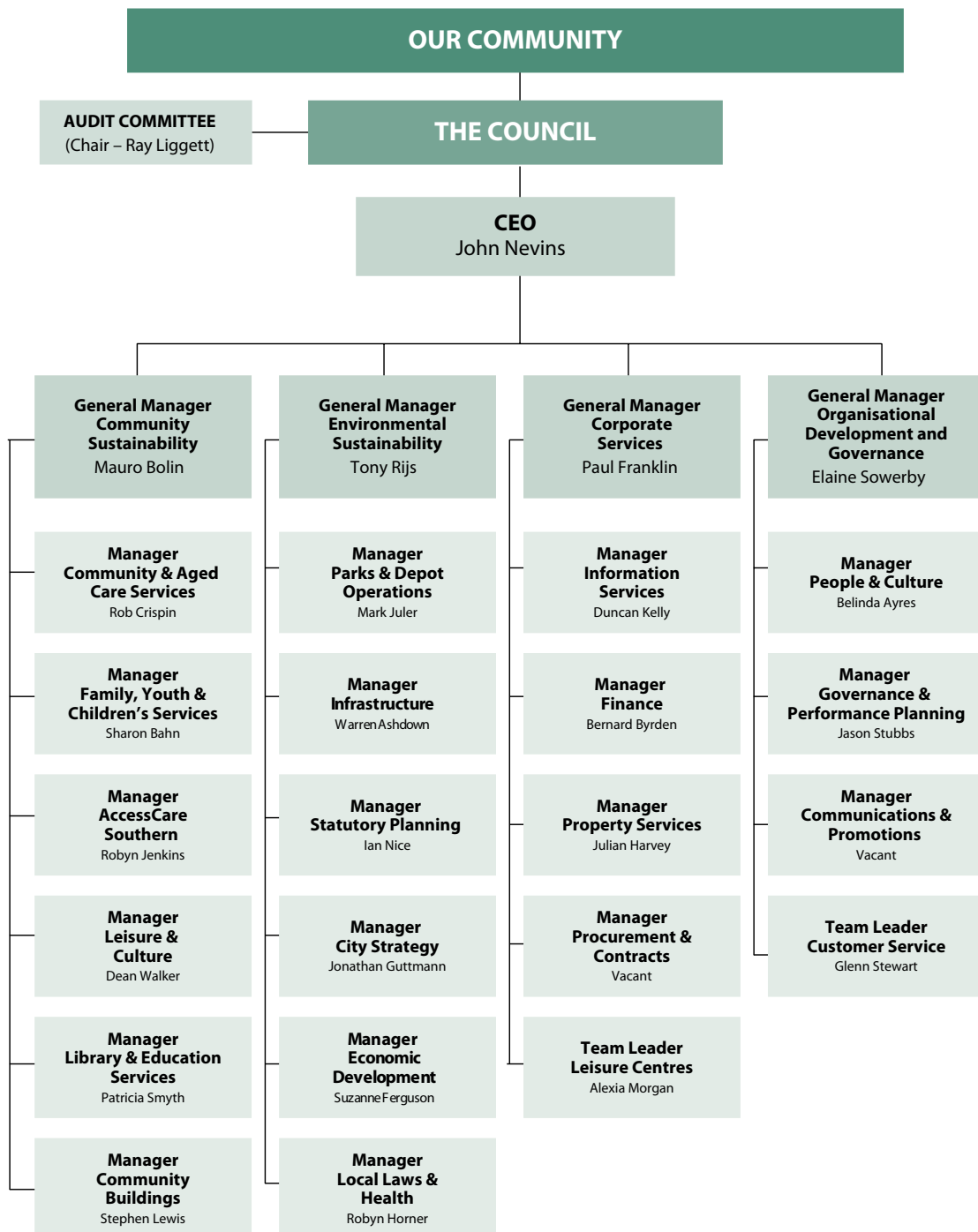
- Community members are reaping the benefits of the new Patterson Lakes Community Centre and Library which was opened in October 2009.
- The establishment of the Climate Change and Biodiversity Reference Group which will provide a forum for two way communication between the community and Council on climate change and biodiversity issues.
- Yammerbook Reserve signage on land that formed part of Carrum Carrum Swamp, a unique ecosystem that flourished with a wide range of plants and wildlife.
- The Green Wedge Management Plan which will support the development of the Chain of Parks, wetlands, storm water storage, environmental and recreational open space, while enhancing existing market gardens.

# Our Organisation

## Our divisions

The City of Kingston has four divisions — Community Sustainability, Environmental Sustainability, Corporate Services, and Organisational Development and Governance. Each division is led by a General Manager who reports to the Chief Executive Officer (CEO). The CEO is directly accountable to the Mayor and Councillors who are elected by Kingston residents. The Audit Committee oversees the operation of Council and reports directly to Council.

## Kingston's organisation chart as at 30 June, 2010



# Executive Profiles

## John Nevins

### Chief Executive Officer

Bachelor of Economics; Graduate Diploma Public Policy; Member AICD; Fellow LGPro

John Nevins has been Chief Executive Officer at the City of Kingston since May 2005. Before joining Kingston, John had spent the previous 10 years working in Local Government in metropolitan Melbourne. Prior to this, John's experience included senior management and leadership roles over seven years in the Public Transport Corporation and 12 years in the Victorian Public Service. In his role as CEO, John is responsible for overall organisational leadership and Council's operational and service delivery performance and organisational support for the elected Council.

#### Some highlights for 2009/10

- Successful submissions made to the Federal Governments Economic Stimulus Program resulting in \$7.15m of unbudgeted funding being received for the Kingston community.
- The excellent results achieved in the 2010 Community Satisfaction Survey.
- Council's successful performance against all the objectives set out in the 2009/10 Council Plan.
- Council's ongoing Community Centric approach to services and planning for the future.
- Capital expenditure of \$26.9m was spent which was 98.35% of the adopted capital works budget.
- The dedication and commitment of Kingston Council's employees and volunteers.

## Paul Franklin

### General Manager, Corporate Services

Bachelor of Business (Accounting); ASA; AAICD

Paul was appointed General Manager Corporate Services at the City of Kingston in July 2003 after working as Finance Manager since July 1995. Prior to joining Kingston, Paul was Manager, Treasury and Commercial Activities at RMIT University for two years following 14 years with the State Electricity Commission working in a range of finance and audit roles.

#### Areas of responsibility

Information Services, Financial Services, Property Services, Procurement and Contracts, and Leisure Centres.

#### Some highlights for 2009/10

- Waves Leisure Centre being named Aquatic Facility of the Year by Aquatics and Recreation Victoria.
- Completion of the 2010 General Revaluation.
- Successful test of Council's ICT Disaster Recovery Plan.

## Tony Rijs

### General Manager, Environmental Sustainability

Bachelor of Engineering (Civil); Graduate Diploma Municipal Engineering; C.E.; Fellow IPWEA; Master of Social Science

Tony has held a number of management positions since he joined the City of Kingston when it was formed in 1994. Prior to Council amalgamations Tony was the City Engineer at the former Mordialloc Council. He has worked in Local Government for more than 30 years.

#### Areas of responsibility

Parks and Depot Operations, Infrastructure Management, Statutory Planning, City Strategy, Economic Development, and Local Laws and Health Services.

#### Some highlights for 2009/10

- The preparation of structure plans for Mentone, Cheltenham and Moorabbin.
- An increase in the levels of community satisfaction for the delivery of Council services.
- Improvements to Council's parks and playgrounds.
- The successful delivery of Council's \$27 capital works program.

## Elaine Sowerby

### General Manager, Organisational Development and Governance

Bachelor of Arts Hons (Politics); Graduate Diploma in Organisational Behaviour; Certificates in Counselling and Psychotherapy; Accreditation MBTI Step 1 and Step 2.

Prior to joining the City of Kingston in October 2007, Elaine had her own practice providing organisational and people management services to clients in the Local Government, State Government and private sectors. She also worked at the City of Knox between 1996 and 2002 where she was Group Manager Organisation Development and at Maroondah City Council as Manager Environmental Services. Elaine moved into Local Government in 1994 from State Government where she held management roles at the Victorian Publishing Service, State Revenue Office and Public Record Office.

#### Areas of responsibility

People and Culture, Governance and Performance Planning, Customer Service, and Communications and Promotions.

#### Some highlights for 2009/10

- Embedding the Circle of Influence through Community Inspired Leadership (CIL) with programs such as a revised employee performance management framework, LINK, which aligns values and behaviours to delivery of the Council Plan, further development of policy framework and implementation of the Learning and Development program to enhance both technical and behavioural skills of employees.



- 2010 Employee Survey with improved results of 4.1% putting Kingston in the top quartile of the benchmark group, and improvement in overall performance results by 5% to 86% in the State Government's Community Satisfaction Survey.
- Significant achievements in Occupational Health and Safety including introducing a holistic program Take Care Take Control with increased employee training including new OHS leadership program, enhancement to policy framework, focus on employee safety and wellbeing and reduction in organisational premiums.
- Successful completion of a three-year Enterprise Agreement following negotiations.
- Council's 2008/09 Annual Report winning the Gold Award in the Australasian Reporting Awards for the third successive year.

## Mauro Bolin

### General Manager, Community Sustainability

Diploma Applied Science (Environmental Health); Graduate Diploma in Health Education

Mauro has over 25 years experience with Local Government. Prior to joining the City of Kingston in February 2009, Mauro held numerous positions within the City of Boroondara; the most recent being Acting Director, Strategic Development from October 2008 to February 2009 and prior to this Manager of Health and Aged Services (July 1997–October 2008) where he was responsible for planning, developing and delivering a range of services in response to community needs and government policies.

### Areas of responsibility

Community and Aged Services, Library and Education Services, Leisure and Culture, Access Care Southern, Family, Youth and Children's Services, and Community Buildings.

### Some highlights for 2009/10

- High levels of achievement in accreditation of a range of aged care and early years services.
- Completion of comprehensive building condition audits of all Council's habitable buildings and commencement of the strategic review of community facilities.
- Completion of the Kingston Heath Regional Soccer Centre.
- Successful implementation of place based projects including Chelsea Community Renewal and recently funded Clayton, Clayton South and Clarinda Community Strengthening project.
- Planning associated with significant reforms in the early years services.
- Delivery of a range of high quality community festivals and events including the Fun in the Sun festival, an all abilities event.
- Strengthened focus on social participation of older adults through the establishment of the Social Inclusion Officer position.
- Council adoption of a number of key policies including the Heatwave Strategy, Multicultural Action Plan, Disability Action Plan and Municipal Public Health Plan.
- First distribution of community grants funds from the Kingston Charitable Trust.



Kingston's Executive Team from left (back) Mauro Bolin and Tony Rijs and (front) Elaine Sowerby, John Nevins and Paul Franklin.

# Our Employees

'Community Inspired Leadership' is what we want working at Kingston to stand for. Our circle of influence is the visual representation of our culture (see page 3). It also represents the community's circle of expectation – what our community can expect from us when dealing with us.

Our 'Community Inspired Leadership' values are; Accountable, Celebrate, Community Centric, Dynamic, Expert and Future Orientated. In working together it is these behaviours of our employees that determine our organisational reputation.

## Our major achievements in 2009/10

- Enterprise Agreement successfully negotiated
- Inaugural graduates from the Breakthrough leadership development program
- Take Care, Take Control workplace health, safety and wellbeing campaign
- Inaugural Employee Recognition Awards

## Our workforce profile

As at 30 June, 2010 we employed 1,342 people in a diverse range of roles; management, engineering, community and aged services, family and children

services, sport and recreation, health, planning and arts. Of these, 411 are full time employees, 492 part time and 439 casual and temporary employees. This compared to 1,365 people in 2008/09. The employee retention rate for 2009/10 was 88.58%, an increase compared to 84.1% in 2008/09 and 87.5% in 2007/08.

Our employees represent our community. Over half our workforce (52%) chooses to live and work in Kingston, with many others living in neighbouring municipalities. Our employees have a strong connection to their community and the role they play in it – there is a sense of belonging.

As at 30 June 2010 the average age of our workforce is 44.8 years (43.9 years as at 30 June 2009). 46% of our employees are aged between 46-65 years old and 65% are older than 35 years of age. As at the 30 June 2010 our gender profile is 70.9% female and 29.1% male. The majority of our employees are at the officer level (76%) and management represents 8% of the total workforce. There has been an increase in the management level as a result of two new roles being established in 2009/10 – Manager, Community Buildings and Manager, Procurement and Contracts – taking the number of managers from 22 to 24.

Figure 6: Employees by type

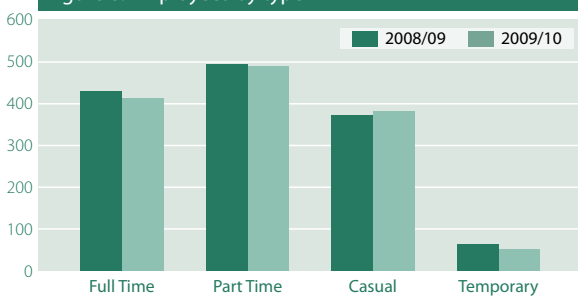


Figure 7: Employees by age

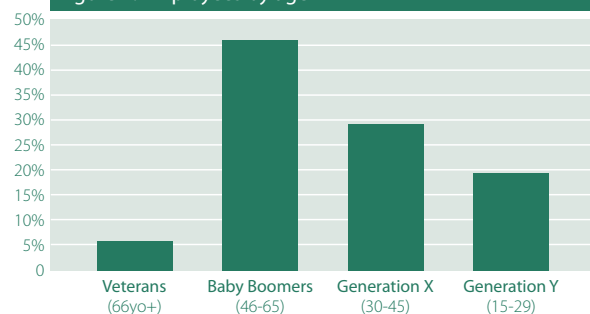
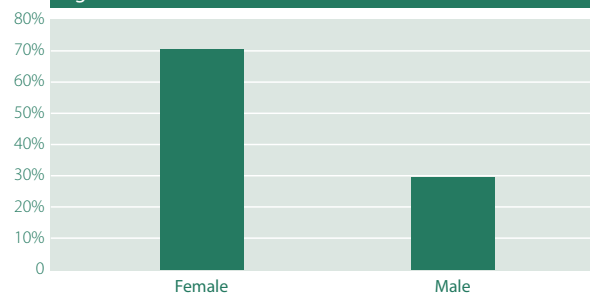


Figure 8: Employee by Banding



Figure 9: Gender Profile as at June 2010



	Budget for 2009/10	Actual for 2009/10	Increase / (Decrease)
Employee costs \$000	54,308	55,663	2.5%
Employee Numbers (EFT)	784	804	2.6%

To gain a further understanding into our workforce profile employees are asked to participate in an entry survey once they have completed six months of service and an exit survey on leaving the organisation. In 2009/10, 178 entry surveys and 54 exit surveys were completed. Employees' responses for leaving the organisation were as follows:

- Personal reasons e.g. family, retirement (21% of respondents indicated this)
- Career opportunities (11.2%)
- Job satisfaction (8.4%)
- Best job offer (7.5%)
- The level of challenge in my role (7%)
- Balancing work/life demands (6.9%)

### Determining wages and conditions

The Kingston City Council Enterprise Agreement No 6 2009 came into effect on 17 December 2009, following a voting return of 77.1% of employees. It covers all the terms and conditions of employment for 1,300 employees or 97% of our workforce (executives are excluded) and is a three-year agreement effective from 1 July, 2009 until 30 June, 2012.

This agreement secured a 3.5% wage increase over three years and enhanced conditions to support work-life balance. This included a 19 day month option for full time employees at band six and below. As at 30 June, 2010 181 employees (or 51% of 358 eligible staff) had elected to take advantage of the 19 day month working arrangement.

Council contributes 9% of each employee's salary to Vision Super, Hesta or Health Super. Employees have the option to salary-sacrifice contributions to their superannuation fund.

There are a number of benefits available to Kingston employees:

- Employee Assistance Program
- Access to the Local Government Employees Health Plan
- Wellness at Kingston – a new initiative in 2009/10 which included health checks, influenza vaccinations and the Weight Watchers at work program
- Active Kingston program – participating in the BRW Corporate Triathlon
- Carers leave
- Maternity leave
- Long service leave



**Working for the City of Kingston is a great career choice with Council offering lots of different challenging career opportunities. Tim Ford, Park Supervisor, Street Planting and Establishment, is one of Kingston's 1,342 employees. To learn more about career options with the City of Kingston visit [www.kingston.vic.gov.au](http://www.kingston.vic.gov.au) and go to the [Careers@Kingston](mailto:Careers@Kingston) section of the site.**

We recognise that flexible working arrangements benefit employees in the sometimes difficult challenge of balancing work responsibilities with family and lifestyle needs. The degree to which flexibility can be supported is relative to the delivery of the role and is assessed on a case-by-case basis by each employee's manager. The flexible options at Kingston include:

- 19-day month
- Part time work arrangements
- Paid study leave
- Purchased leave and leave without pay

## Celebrating achievements

At Kingston we celebrate our employee's achievements in a number of ways, such as employee recognition events hosted by the CEO, coverage in our internal employee magazine 'Connect' and external media.

Two **Employee Recognition** events were held in November 2009 and May 2010. At these events the key career milestones achieved by 300 employees were celebrated. The event in May 2010 recognised Kingston's longest serving employee of 40 years. Other service milestones ranged from one year to 30 years. These events bring together employees and their families with the CEO, Mayor and General Managers to acknowledge and celebrate the contribution made by employees to the organisation and community.

The inaugural **Employee Recognition Awards** were also announced at the November 2009 recognition event. These awards, **Innovator of the Year** and the **Kingston Order of Excellence for Outstanding Service** recognise those employees who exemplify Community Inspired Leadership, particularly the values of dynamic, expert and future orientated.

The **Innovator of the Year** was awarded to Tim Scott, Peter Dack and Alby Summerhayes of the Infrastructure department for their successful development, 'The King Trap', which is a unique stormwater pit that has an innovative compartment that captures litter and other pollutants. It is cost effective and assists with our environmental goals associated with removing pollutants from our waterways.

The **Kingston Order of Excellence** was awarded to Tim Bearup and Belinda McDaid from the Chelsea Community Renewal project. Their work in delivering this project is considered by many to be the highest performing community renewal project in the State of Victoria. They successfully facilitated and supported a wide range of innovative projects and events inspired by the community

that will significantly improve the wellbeing of the residents in Chelsea and Bonbeach area. Commendation was awarded to the Don Tatnell Leisure Centre team.

## Keeping our employees informed

We continue to strengthen our communication to our employees utilising a number of different ways to ensure our employees receive regular communication:

- **Connect** – five editions of Kingston's official employee newsletter were published in 2009/10 – its focus is on inspiring, connecting and communicating with each other. Through this we share information and celebrate our achievements.
- **View and Values Forums** – continuing success in 2009/10. Three forums were held during 2009/10 – with each forum conducted at different locations and times to ensure all employees had the opportunity to attend and participate in the discussion between the CEO and General Managers. Topics discussed included the Enterprise Agreement, the Health, Safety and Wellbeing campaign Take Care, Take Control and Council's planning and budget process.
- **connect.online** – the intranet site for employees continues to evolve providing access to work related documents, publications and policies as well as upcoming events and news that our employees may need to know.
- **Staff Consultative Committee** – Kingston has an active Consultative Committee which met six times during 2009/10. Committee members have the opportunity to provide input into draft policies, raise issues and questions and to discuss areas of common interest.
- **Inspired Leaders Forum** – Each session is aligned with one of our Circle of Influence values. Guest speakers share their experience and through this our employees at all levels are motivated to be community inspired.



Kingston has more than 1300 employees, each with their own 'career paths' and stories to tell about their roles with Council. A recent issue of Connect Employee Magazine featured a story titled 'Careers for Life' about five employees - Dusan Ivanic, Darryn Pasma, John Kelly, Lindsay Holland and Renae Crosthwaite – who have each been with Kingston for varying lengths and in varying roles, illustrating the great career opportunities available at the City of Kingston and across the Local Government sector.



Kingston employees Glenda Fergin and Sue Clark celebrate 15 years service at a special Employee Recognition event.

### Training programs offered

Training for both office and field based employees is delivered on the job and through internal and external workshops, conferences and courses. Our programs are delivered by specialists sourced from throughout our organisation, our People and Culture team and external providers.

We need to be knowledgeable and expert in everything we do – to be inspiring to our community in the way we respond and lead. 87% of the total training budget in excess of \$740,000 was spent in 2009/10.

In 2009/10 the training program consisted of:

- 63 employees attended the Organisation Induction program (72 employees in 2008/09)
- 31 different learning programs including 5 induction programs
- A total of 62 programs were run, consisting of several occurrences of each program
- Total number of training program participants was 575
- Average number of participants was 9.3 people per program
- Total of 217.5 hours of learning programs were offered

The **Studies Assistance Program** provides up to \$1,000 per semester towards tuition, books and other related costs and up to four hours per week study leave and exam leave. In 2009/10 reimbursement via the Studies Assistance Program was \$24,117 – representing 59% of the total budget of \$41,200.

As a result of employee feedback the Organisation Induction program was revised in October 2009 to ensure we are effectively engaging with our new employees from the moment they join the organisation. It is crucial that we provide new employees with the power to influence our organisation and community and that they feel proud to be part of Kingston.

Changes to the program included a facilitator led approach, a stronger focus on organisational culture and values, education on the Council Plan and Kingston's commitment to the environment and our community. This revised program encapsulates Community Inspired Leadership, resulting in a better induction process for new employees.

Feedback received reflects this:

*'It was great to meet the General Managers and get an overview of Council as a whole'*

*'I enjoyed being able to ask specific questions to people we would usually not get to interact with'*

*'I was able to see the bigger picture of Council's purpose and how I fit into the organisation'*

*'I enjoyed the chance to get to meet people from different work areas and widen my network within Council'*

During 2009/10 the inaugural 'Breakthrough' program was developed. The program is targeted to employees currently not in a senior role. It is designed to foster learning that will enable the nominated employee to develop business capabilities and leadership skills required to nurture the organisation's culture and drive the organisation's success into the future. As a prerequisite, employees need to be sponsored by their manager. The program is conducted on site so the learning is Kingston focused and allows participants to complete the program with their colleagues and the direct support of their manager. Participants complete a work related project in conjunction with their learning. At the completion of the project, participants are assessed against a range of competencies and upon successfully meeting each criteria, are awarded a Diploma of Management through RMIT.

The inaugural course commenced in September 2009 and the 15 participants completed the course in May 2010. The second course commenced in July 2010 with 13 employees enrolled.



Council celebrates significant service milestones and achievements at a special function for employees.

# Our Health, Safety and Wellbeing

The health, safety and wellbeing of our employees is a primary focus within Kingston. 2009/10 was a defining year for this with numerous achievements during the year.

## Framework

Our new workplace health, safety and wellbeing campaign was launched in November 2009. Branded under the banner 'Take Care, Take Control', it highlights the role we all have to play in maintaining a safe workplace, as well as looking after our wellbeing in a broader sense. 'Take Care, Take Control' is critical to supporting Community Inspired Leadership, as feeling safe and healthy is fundamental to our lives and where we work.

'Take Care' means taking care as we go about our work by being aware of risks and how to manage them and taking time to think about the consequences before we act. 'Take Control' means empowering our employees to act by making available the tools, information and programs to ensure health, safety and wellbeing are at the core of how we do our daily business. By working together and using the 'Take Care, Take Control' message Kingston continues to be a great and safe place to work and live in.

## Structure

Kingston is governed by the Occupational Health and Safety Act 2004. 54 employees of our total workforce are members of OHS Committees. The coordination and management of safety strategies and initiatives is through the Organisational Development & Governance division.

In April 2010 a review of the OHS Committee structure was undertaken. Previously the structure consisted of a corporate committee and six sub-committees comprising of designated work groups. The outcome of the review has resulted in the corporate committee being wound up and the retention of the six sub-committees. As the corporate committee comprised predominantly of a selection of members from the sub-committees it was considered that matters were duplicated without any benefit. Consultation occurs via the sub-committees with policies and statistical information tabled. In its place OHS forums will be held. The major forum will occur annually as part of 'Health Safety and Wellbeing week' and the first of these will occur in October 2010. A mini forum will also occur annually with discussion on key topics such as OHS training needs, loss time injury reduction strategies and our OHS vision for the organisation.

Kingston's OHS Committee structure is depicted in the diagram below:

Kingston's OHS Committee structure

OHS COMMITTEE 1	OHS COMMITTEE 2	OHS COMMITTEE 3	OHS COMMITTEE 4	OHS COMMITTEE 5	OHS COMMITTEE 6
<b>Designated Work Group</b> <ul style="list-style-type: none"> <li>Local Laws &amp; Health Services</li> <li>School Crossing Supervisors</li> <li>Environmental Health</li> <li>Parking (Tenix)</li> </ul>	<b>Designated Work Groups</b> <ul style="list-style-type: none"> <li>Aquatic &amp; Leisure Centres                             <ul style="list-style-type: none"> <li>Waves</li> <li>Don Tatnell</li> </ul> </li> <li>Arts Centre</li> </ul>	<b>Designated Work Groups</b> <ul style="list-style-type: none"> <li>Aged &amp; Disability                             <ul style="list-style-type: none"> <li>Family Youth and Childrens Services</li> <li>Day Care</li> </ul> </li> <li>Hostels</li> <li>School Aged Child Care</li> <li>Youth Services</li> <li>Community Engagement                             <ul style="list-style-type: none"> <li>Community Building, Health &amp; Social Planning, Community Renewal</li> </ul> </li> <li>AccessCare Southern</li> </ul>	<b>Designated Work Groups</b> <ul style="list-style-type: none"> <li>Cheltenham Office 1230 Nepean Hwy                             <ul style="list-style-type: none"> <li>Communications &amp; Promotions</li> <li>OD &amp; Governance</li> <li>Economic Development</li> <li>Property Services</li> <li>Customer Services</li> <li>Executive Services</li> <li>Strategic Planning</li> <li>Finance</li> <li>Statutory Planning &amp; Building</li> <li>Engineering Design</li> <li>Environment &amp; Planning</li> <li>Infrastructure Works</li> <li>Roads &amp; Drains</li> <li>Maintenance Contracts</li> <li>Information Services</li> </ul> </li> </ul>	<b>Designated Work Groups</b> <ul style="list-style-type: none"> <li>Libraries &amp; Education Services                             <ul style="list-style-type: none"> <li>Library Operations</li> <li>Chelsea &amp; Dingley Library</li> <li>Cheltenham, Moorabbin &amp; Highett Library</li> <li>Parkdale, Clarinda &amp; Warrigal Rd Library</li> </ul> </li> <li>Roads &amp; Drains                             <ul style="list-style-type: none"> <li>Maintenance Contracts</li> <li>Information Services</li> </ul> </li> </ul>	<b>Designated Work Groups</b> <ul style="list-style-type: none"> <li>Parks                             <ul style="list-style-type: none"> <li>2 depots and Golf course</li> <li>Tree Services</li> </ul> </li> <li>Depot Services                             <ul style="list-style-type: none"> <li>Community Bus</li> <li>Home Maintenance</li> <li>Building Maintenance</li> </ul> </li> </ul>

## Training

During 2009/10 a health, safety and wellbeing training program was developed. This key strategy was the result of the OHS Team working with our People and Culture Team, our OHS Committees and an external consultant and together undertaking a training needs analysis in relation to OHS training.

The resulting training needs analysis recognises that there are core OHS competencies that every employee within Kingston must attain in order to safely perform their everyday duties. Additionally, there are specific competencies that employees must attain according to the type of work that they perform. Further there is a smaller group who will require specialised training based on a particular risk or item of plant or hazard. In addition, any employee who has a supervisory role will be trained to a higher standard than an employee without that duty.

A key component of Kingston's training program is Contractor Management as the risks involved with contractors can at times be high to extreme. OHS Contractor training recently commenced at Kingston with 60 employees targeted to participate in a daylong session with 15 employees attending each session from various departments. The employees were chosen from those who had some management control over any contractor who had been successful in tendering for work for Kingston. The training will be completed by the end of March 2011, with a refresher/new starter session being run each year.

OHS training completed during 2009/10 included OHS Contractor Policy Training, Incident Reporting & Investigation (internal), ChemWatch Training (internal) and Contractor Inductions.

## Performance

	2006/07	2007/08	2008/09	2009/10
<b>Reported Incidents</b>	101	75	124	200

The strong focus on OHS has significantly raised awareness of reporting of incidents. The increasing trend in reported incidents is disappointing however it is considered that this is a result of numerous factors, including a cultural shift in the organisation – an increasing willingness to report incidents, coupled with changes in how we collect and report incident data. These 200 incidents consist of 53 lost time injuries, 37 medical treatment injuries and 110 non-lost time injuries (See Figures 10, 11 and 12). This equates to 45% of incidents resulting in lost time or requiring medical treatment. The increasing trend on lost time injuries continues to be of concern however with programs around early intervention, job fitness assessment, training, increased awareness and strategies targeting high risk areas it is expected that this will improve. Active management of return to work has also aided in a reduction in WorkCover premium (See Figure 13).

## Rehabilitation and Work Cover

We provide assistance to our employees to manage and recover from injuries and illness. As at 30 June 2010 19 people had return to work plans as a result of a work-based incident. During 2010/11 we are looking at implementing return to work plans for injuries or illnesses that are not work-related.



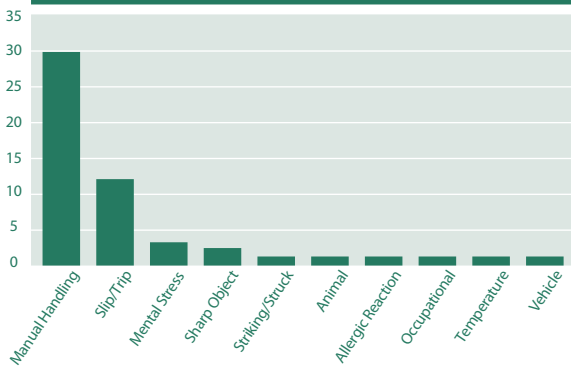
**Bob Impey is Kingston's Safety and Risk Management Officer who works closely with all departments to ensure compliance with Council's OHS policies.**

Figure 10: Monthly and Cumulative Lost Time Injury (LTI) Summary



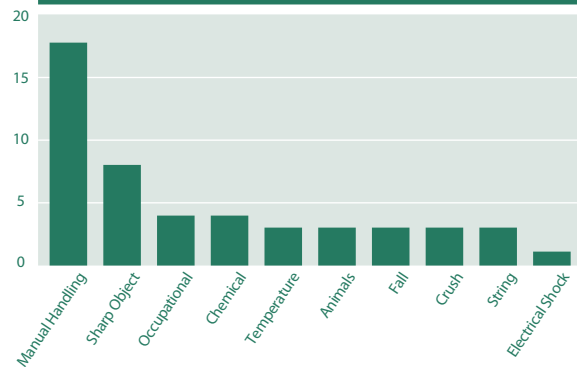
Source: Governance and Performance Planning Department.

Figure 11: Lost Time v Nature of Injury



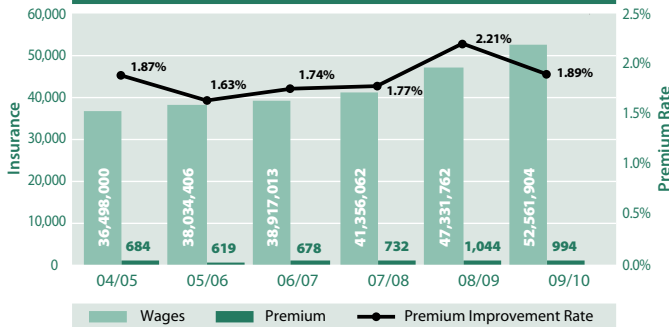
Source: Governance and Performance Planning Department.

Figure 12: Non Loss Time Injury v Nature of Injury



Source: Governance and Performance Planning Department.

Figure 13: Kingston City Council WorkCover Premium



Source: Governance and Performance Planning Department.



## Case study

For 29 years Margaret Hill has worked at a Direct Care Worker, initially with Moorabbin City Council, then after with amalgamation Kingston City Council. Margaret is a valued member of the home care team; she is a very caring person who is dedicated to her clients and her work. Nothing is too much trouble.

In May 2010 Margaret suffered a workplace incident where she injured her back whilst with a client which resulted in time lost and medical treatment involving physiotherapy.

Margaret has been keen right from the start to participate with Kingston with return to work and has successfully managed to stay at work whilst receiving treatment. With Margaret's knowledge and extensive experience working in aged care, Kingston has been able to offer Margaret a mentoring role working with new Direct Care Workers to supervise, up-skill and provide a greater understanding of the role in areas such as OHS, report writing, communication and the finer points of service delivery.

'I thought with my age coupled with my back injury that I would have to finish working when I wasn't ready too. By offering me the mentoring duties, Kingston has allowed me to stay on doing what I love and helping the new girls.'

## Work Cover premium

Kingston's WorkSafe Injury Insurance had a decrease of almost \$50,000 in 2009/10 or 4.8% compared to 2008/09.

## Health and Wellbeing initiatives

During 2009/10 Council's Wellness program was launched. This recognises that through improving the health and wellbeing of its employees Kingston not only becomes an attractive employer of choice but increases productivity and therefore deliverables to our community. This program aims to increase the employee's awareness of their own health and wellbeing and provides a supportive environment for those at risk employees to improve their general wellbeing. This may potentially result in a significant cost saving to the organisation as the associated benefits of a well supported wellness program include a decrease in unplanned absenteeism and manual handling related incidents.

There were a number of achievements during 2009/10:

- Branding – The organisational approach to Occupational Health and Safety is now known as Health, Safety and Wellbeing. A key component of this is the Wellness program.
- Inaugural Wellness Week launched in November 2009. Free health checks were offered and 197 employees participated including the Chief Executive Officer.
- A Wellness Committee has been established with employee representation from various Kingston locations and departments.



Residents and Kingston employees take part each year in Ride to Work day. Council encourages its staff to consider riding, walking or catching public transport to work as alternatives to driving and parking. Pictured are Emily Boucher and Tony Barrett from Kingston Environment Planning team.

- Monthly Wellness Wednesdays during which employees can attend seminars on a variety of topics:
  - Managing stress
  - Caring for elders
  - Work/life balance
  - Post parenting
- Participation in the 'Ride to Work' day in October 2009.
- Weight Watchers at Work – 24 employees participated in the first program with highly successful results reflected in the following feedback:

*'I have to say joining Weight Watchers for me has been the best thing ever. Going at lunch time is great as it doesn't interfere with your after work commitments. I feel so much more motivated and just happy with life.'*

*'I lost 5.6kg in the first seven weeks of the program. It enabled me to get out of some bad eating habits without having to eat "special food" and motivated me to find time for exercise. I've dropped a clothing size and it's been great for my self esteem.'*

## Our Volunteers

The City of Kingston values the wonderful contribution that volunteers make in our community. Volunteers not only provide valuable assistance, they also enrich the lives of the people and groups they are helping.

Council is fortunate to have volunteers assisting in a number of areas supporting its capacity to deliver a range of services and programs. During 2009/10 more than 500 volunteers donated in excess of 20,000 hours of their time to help the Kingston community. This is a decrease on the number of volunteer hours reported in 2008/09 due to a decrease in demand for services such as Meals on Wheels and a more accurate way of measuring the number of hours donated.

Below are some of the areas in which volunteers provided assistance:

### Environmental Management

Council's Natural Resource Team (NRA) has a large number of volunteers including individuals, community groups and schools assisting with the ongoing management of foreshore reserves and bushland.

In 2009/2010, volunteers contributed more than 4,600 hours helping Council's parks staff maintain parks, reserves, open space and natural resource areas in the city.

Kingston is home to many community and friends groups active in protecting the environment. These groups include Friends of Edithvale – Seaford Wetlands, Friends of Mordialloc Creek Catchment, Friends of Braeside Park, Friends of Epsom Grasslands, Carrum Residents Action Group and Indigenous Nursery Oakleigh Centre, and Northcliffe Lodge Aged Care Facility. They work on a variety of activities and projects including propagation of, and revegetation with, indigenous species, seed collection and plant propagation, weed control and removal, erosion prevention and remediation, clean ups, community education, and water quality monitoring. In excess of 100 community events were held during 2009/10.

The Green Corps Project (in partnership with Central Victorian Government Training – CVGT) came to a successful completion at the end of 2009. The project involved 10 young people assisting the NRA team with a range of environmental initiatives with and establishing Chelsea Community Garden beds including planting, building paths, fencing, mulching, interpretative signage, weeding, propagation, seed collection and training.

Since February 2010 Council's Parks Team has been supporting a Job Training and Accessible Parks Program (JTAPP). The program is a partnership between the City of Kingston, the Victorian Government and the Chelsea and Bonbeach Community. It has given 12 participants the opportunity to gain experience and qualifications in Horticulture, and works carried out will also benefit the local community.



Volunteers work together to plant native plants along Kingston's foreshore.

More than 200 volunteers participated in Clean Up Australia Day on 7 March, 2010 and collected over 178 bags of litter of which 46 bags contained recyclables from 13 sites in the City of Kingston. In addition, nine schools participated in Schools Clean Up Day on 5 March, 2010 and Council staff collected 13 bags of rubbish and recyclables on the 4 March, 2010 as part of Council's Corporate Clean Up Day.

Growing the Foreshore's Future is an annual project that involves local residents and community groups volunteering to grow native foreshore plants in their own homes for between 9-10 months before they are planted at selected sites along the foreshore over a number of special planting days. This year 26 residents, two schools, Central Bayside Adult Community Options, Northcliffe Lodge and Corben House and Chelsea Gardens Caravan Park participated in the Growing the Foreshore's Future 2009/10 program growing over 1,500 seedlings for the foreshore. Since the project began in 2004, volunteers have grown more than 15,000 seedlings which have been planted between Aspendale and Carrum.

### Aged Care and Meals on Wheels

A total of 414 volunteers spent approximately 14,500 hours helping out in the social support programs that Council provides to the community, including Meals on Wheels, social support and home library services, programs for disadvantaged residents and the community bus which takes aged and disabled residents on regular shopping trips, to leisure facilities and specialist visits.

In July 2009 we launched our Volunteer Practice Manual for both Meals and Transport. Council held the annual volunteer recognition luncheon in November 2009 and presented certificates to volunteers for years of service, the highest being 40 years in Meals on Wheels.

## Kingston Arts Centre

Volunteers contributed 1,960 hours in 2009/10 to assist with programs at the Kingston Arts Centre and Kingston City Hall. Volunteers have provided front of house services for theatre performances and gallery openings (bar service and ushering), gallery sitting, considerable administrative support and assisted with the Moviehouse program week to week which requires significant contact with the membership and the technical expertise in projecting 16mm film on older style projectors.

## Libraries

Volunteers spent 3,337 hours helping to make Kingston's library services accessible to everyone in the community in 2009/10. This included hosting community bus visits, choosing books and materials from libraries and delivering them to people through the Home Library Service, recording local newspapers and providing genealogy assistance.

Volunteers are included in regular training sessions covering areas including on-line cataloguing, library resources and computer games.

## Youth Services

Through Kingston Youth Services, a number of programs are offered to young people aged 12-25 years who live, work, study or have significant ties to the City of Kingston. Volunteers contributed over 1,300 volunteer hours to Youth Service programs this year including:

- KYSS (Kingston Youth Services Supplement) Youth Magazine which is written, edited and designed by young people for young people.
- FUSE Productions and the Freeza Committee to help young people gain practical, hands-on experience in the live music and event management fields by coordinating all ages live music and cultural events.
- The Youth Consultative Committee to provide a youth perspective on issues that impact the local community.
- The Kingston Youth Festival which is an annual month-long festival.
- The Connect Program where volunteers and young people who are socially isolated or have intellectual disabilities are matched up as 'buddies' providing the young people with support and the opportunity for personal growth and integration into the wider community.
- Once a year adult volunteers are recruited and participate in a 10-week training program to facilitate discussion and activities that focus on communication, young people's issues, leadership and youth work ethics so participants can help with youth group, drug and alcohol free events and workshops at schools.
- Kind 2 Mind: A day's festival focusing on the holistic wellbeing of young people. It included stalls from various youth focused services, a performance focusing on youth mental health and various activities and demonstrations, such as yoga and healthy eating options.

**During 2009/10 Council launched an innovative Circus Playgroup program for women with children aged between three and five. Kingston's Community Development team initiated the program to help mothers have fun, get fit, engage in play with their children and learn how to set up their own playgroup.**



# Sustainability Initiatives

Sustainability continues as a major focus for the City of Kingston in every area of Council's operations. In 2009/10 Council concentrated on the environmental aspects of sustainability, but also incorporated the broader economic, social and cultural areas of sustainability into the organisation wherever possible.

Below is a snapshot of some of the sustainable actions and initiatives Council undertook in 2009/10, plus some of those planned for the year ahead.

## Parks, reserves and open spaces

### What we achieved in 2009/10

- A further five sports grounds were converted to drought tolerant warm season grasses. This resulted in the use of allocated potable water, dropping from 67,000 KLs to 54,223 KLs.
- A storm water retention and harvesting system was installed as part of the redevelopment of the Kingston Heath Regional Soccer Centre. Recycled materials were also used in the two new FIFA accredited soccer pitches installed as part of the project.
- A partnership was developed with Danks, a local industrial business, where the company installed 100,000 litres water tanks to supply water to Council to water street trees (see page 75 for more details).
- Energy efficient lighting was installed at three parks – Highett Reserve, Bardoel Park and Beeson Reserve.
- A \$55,000 grant was received to revegetate the northern part of Mordialloc Creek through Council's involvement on the 'Dandenong Living Links' committee.
- A three year agreement was successfully negotiated with Melbourne Water to undertake revegetation and weed control works along the southern side of Mordialloc Creek.
- A 10 year agreement was finalised for Council to receive funding to undertake significant revegetation and weed control work in one of Kingston's natural remnant reserves, Caruana Woodland in Dingley.
- A three year Sportsground Irrigation Plan 2010-2013 was developed which maps Council's proposed potable water for sportsground irrigation.
- A \$2.427 million Federal Government grant was received towards the development of an innovative park upgrade and storm water project at Namatjira Park in Clayton South which will result in a saving of 92 million litres of water a year.
- Approximately 2000 new street trees were planted under Council's Street Tree Planting program.

Kingston's Team Leader Health Services, Dusan Ivanic encourages all employees to recycle and compost using bins that have been specially designed for use in Council kitchens.



### Future actions planned for 2010/11

- Further warm season grass conversions at Ben Kavanagh Reserve, Dingley Reserve, Edithvale Soccer numbers 2 and 3 ovals and Roy Dore Reserve (East).
- An easing of water restrictions will allow Council to establish and continue to irrigate the newly converted warm season grounds, while also irrigating another two grounds. The net result is seven grounds being irrigated with Council's water allocation.
- Continued involvement in the 'Dandenong Living Links' committee to assist in the strategic direction of the rehabilitation and extension of habitat and recreational corridors throughout the Dandenong catchment.

## Community initiatives

### What we achieved in 2009/10

- Several workshops were held in 2009/10 to help people set up and maintain a compost bin, worm farm or Bokashi bin in their home.
- 477 water saving showerheads were distributed through Council's Customer Service Centres.
- Council staff delivered the HACC Energy Program providing energy saving improvements to elderly client's homes including installation of energy efficient light globes, draught stoppers, water efficient showerheads and dual flush toilet cistern adaptors.
- Six PowerMate devices were lent out to Kingston residents to help them manage their energy consumption, reduce their impact on the environment and save money.
- Schools were encouraged to participate in a ResourceSmart Schools Waste Module to monitor the waste volumes produced and to help to reduce waste.
- Green Corps participants worked with Council staff on a number of local environmental projects.
- Jobs Training and Accessible Parks Project, a jobs training scheme, commenced to employ trainees in the management of parks and open space areas.
- Council funded four schools to participate in Planet Savers, a project aimed at reducing harmful greenhouse gas emissions in schools and educating students about climate change.
- Council hosted two Detox Your Home chemical collection sessions.

### Future actions planned for 2010/11

- Implement measures to minimise carbon emissions at future major community festivals and events organised by Council. This will include conducting a carbon audit and review of suppliers and their practices. Other actions to be investigated include sourcing bio-diesel generators to power events; buying a bulk purchase of biodegradable food packaging to on-sell to all food vendors at Kingston festivals; and researching the use of carbon neutral paper and vegetable inks for all advertising material.



Several workshops were held in 2009/10 to help people set up and maintain a compost bin, worm farm or Bokashi bin in their home. Pictured is Fiona Connell from the Chelsea Heights Eco Challenge Group, and her daughter Jasmine preparing for a workshop.

## Aquatic and Leisure Centres

### What we achieved in 2009/10

- Waves Leisure Centre reduced its water consumption by a further 7% in 2009/10.
- Don Tatnell Leisure Centre installed a UV light treatment system on its pool filtration system resulting in water savings due to significantly reducing backwashing.

### Future actions planned for 2010/11

- Don Tatnell Leisure Centre plans to install a new ceiling and skylights in the main pool hall which will significantly reduce electricity usage.

## Internal Council initiatives

### What we achieved in 2009/10

- Environmentally sustainable items were purchased for Council offices and kitchens.
- Employed a Utility Officer to audit Council's electricity and gas bills which identified significant opportunities for savings.
- Employed an Environment Sustainability Design Officer in Planning to review planning applications for their environmental performance.
- Diverted 10,000 kg of waste from landfill through co-mingled and organics recycling at Council's two main offices over the year.
- Started developing an Ecological Sustainable Design (ESD) policy for Council buildings.



**Kingston's child care centres encourage children to help and learn how to plant trees.**

- Employed a Water Data Officer to investigate and identify where Council can save on its water bills.
- The Environmental Education Officer's role was expanded.
- Continued to reduce power consumption of the server room by introducing virtualised servers.
- Organic Fair Trade products introduced at Kingston Arts Centre and Kingston City Hall.
- Sustainable furniture, environmentally friendly air conditioning and water tanks installed for toilet flushing at Patterson Lakes Library.
- All computers set to double sided printing where possible.
- Staff encouraged to consider more fuel efficient vehicles when replacing their Council vehicles.
- Staff supported community charity initiatives around the Christmas period to help those less fortunate.
- Continued the Eco-buy green purchasing scheme which involves buying and using recycled, energy efficient, water saving and less toxic products.
- Water tanks were installed at Bonbeach Stadium, Aspendale Gardens Community Centre and Council's Bonbeach Depot. These and other water saving works resulted in approximately one million litres of rain water being available for use by Council for watering street trees and toilet flushing.
- Additional organics recycling introduced at Council facilities.
- Council purchased two bicycles for staff to use as an alternative to vehicles when commuting for meetings.

#### **Future actions planned for 2010/11**

- Ongoing support of existing internal environmental initiatives with more focus on internal team training and education.
- Ongoing support of organisational wide OHS processes and procedures with a greater level of awareness through education and training of all staff.
- Replace all toilets and cisterns in the Kingston City Hall with dual flush alternatives to save water.
- Advocate for de-lamping of library branches and water tank installation for toilets.
- Examine current business practices to increase electronic exchange of information to reduce paper dependency.

### **Business**

#### **What we achieved in 2009/10**

- Sustainable Businesses program was launched as a joint initiative of Environmental Planning and Economic Development.
- Worked closely to facilitate the redevelopment of the Chelsea Woolworths and Thrift Park Shopping Centre.

#### **Future actions planned for 2010/11**

- A 'Pillars of Business Sustainability' framework will be developed to provide a multi faceted approach to resourcing local companies to help them achieve more sustainable outcomes. It will focus on lowering costs by reducing waste, energy and water use and will assist businesses to become more financially and environmentally sustainable.

### **Council Child Care Centres**

#### **What we achieved in 2009/10**

- Developed natural outdoor spaces in long day care.
- Introduced chickens at one long day care centre, to provide eggs to use in meals.
- Worked on projects with children that involved recycling to educate them on the importance of recycling.
- Children planted vegetable gardens and fruit trees and used worm farms.
- Water saving techniques used at all long day care centres including rain water tanks.
- Centres used natural and reusable materials for play and limited the purchasing and use of art and craft material.
- Centres reduced the number of plastic products purchased.
- Environmentally safe cleaning products were used.

### Future actions planned for 2010/11

- Redevelop of all long day care outdoor areas to reflect natural environments.
- Research local suppliers of play equipment.
- Implement additional energy and water saving practices.

## Roads and Drains

### What we achieved in 2009/10

- Continued to investigate a range of innovative storm water treatment measures including porous paving, unique filter pits, pollutant traps and a large rain garden.
- Hosted six bus tours to showcase Kingston's rain gardens to industry consultants and officers from other Councils around Victoria.
- Council's asphalt works achieved carbon emission savings (CO<sub>2</sub>) of 2.7 tonnes which is the equivalent of 53,218 black balloons based on the life cycle of the road pavement.
- Carbon emission savings of 44 tonnes were achieved for Reclaimed Asphalt Pavement (RAP) returned to the asphalt plant for recycling which is the equivalent of 879,303 black balloons.

- Conducted quarterly storm water building site compliance audits to monitor and encourage asset and environmental protection.

### Future actions planned for 2010/11

- Continue to investigate the impact of climate change on infrastructure assets within Kingston.

## Other Sustainable Actions

### What we achieved in 2009/10

- In 2009/10, 16,150 tonnes of recyclable materials were collected in kerbside recycling bins in Kingston, equating to around 292 kilograms per household. By recycling this amount of waste, Kingston residents saved about 44,506 cubic metres of landfill space or the equivalent of 4,864 averaged sized backyard swimming pools.
- Draft Greenhouse and Energy Management Strategy finalised and released for public comment.
- Council moved to establish a Climate Change and Biodiversity Reference Group.
- Council joined the Voluntary Carbon Markets Association (VCMA) and the Victorian Universal Housing Alliance.

Kingston's street tree planting crews.



# Capital Works Program

The City of Kingston spent a record \$26.88 million on capital works projects in 2009/10, an 8.05% increase on the \$24.9 million spent the previous year. This included \$15.6 million on renewal of ageing road, drainage and

building infrastructure that underpin services Council provides to the Kingston community. Council is custodian of in excess of \$1.1 billion of built assets.

## Summary of the major Capital Works projects undertaken during 2009/10

		Project Cost
<b>Community Buildings</b>		<b>\$2.68 m</b>
	Waves Change Rooms Refurbishment (in progress)	\$524,000
	Kingston Hall and Arts Centre renovations	\$364,000
	Carrum Senior Citizens – facility renewal and upgrade	\$297,000
	Waves and Don Tatnell Leisure Centres – plant and equipment renewal and maintenance	\$275,000
	Water and Energy Conservation Programs – retrofitting buildings	\$212,000
	Westall MCH relocation to Westall Road	\$195,000
<b>Leisure and Recreation</b>		<b>\$5.84 m</b>
	Kingston Heath Reserve – artificial pitches	\$1,568,000
	Kingston Heath Reserve – carpark construction, spectator facilities and other associated works	\$1,226,000
	Kingston Heath Reserve – pavilion upgrade	\$537,000
	Governor Road Shared Path – part of bicycle network	\$473,000
	Patterson River Secondary College basketball stadium contribution	\$370,000
	Kingston Athletic Track Renewal – incl. Dolamore Reserve track resurfacing	\$292,000
	L.F Payne Hall – upgrade works	\$211,000
	Barkers Rd Path Linkage – part of bicycle network	\$153,000
<b>Parks and Environment</b>		<b>\$2.49 m</b>
	Chiquita Park, Mentone – land purchase	\$500,000
	Playground Development and Maintenance – Highett Res, Legana Ct and various other locations	\$478,000
	Parks Asset Renewal – BBQ's, furniture, shelters, paths	\$289,000
	Active Sports – wicket renewal, oval regrading, irrigation systems, Ground renovation	\$288,000
	Beesons Reserve, Edithvale – Master Plan implementation – Stage 1	\$103,000
	Stanley Avenue, Cheltenham – new playground and landscaping	\$96,000
<b>Roads and Drains</b>		<b>\$10.80 m</b>
	Various footpath renewal projects (43) and future designs	\$1,962,000
	Road Resurfacing Program	\$1,590,000
	Breeze Street, Bonbeach (Fairway to Patterson)	\$1,210,000
	Nelson Street, Moorabbin – road reconstruction	\$693,000
	Patterson Street, Bonbeach (Breeze to Dixon)	\$620,000
	Brixton Street, Bonbeach	\$613,000
	Various Drainage renewal and upgrade projects (15)	\$605,000
	Karingal Crescent, Aspendale (Lincoln to Yackatoo)	\$496,000
	Rigby Street, Carrum (McLeod to End)	\$453,000
	Ella Grove, Edithvale North end to Famechon)	\$315,000



## External Grants and Funding

During 2009/10 Kingston Council received \$44.5 million in grants, contributions, subsidies, donations and reimbursements from external bodies. This was a significant increase on the \$32.9 million received in 2008/09.



The Victorian Multicultural Commission provides funding for Kingston's Globe to Globe World Music Festival.

### Examples of grants, funding and contributions received in 2009/10 (excluding GST)

Source of Funding	Amount Received	Program being supported
DSE	\$108,489	Beach Cleaning Subsidy Program
DHS	\$434,344	Service Agreement Management System (SAMS) funding for Environment Department
DIRD	\$16,500	Innovate and Grow your Business
DPCD	\$105,000	Seniors Access IT Project Grant
VMC	\$22,000	Globe to Globe Festival funding
State Government	\$20,622	Tobacco Education & Enforcement Activity
DPCD	\$55,000	Chelsea Sportswomen's Centre – Chelsea Community Renewal
VicRoads	\$166,199	School Crossings Subsidy
DPCD	\$865,425	Public Library Grants Program
DVA	\$568,664	Department of Veterans' Affairs funding
DoHA	\$294,702	National Respite for Carers (NRCP) funding
DoHA	\$3,000,733	Hostels funding for Corben House, Nixon House and Northcliffe Lodge
DOJ	\$25,138	Graffiti Free Kingston Grant
DHS	\$109,858	Service Agreement Management System (SAMS) funding for Family Support Services
DPCD	\$132,000	Chelsea Community Renewal funding
Federal Government	\$1,969,991	Aged Care funding for AccessCare Southern
DPCD	\$19,767	Library – Null Premiers Reading Challenge
Brighton Hyundai	\$33,000	Fine Food and Wine Festival and Carols by Candlelight sponsorship
Federal Government	\$116,757	Vacation Care Child Care funding
Federal Government	\$934,653	Family Day Care funding
DPCD	\$37,400	Fun in the Sun Festival grant
DPCD	\$45,012	Youth Access Program: YPA – Know it, Choose it and Use it
DEECD	\$775,569	Maternal and Child Health funding
Federal Government	\$24,576	Immunisation funding
DHS	\$3,640,271	Service Agreement Management System (SAMS) funding for personal care & domestic care
DHS	\$211,986	Service Agreement Management System (SAMS) funding for Being Active Eating Well
DPCD	\$27,500	Kingston Age Friendly Transport Project

#### LEGEND

DSE Department for Sustainability and Environment  
 DHS Department of Human Services  
 DIRD Department of Innovation and Regional Development  
 DPCD Department for Planning and Community Development  
 VMC Victorian Multicultural Commission

DVA Department of Veterans' Affairs  
 DoHA Department of Health and Ageing  
 DOJ Department of Justice  
 DEECD Department of Education and Early Childhood Development

# Community Grants and Awards

## Community Grants

Council values the contribution that community groups make in the municipality and supports them through a large Community Grants Program. In 2009/10 Council distributed a record \$1,106,694 in funding to groups through this program. This was an increase on the \$1,029,284 in grants awarded in 2008/09.

Annual City Wide, Triennial, Triennial Events, Village Committee, Individual Development and Access and Equity grants are awarded by Council each year to assist not-for-profit organisations to deliver services, programs, special events and other activities to the community. In 2009/10 Council received a total of 340 funding applications for grants, and of these 92.64% were successfully funded.

In addition to the Community Grants Program, Councillors make grants available from their Ward Funds. In 2009/10 Councillors provided a total of \$57,175 in grants from their Ward Funds. This compared to \$52,613 granted in 2008/09.

See page 140 for more information on Community Grants pages 123-124 for Councillor Ward Fund grants for 2009/10.

## Awards and recognition

The groundbreaking work Council is undertaking in a number of areas, together with quality programs and services, were recognised during 2009/10 with a number of prestigious awards. These awards further demonstrate that the City of Kingston continues to lead the way in Local Government.

- The 2008/09 Annual Report won an Australasian Reporting Awards Gold Medal. This was the third successive Gold Medal Kingston's Annual Report has received in these awards which provide an opportunity to benchmark the standard of Kingston's Annual Report against others in Australia and New Zealand.
- Waves Leisure Centre was named Facility of the Year by the industry peak body, Aquatics and Recreation Victoria. This prestigious and coveted award recognises the outstanding service provided by Waves staff (see page 93 – Outcome 3 highlights).
- Alexia Morgan, Team Leader of Council's Leisure Centres, won the 2009 SACS Award for Leadership in Local Government (see page 117 – Outcome 5 highlights).
- Shaun Brady, who works within Kingston's Library and Education Services Department, was selected via a competitive process to attend the state-wide Library Leadership program.
- Council's three hostels, Corben House, Northcliffe Lodge and Nixon Hostel were reaccredited by the Commonwealth Government's Standards and Accreditation Agency. The auditors acknowledged the high quality of care to residents and were particularly impressed with the outstanding lifestyle programs offered at each hostel.
- Don Tatnell Leisure Centre won the 2009 Swim School of the Year Award from Aquatics and Recreation Victoria. Don Tatnell also received its best ever score (96%) in an Aquatic Facility Safety Assessment carried out by Lifesaving Victoria.
- Kingston Farmers' Market was granted Accreditation by the Victorian Farmers' Market Association. The Market is one of the first markets in Victoria to be formally recognised with Accreditation by the VFMA (see page 101 – Outcome 4 highlight).
- Aged and Disability Services received outstanding audit and service quality survey responses from Commonwealth and State Government residents.
- Aged and Disability Services won an LGPro Award for Most Outstanding Funded Project for the SMR Active Service Model Project.
- The Healthy Living in Australia Program (funded by the Being Active Eating Well project) received a Highly Commended award in the Heart Foundation Local Government Awards in October 2009.
- Kingston Youth Services' Youth Committee 'FUUSE Productions FReeZA' received the City of Kingston Australia Day 2010 Young Community Group of the Year Award.
- All Kingston Long Day Care Centres and the Family Day Care Scheme were accredited as quality children's services.
- The Family Support service successfully completed a Department of Human Services external quality audit process.

## Australia Day Awards

As part of Kingston's Australia Day celebrations each year, Council presents the Kingston Australia Day Awards. In 2009/10 five major awards were presented – Citizen of the Year, Outstanding Citizen of the Year, Young Citizen of the Year, Community Group of the Year and Young Community Group of the Year.

### The 2010 winners were:

The Citizen of the Year was awarded to Les Williams who has been involved with the Edithvale Seaford Wetlands since inception in 1974. Les continues to be a champion for this local natural resource, advocating on environmental issues and challenging development proposals that might affect the area.

Outstanding Citizen of the Year was awarded to a previous Mayor of the former City of Moorabbin, Gerald Basterfield for his dedication to serving the community in many different areas, including local sporting clubs, charitable organisations and Local Government, where he served for 25 years in total, twice as Mayor.

The Award for Young Citizen of the Year went to Chris Ewin who was nominated for his work and support with the Chelsea PC Support Group. Chris provides invaluable help to older people learning about computers and living with technology and after seven years with the group has taken on the role of main expert and teacher.

The Community Group of the Year Award went to Eisteddfod by the Bay which provides local young performers with an avenue to showcase their many and varied talents. Now one of the premier events on Kingston's annual performing arts calendar, the event is organised by a group of dedicated volunteers and will be celebrate 55 years of operation next year.

Young Community Group of the Year for 2010 was awarded to Fuse Production FReeZA Committee. This committee is made up of people aged between 14 and 22, with a common goal of providing accessible live entertainment for young people in the local community and giving young musicians the opportunity to gain live stage experience.

Outstanding Citizen of the Year, Gerald Basterfield with his family at Kingston's Australia Day breakfast.



# Connecting with our Community

The City of Kingston places a high priority on communicating, engaging and consulting with the community on major issues and programs, as well as advocating on their behalf to attract support from other levels of government.

## Communication

Council communicates with its community in many, varied ways. These include through its monthly Council newspaper, *Kingston Your City*, with media releases, advertising and brochures, and on Kingston's website [www.kingston.vic.gov.au](http://www.kingston.vic.gov.au) Council also produces online newsletters, community radio broadcasts and community events.

*Kingston Your City* is Council's flagship publication which is delivered to more than 63,000 homes, businesses and community venues across the city 11 times a year. This 16 page newspaper keeps the community updated on the latest Council and community news and provides information on local programs, service and activities.

An upgrade of Council's website was completed in 2009/10 making the site easier to access and navigate. Website content is constantly updated with the latest Council news and information. There was a significant increase in the number of people visiting the website in 2009/10 with more than 2.4 millions hits recorded, which equates to 200,000 visits a month. This compared to more than 1.6 million hits in 2008/09, which equated to 136,000 visits a month. The Connect Online Staff Intranet site and the Connect Employee Newsletter, which is produced every second month, keep staff informed about the latest news and events.

During 2009/10 Council produced a range of other publications providing information on Council services and programs. These included major corporate publications such as the Annual Report and Council Plan, a Community Directory which provides contact details for local community organisations, information brochures on Council's 2009/10 Budget and Rates and community events, plus regular business newsletters and an Artscape magazine promoting programs at Council's Kingston Arts Centre.

Council also presents regular hour long radio shows on Southern FM (88.3) where the Mayor, Councillors and Council staff speak about issues of community interest. During 2009/10 there were 12 broadcasts and these are available to download as podcasts from Council's website.

## Engaging the community

Council has a specialist Community Engagement Team working within the Community and Aged Services Department that focuses on building strong, safe and engaged communities, and encouraging residents to



get involved in their local community. By working with, and understanding the community, Council can better identify the changing needs and priorities and develop strategies, plans and programs to address these. During 2009/10 the Community Engagement Team spent more than 2,200 hours contacting and supporting community groups and attended 740 community group meetings. Some of the major projects undertaken by the team in 2009/10 included:

- Working in partnership with the City of Monash to establish a Community Plan for Clayton South, Clayton and Clarinda.
- Developing a Public Health and Wellbeing Plan.
- Conducting the Kingston Kind 2 Mind Mental Health Expo.
- Successfully completing the three year 'Being Active Eating Well' pilot program.
- Continuing to implement the Chelsea Community Renewal program which included staging the inaugural Fun In the Sun Festival.
- Preparing a Pandemic Plan and a Heatwave Strategy.

## Customer Service

Council employees provide a face to face and phone service at many locations across Kingston. Customer Service Staff have contact with local residents over the counter, on the phone and also answer requests and questions via email. During 2009/10 Council launched an organisation wide project to review processes and procedures to ensure residents continue to receive excellent Customer Service (see page 141 for more details). Customer Service Staff answered 150,598

telephone calls and responded to 85,079 counter enquiries during 2009/10. They also provided 2,399 New Residents Kits and 863 Community Directories.

Kingston libraries provided 1.4 million loans during 2009/10, were visited over 703,000 times, and had 409,372 web visits. Employees answered 73,768 inquiries in person, over the phone and via the web, and provided 73,768 hours of public computer access.

## Community festivals and events

Council stages a broad range of free community events that attract more than 100,000 people annually. These include major festivals, community and arts focused events, openings and launches, plus a range of other community activities for local residents and visitors to enjoy. Some of the events held in 2009/10 are outlined below.

### Major festivals

- **Mordialloc by the Bay Fine Food, Wine and Music Festival** held in March 2010. This festival was one of the most well attended in recent years attracting more than 65,000 people over two days. The fantastic music program included performances by top local and international artists. A popular new attraction was 'Lens Mist', a visual art exhibition showcasing innovation in Victorian seascape photography.
- **Globe to Globe World Music Festival** held over two days in January 2010 at Namatjira Park in Clayton South has become one of Victoria's most outstanding world music events. More than 20,000 people were entertained by world music, dance, art and cuisine.
- **Carols by the Bay** held on 20 December 2009 attracted more than 10,000 people. Mark Seymour, one of Australia's best singer/songwriters was the headline act. He was supported by a number of first class Australian performers.
- **Harvest Festival** held in Carrum on 29 May 2010 showcased some of Australia's finest rock/blues, country, bluegrass and rockabilly artists including Ian Moss and Felicity Urquhart. Wintry conditions did not deter around 12,000 people from attending this spectacular event. A popular new feature in 2010 was a 'Wearable Edible Art' project where students from Patterson River Secondary College designed and modelled fashion that they created from edible products.
- **Australia Day** celebrations in Kingston in 2010 included the traditional Australia Day breakfast attended by more than 500 people. Winners of Kingston's 2010 Australia Day Awards were announced at the breakfast which included a citizenship ceremony (see page 39 for more details).

Kingston's premier event is the magnificent Mordialloc by the Bay Fine Food Wine and Music festival which attracts more than 65,000 people to Peter Scullin Reserve each year.



- **Kingston Youth Festival** was a great success with around 2,600 young people attending the 13 events and programs held during the month long festival in April and May 2010. Events included skate, BMX, blading and scooter competitions, concerts, dance parties and short story, poetry and short film competitions.
- **Kingston Seniors Festival** held in October 2009 featured a broad range of events including an afternoon tea dance, mystery bus and walking tours, come and try days at local sporting clubs, authors' talks, music concerts, social lunches and entertainment.
- **Kingston Council's Kind 2 Mind Mental Health Expo** was held in April 2010 to focus on the issue of mental health. It included a youth day and a community day featuring discussion forums with keynote speakers, information stalls and a range of health and wellbeing activities.
- **Fun in the Sun Festival** was staged by Council for the first time in February 2010. Around 15,000 people attended the Festival in Bicentennial Park, Chelsea which was designed to be accessible to the whole community, including those with a disability.

## Business support

Council's Economic Development Department provided development and support to Kingston's more than 9,000 businesses during 2009/10. This included:

- Facilitating 18 business development seminars and workshops in addition to key networking events including the Kingston Business Women's Network and the monthly CEO Roundtable.
- The Mentor Partners Program, a joint initiative with the City of Glen Eira to match businesses with volunteer mentors, continued to perform well with a number of new mentors recruited to meet the increased demand for assistance from small businesses as a result of the global financial crisis.
- Three events were held in August 2009 as part of the Energise Enterprise Festival, a State Government event to provide inspiration and information to people wanting to start up a small business and for those running a small business.
- A 'Manufacturing in a Low Carbon Economy' breakfast forum for manufacturers in May 2010 was hosted by television personality and well-known environmentalist, Rob Gell.

## Local Laws

Local Laws officers visited 53 schools and community groups across Kingston in 2009/10 educating children, parents and the general public about Local Laws issues, road safety, responsible pet ownership and the role of Local Laws in the community.



Bev, Stan and Jim enjoy the day as Carrum Senior Citizens Centre is reopened.

## Openings and launches

- The new \$850,000 Jack McDavitt Pavilion at the Keys Road Reserve in Moorabbin was opened at a special event on 8 August 2009 where Jack McDavitt's wife, Jan, unveiled the naming plaque.
- The Minister for Local Government, the Hon Richard Wynne opened the new \$3.1 million Patterson Lakes Community Centre and Library on 20 October 2009. More than 100 people attended the event to celebrate the completion of this state-of-the-art facility.
- The opening of the new Woolworths supermarket and car park in Chelsea in November 2009 was the culmination of many years of strategic work to significantly improve the viability of the Chelsea shopping strip.
- The newly refurbished Westall Family and Children's Centre, which includes a new Maternal and Child Health Centre, was opened in late 2009.
- A \$363,915 upgrade of the Carrum Senior Citizens Centre was opened in March 2010.
- 'Gallery 2', an exciting new gallery space at the Kingston Arts Centre primarily for emerging artists, was opened in March 2010.
- The Hon Simon Crean, the Federal Member for Hotham launched five local projects in April 2010, including: \$40,000 worth of outdoor exercise equipment at Waves Leisure Centre in Highett; \$120,000 water management project at Doug Denyer Recreation Reserve in Mordialloc; and upgrades at Chelsea Town Hall, Kingston City Hall and at the Moorabbin Bowls Club.
- Kingston Mayor, Steve Staikos and the Member for Clayton, Mr Hong Lim 'turned on' the new traffic and pedestrian lights at the corner of Centre Road and Knight Street in Clayton South in April 2010.

## Arts and music events

- Shmooze, Kingston's bi-monthly Arts networking event continued to bring artists of all styles and abilities together during 2009/10 to celebrate the City's artistic diversity.
- Kingston's municipal treasure, the historic Wurlitzer Theatre Pipe Organ, celebrated its 40th anniversary on 29 April, 2010 with a cabaret event at its home, Kingston City Hall which was attended by more than 300 people.
- The 14th Annual Massed Bands Concert was held at Kingston City Hall on 2 August, 2009.
- The Moon Festival was celebrated on 27 September, 2009 with a performance focusing on Asian culture.
- The 2009/2010 Summer Revival Program was held between December and February and included outdoor cinema, music, dancing and theatrical performances.
- Many Kingston residents and staff participated in Ride (or Walk) to Work Day on 14 October, 2009 and enjoyed a hearty breakfast provided by Council at a number of different sites.
- Council celebrated National Recycling Week from 9-15 November, 2009 by encouraging the community to recycle correctly.
- Council was a sponsor of the 2009 JB Were Masters held at Kingston Heath Golf Club in November 2009 which attracted around 100,000 people. Champion golfer, Tiger Woods played in the event.
- Clean Up Australia Day activities were held at 13 sites in Kingston on 7 March, 2010 as part of the national Clean Up Australia Day event. Volunteers collected 178 bags of litter, of which 46 bags contained recyclables.
- Council held a morning tea to recognise the achievements of women in Kingston on 8 March, 2010 and to celebrate both the Year of Women in Local Government and International Women's Day.

## National and State events

- Volunteers and students across Kingston helped plant thousands of trees at a number of sites to mark National Tree Day on 1 August, 2009.
- A range of celebrations were held across Kingston to celebrate Children's Week in October 2009. Council provided grants to 19 groups towards staging these activities.
- Council joined forces with local emergency service groups to run a series of displays and forums during Community Safety Month in October 2009.
- Mental Health Week was celebrated in Kingston with a walk and festival held on 7 October, 2009.
- Council switched off all non-essential lighting in the City over the weekend of 27-28 March, 2010 in support of Earth Hour.
- About 80 people from a broad range of community groups and organisations celebrated cultural diversity at Kingston's Harmony Day and Diversity Week lunch on 29 March, 2010.
- Community composting, worm farming and Bokashi workshops were held to celebrate International Composting Awareness Week from 3-9 May, 2010.
- A number of Kingston schools participated in the 11th annual National Walk Safely to School Day on 7 May, 2010.



The 40th anniversary of Kingston's Wurlitzer pipe organ was celebrated in style with Cabaret Shmooze at Kingston City Hall. Pictured are Council employees, Alexandra Johnston, Adrian Nunes and Nicole Wright on the night.

## Community events

- The 10th annual Mayoral Charity Golf Day was held in September 2009 at the Woodlands Golf Club in Mordialloc.
- Council, in partnership with The Jean Hailes Foundation for Women's Health, presented The Midlife Journey – Choices for Health and Wellbeing seminar for women in September 2009.
- More than 200 volunteers in Council's aged and disability services area were recognised at a special luncheon on 5 November, 2009.
- The third annual Kingston Charitable Trust fundraising dinner was held on 20 November, 2009. More than 180 people attended the event which raised almost \$87,000.
- Don Tatnell Leisure Centre celebrated its 30th Birthday in November 2009. More than 700 people joined in the celebration which included a swimming carnival.
- A Christmas Party was held in December 2009 for families who receive assistance from Council's Family Support Program.
- Council's Chelsea Community Renewal Project, in partnership with Bayside Blades, hosted a free 'Scooter Day' on 31 January, 2010.
- Summer By The Bay, a week long summer holiday program designed to engage children with Kingston foreshore issues such as litter and pollution, was held in January 2010.
- The Disability Respite and Recreation Expo was held in April 2010 for carers of people with a disability to find out about what respite opportunities are available locally.
- A Fun for Over 50s Lifestyle Expo was held at Kingston City Hall on 5 and 6 June, 2010.
- Council's Family, Youth and Children's Services staged a series of seminars and workshops in 2010.
- Council held five community events promoting responsible pet ownership including a Cat Show, Mini Pet Expo, Microchipping Day and Registration Day during 2009/10.
- Kingston Libraries participated in the National Summer Reading Program. More than 250 Kingston children spent summer reading 2,500 books and adults participated in the '50 books you can't put down' program, where 16,437 entries were received.
- Two Kingston Business Women's Network Luncheons were held in 2009/10.
- Five citizenship ceremonies were conducted by Council in 2009/10.
- Cultural Diversity Week (March 2010) was celebrated at Chelsea, Cheltenham and Clarinda Libraries.



**The Kingston Charitable Trust Event Committee prior to the 3rd annual Trust fundraising dinner in November 2009. Pictured are: (left) Sam Castello, Lesley McGurgan, Brian Lowe and Kevin Harrison and (right) John Shore, Joe Giustiniano and Cr Arthur Athanasopoulos.**

## Kingston Charitable Trust

The 2009/10 year was a significant one for the Kingston Charitable Trust which has been operating in partnership with the Lord Mayor's Charitable Foundation since 2007. Council's vision is to grow the Trust so that over time it provides a perpetual (lifelong) source of income for charitable organisations that help Kingston residents.

In November 2009, Council held a special Giving Ceremony to present the first official Kingston Charitable Trust grants to 18 charities that help local residents. Recipients of the grants, which ranged from \$500 to \$5,000, included a specialist school, outreach services, citizens advice bureau, life saving clubs, disability groups, mental health groups and church groups.

Also in November, the Trust held its third annual Dinner and Charity Auction which was attended by 200 people. Another major Trust fundraiser was the third annual Spring Valley Golf Club Charity Day in May 2010.

The Trust continues to receive good support from local businesses and organisations. Key supporters in 2009/10 were Bendigo Bank community branches at Dingley Village and Parkdale and Mentone East, Castello Hotel Group, Spring Valley Golf Club, Kingston Heath Golf Club, Commonwealth Golf Club, Lowe Constructions plus more than 30 other businesses.



## Consulting with our Community

Council understands the importance of consulting with our community to get feedback on the types of programs and services our residents need and to ensure the long-term plans and strategies that we develop continue to meet community expectations.

Community feedback is invited on Council Budget's and Council Plan each year, as well as other key master plans, strategies and policies developed by Council. See page 123 for a full list of Council documents that were placed on public exhibition in 2009/10.

Kingston's 10 Village Committees play a vital role in advising Council on key local issues. These committees represent a broad cross-section of our community. See page 134 for more on our Village Committees.

### Major advocacy campaigns in 2009/10

Kingston Council places a high priority on advocating on issues of importance to the Kingston community.

#### Managing the foreshore

In 2009/10, Council requested that the State and Federal Governments fund works to address the impact on Kingston of a potential rise in sea levels and the erosion of beaches and dunes. Council wants to see the State Government lead a consistent approach to develop engineering standards and planning controls for all Victorian coastal infrastructure and land to meet the impacts of potential rising sea levels.

Council also wants to see the State Government contribute more funds to upkeep Kingston's beaches that are used by all Victorians. Funding provided by the State Government has varied significantly over the years and Council is left to make up the funding shortfall.


As part of a proactive approach to managing Council owned buildings and structures along the foreshore, Council completed an audit and risk management assessment of 54 buildings in early 2010. Seventeen buildings and structures were identified as requiring further detailed investigation and the leasees of these buildings have been informed of the results.

#### Moorabbin Airport Master Plan

Council made a submission to the Moorabbin Airport Master Plan in July 2009 raising concerns about the increasing number of pilots being trained at the airport and the danger this presented given the airport's location in a densely populated urban area. The submission called for modifications to pilot circuit training to the east of the airport to avoid planes flying directly over Dingley. Other areas of concern raised by Council were the increasing amount of aircraft noise that residents living in the area were exposed to, that the airport was not subject to any planning controls and that the Federal Government was taking too long to make a decision on the Master Plan. In May 2010, Kingston Mayor Steve Staikos made a submission to the Federal Government's Senate Enquiry into the effectiveness of AirServices Australia's management of aircraft noise.

#### Mentone drain

Council's long term campaign to see the number of stormwater drains at Mentone beach reduced from four to one came to fruition in 2009/10 with the State Government announcing a \$4 million project to remove the pipes. The project will improve access to Mentone beach and significantly boost its amenity. Council and the community had worked together for years to have the pipes removed.



Local resident, Tom Uren has lived near Moorabbin Airport for 60 years, but the noise of the planes overhead day and night is something he has never come to terms with. Council has been advocating on behalf of the community in relation to a number of airport related issues including aircraft noise.



Advocating for resources to help Council tackle climate change was a major focus for Council in 2009/10. This photo shows the need for sandbags to address erosion.

### Climate Change

In October 2009, Council provided a strong response to the Victorian Government Climate Change Green Paper outlining what strategic actions were required to ensure that Victoria reduced emissions and was prepared for, and ready to adapt to the impacts of climate change. The response said there needed to be a stronger emphasis on alternative transport options and an improved public transport network; that Victoria needed to reduce its reliance on the coal industry and seriously consider alternative energy supplies; and the Government needed to develop strong ecologically sustainable design principles for residential development.

### Chain of Parks

Council's vision to see a connected Chain of Parks established across the city's non urban land in the Green Wedge came a step closer to reality in 2009/10 with Council approving work to start on a Green Wedge Plan to establish a framework for development of the area. For many years Kingston has highlighted to the State Government that this area presented a significant land use planning challenge. At a Community Cabinet meeting held in Kingston in August 2009, Council called for a planning solution to prevent further concrete recycling facilities operating in the area and reiterated its case for development of a Chain of Parks which would offer a range of regional and local recreation, together with conservation and other opportunities stretching from Karkarook Park to Braeside Park. The concept will be considered as part of the Green Wedge Plan.

### 'Give our Streets the Green Light' campaign

Kingston joined the Municipal Association of Victoria's 'Give our Streets the Green Light' campaign in June 2010 to lobby the State and Federal Governments for financial assistance towards the cost of changing street lights to more energy efficient models. The campaign calls on both levels of Government to give Councils a minimum contribution of \$150 per street light to make the energy saving switch. The cost of this change-over in Kingston is estimated at \$3.2 million which is beyond Council's

financial resources. Kingston would save an estimated 2,400 tonnes in greenhouse gas emissions and make considerable energy costs savings by changing over to energy efficient street lighting.

### Completion of the Dingley Arterial Route

During 2009/10, Council called on the State Government to bring forward funding to construct a four lane arterial Dingley Freeway corridor between the Westall Road Extension and Warrigal Road. Council argued that strategic studies had clearly documented the east-west deficiencies in the existing arterial road network through the City of Kingston, and the pressing need to complete the Dingley Arterial route to enable the Kingston industrial sector to access Eastlink and the freight logistics facilities along the Eastlink corridor.

Council also vigorously opposed a State Government plan to install bus lanes along Centre Dandenong Road, Dingley Village without community consultation, arguing that construction of the Dingley Bypass would ease traffic problems in the area. Following a public meeting and representations by Council, plans to install the bus lanes were deferred.

### Illegal dumping of insulation

Council led a major campaign calling for community help to stop what was believed to be an illegal operation that resulted in more than 500 bags of old insulation being dumped at sites around the city late 2009 and early 2010. Council expressed concern that old insulation was being systematically removed from houses to accommodate the new subsidised insulation, and was then being illegally dumped instead of being disposed of responsibly in municipal tips. Residents were asked to immediately report anyone seen suspiciously dumping goods. The campaign set the agenda for widespread debate on the issue and resulted in radio and TV coverage.

### Recycled water project

Kingston Council and South East Water joined forces in 2009/10 to investigate the possibility of accessing recycled water from the Eastern Treatment Plant in the future for irrigating open space within the City. The intent of the project is to run a pipeline between the Patterson River and the Mordialloc Creek with Class A water for irrigation. If delivered, it would benefit not only the sporting community, but also the wider community through the provision of improved public facilities.

### Quiet Lakes

Council advocated to Melbourne Water on behalf of Patterson Lakes residents in regard to algae and water quality in Quiet Lakes. Officers had several meetings with representatives of Melbourne Water, the responsible authority for the lakes, to discuss how the water quality could be improved. Under the terms of the 1973 maintenance agreement, Kingston Council is not responsible for Quiet Lakes, but Council will continue to support local residents to have the issue resolved.

### Port of Hastings

Council regards the Port of Hastings and its extensive surrounding zoned industrial land as a major transport hub in metropolitan Melbourne, as well as the south east region and the key to future economic development in the region. Kingston has asked the State Government to commit to undertaking strategic transport planning for the Port of Hastings development to ensure that adequate transport infrastructure is established in a timely manner to alleviate congestion on existing infrastructure.

### Other submissions and advocacy campaigns

- Submission to the productivity commission inquiry into Disability Care and Support.
- Council conducted a Beat the Heat education campaign to warn residents about the dangers of extreme heat.
- A comprehensive Graffiti Removal program was conducted throughout the City including community graffiti removal days and the distribution of free graffiti removal kits to businesses, schools and community groups.
- Poster campaign to raise awareness of safety issues in Council buildings.
- Submission to the Victorian Parliamentary Inquiry into Manufacturing in Victoria in September 2009 based on information obtained from a roundtable discussion hosted by Council with small and medium manufacturers.
- Provided feedback on the Victorian Government's Marine Energy Discussion Paper and the Biodiversity White Paper.
- Family and Children's Services staff participated in the Child Friendly Cities Network which advocates for children to be placed at the centre of all planning across municipal districts.
- Kingston supported the State Government's 'Who's for Cats' campaign which promotes the formal adoption of stray cats in the community and responsible pet ownership including confinement and de-sexing.
- Successfully advocated for renourishment of the depleted North Aspendale foreshore. The \$500,000 project, which was started in August 2009, involved 10,000 cubic metres of sand being trucked in from Gippsland to construct a new beach following years of erosion and storm damage.
- In November 2009, Council joined the Inner Southern Metropolitan Mayors Forum opposing the erosion of Local Government decision making powers on Planning Scheme Amendments proposed in changes as part of a review of the Planning and Environment Act 1987.

**Kingston's magnificent foreshore stretches 13 kilometres from Mentone to Carrum and is the longest unbroken stretch of beach in metropolitan Melbourne.**





## Together we're providing resources for a safe and active community

Together, we're providing safe, accessible and appropriate infrastructure for our community. This outcome encompasses local roads, Council buildings, drains, footpaths, engineering design, traffic and transport planning, road safety, the capital works program and recreation reserves.

Photograph: Council approved the draft Playground Strategy which over the next 10 years includes \$2.15 million to upgrade 49 existing playgrounds and \$570,000 to establish six new playgrounds.

# Infrastructure for a Safe and Active Community

## About this Outcome

Together, we're providing safe, accessible and appropriate infrastructure for our community. This outcome encompasses local roads, Council buildings, drains, footpaths, engineering design, traffic and transport planning, road safety, the capital works program and recreation reserves.

This year Council invested \$39.8 million in safe, accessible and appropriate infrastructure which is a small increase of 0.25% on the 2008/09 investment of \$39.7 million.

Note: the total of the five Outcomes' expenditure equates to total operating and capital expenditure excluding depreciation/ amortisation costs (refer to Standard Statements page 153).

## Our major achievements in 2009/10

- \$1 million upgrade of Carrum Roy Dore Reserve shaped by the community following consultation.
- \$1.15 million upgrade of Bicentennial Park which also created 12 new horticulture traineeships.
- \$12 million on major capital works covering asset renewal for Council's road, drainage and footpath construction, along with traffic management and streetscape improvements.
- Spent \$8 million in capital improvements to the city's community buildings, delivering 98% of the planned investment program.
- Established a new Community Buildings Department in January 2010 (See Highlight on page 59).
- Helped to secure and deliver over \$4 million in external grant assistance for Council Buildings from State and Federal grants e.g. Chelsea Sportswomen's Centre.
- Council's road resurfacing contracts were renewed, enabling Council's road servicing program to be accelerated. 23% more kilometres of road pavement were resurfaced than targeted.
- Council approved the draft Playground Strategy which over the next 10 years includes \$2.15 million to upgrade 49 existing playgrounds and \$570,000 to establish six new playgrounds (See Highlight on page 59).
- New waste services contracts with Transpacific Cleanaway were implemented (See Highlight on page 59).
- 12-month no standing trial commenced on 27 March 2010 for sections of Beach Road on weekends from 6am to 10am (See Highlight on page 59).
- Several road resurfacing works were completed, including Breeze Street, Bonbeach (\$1.2 million), Nelson Street, Moorabbin (\$693,000) and Karingal Crescent, Aspendale (\$496,000).
- Moorabbin Bowling Club was given a new lease of life following the installation of new \$150,000 low maintenance synthetic greens.
- Launch of Moorabbin's new Jack McDavitt Pavilion which included \$850,000 of upgrade works.
- New surface for Dolamore Athletics Track was completed three weeks ahead of schedule and at a cost to Council of \$165,000.
- Kingston Heath \$3.3 million soccer complex upgrade completed on budget and on schedule (See Highlight on page 59).
- Key traffic management initiatives achieved over the past 12 months include a traffic management scheme in Aspendale Gardens, a review of Council's public transport advocacy program, and advocating for a change to the VicRoads controlled traffic signals at the Knight Street/Centre Road intersection.
- 2010-14 Road Safety Strategy sought community submissions on what residents thought could be done to improve road safety throughout Kingston.
- Stage 2 of the Mordialloc Bay to Rail Project completed.

## Challenges we experienced

- The level of enquiries in relation to traffic management and transport planning, due to the small staff numbers in the team. The team processes and evaluates approximately 4,000 community enquiries per annum, which has provided a significant challenge.
- The creation of the new Community Buildings Department in that it has been necessary to align systems, create new working relationships and to create a clear sense of direction/ purpose.
- External factors, such as storm damage to key foreshore buildings, created significant work and required resources to be diverted away from other priorities.
- Changes to the Building Code of Australia, for example Disabled Access requirements, have had an impact on knowledge requirements and budget resources.
- The Waves Leisure Centre change rooms renovation program experienced unexpected delays which saw a 12 week project extended to over seven months.
- Ageing infrastructure requiring high levels of maintenance and replacement.

## Plans for the next 12 months

- Develop an Open Space Strategy implementation program that maximises safe, accessible and quality open space and identifies a suitable funding strategy / approach.
- Implement Kingston's Public Transport Strategy.
- 2010-14 Road Safety Strategy is expected to be adopted by Council during 2010/11.
- Develop policy and conduct risk assessments for dealing with enforcement on all outstanding building notices and orders, and other regulatory functions.
- Explore the potential development of inter-generational hubs on key strategic sites within Kingston.
- Promote occupancy arrangements to assist shared use of community facilities.
- Plan, promote and develop leisure opportunities through quality physical infrastructure, a range of strategic programs and initiatives that support active living, including the Active Leisure Plan, Pavilion Development Strategy, Kingston Playground Strategy, and the Cycling and Walking Plan and Management Group.
- Maintain and develop a five-year Capital Works program.

## Some capital projects in the \$30 million budget planned for 2010/11

### Road, Footpath and Drains:

- Road renewal: \$3.2 million.
- Road resurfacing: \$2 million.
- Replace and upgrade drains: \$2.8 million.
- Replace and repair footpaths: \$2 million.

### Buildings, Facilities and Precincts:

- Chelsea Sportswomen's Centre: \$330,000.
- Works to improve Mordialloc Shopping Centre: \$620,000.
- Upgrades at shopping centres: \$280,000.
- Renew pool filtration equipment at Don Tatnell Leisure Centre: \$300,000.

### Foreshore, Parks and Reserves:

- Contribution to remove pipes on Mentone foreshore: \$400,000.
- Edithvale Recreation Reserve Master Plan: \$429,500.
- Carrum Roy Dore Reserve Master Plan: \$290,000.
- Redevelopment of the Tom Johnson Pavilion in Chelsea: \$350,000.

Fast Facts	2009/10	2008/09	Change	% Change
Value of Council buildings	\$146.9 million	\$134.5 million	\$12.4 million	8.4%
Value of Council land	\$1.14 billion	\$1.02 billion	\$120 million	10.5%
Kilometres of local roads resurfaced	25.9	4	21.9	84.6%
Requests responded to traffic enquiries	4,175	4,182	-7	-0.2%
Requests actioned for roads, drains, footpaths and signs	4,641	4,451	190	4.1%
Square metres of footpaths replaced	9,100	13,010	-3,910	-43.0%
Drainage pits cleaned	7,500	9,890	-2,390	-31.9%
Improvements to Kingston playgrounds	\$500,000	\$400,000	\$100,000	20.0%
Requests responded to for building maintenance	3,840	3,149	691	18.0%
Projects investigated or designed by the Engineering team	97	94	3	3.1%
Number of boatshed permits issued	190	190	0	0.0%
Number of mooring licences issued	245	251	-6	-2.4%
Enforcement matters from Strategic Building and Planning	1,811	2,711	-900	-49.7%



There's lots of fun to be had at Fort Highett (Turner Road Reserve).

## How we performed against the Council Plan – Our scorecard

The table below reflects the progress of our key work during 2009/10. Each milestone is linked to the strategies and priorities set in the 2009-2013 Council Plan. The progress at the end of the financial year against each milestone has been represented by:

- **Achieved**
- **In progress**
- **Delayed/ initiative postponed**



In 2009/10 Council undertook \$12 million of major capital works which included asset renewal for Council's network of roads, drains and footpaths.

### Council Plan Strategy 1.1

#### Sustaining Kingston's assets

Council Plan priority	2009/10 milestone	Progress against 2009/10 milestones	Responsible department	Year to date progress and issues/challenges faced during the period including how they were dealt with
Implement Kingston's asset management program, including:	Identify and undertake priority works	●	Infrastructure	A full review of asset condition and renewal modelling based on best available information was completed in November 2009. This information was cross aligned with the Capital Forward Plan and Long Term Financial Plan to determine asset renewal requirements in budget considerations for 2010/11.
	Implement the Asset Management System (AMS)	●	Infrastructure	The most complex data set is associated with Council Buildings. This data has been cross-referenced with Pathways, Asset Master List and Bld Dynamics. Attributes have been reviewed in preparation for population of corporate AMS in first quarter of 2010/11.
	Continued participation in MAV Step Program	●	Infrastructure	Completed annual performance audit in July 2009 with consistently good results. New National Sustainability Framework was released in May 2010 and is expected to supersede the MAV STEP program.
Work with government agencies to identify and implement improvements along Patterson River, including:	Seating, drinking fountains, community playground, and bins	●	Parks and Depot Operations	Two bins with enclosures have been installed on either side of the Patterson River at the Wells Road end. A funding submission has been made to the Department of Planning and Community Development (DPCD) for the provision of furniture along the river and locations have been selected for the installation of four seats and one drinking fountain should the submission be successful.
Continue implementation of Kingston's entrance signage program	Landscaping and lighting of signs	●	Community Buildings	All landscaping and lighting of signs has been completed.

## Council Plan Strategy 1.1 continued

Council Plan priority	2009/10 milestone	Progress against 2009/10 milestones	Responsible department	Year to date progress and issues/challenges faced during the period including how they were dealt with
Maintain and develop a five year capital works program	Improved linkages to tie capital works to strategic plans and planned outcomes	●	Infrastructure	Capital Works Forward Planning (CWFP) is firmly embedded in Council's budgeting process. The CWFP is structured to allow modelling of asset renewal requirements against budget forecast models. Capital nomination proformas include links to Strategic Plans and Planned Outcomes.
Determine appropriate treatments to the Mentone Pipes to improve amenity	Access options and work with Melbourne Water on the detailed planning for pipe treatments	●	Infrastructure	The State Government released a press statement indicating that Council's pipes will be redirected towards Marina Rd. Design work has commenced with the intention of advertising a contract by September 2010 subject to permit approvals. Melbourne Water is accessing recent community consultation on the end of pipe treatment of their Marina Rd drain.
Develop Property Strategy in accordance with best practice principles and undertake general revaluations, including:	Finalise building inspections and revaluations in 2010 and 2012 using VBP guidelines	●	Property Services	General Valuations for 2010 completed. Property Strategy Report due to Corporate Leadership Group (CLG) in September 2010.
	Lease policy review and adoption	●	Property Services	Property Strategy Report due to CLG in September 2010. This Strategy was partly delayed while awaiting the completion of the Condition Audit that was completed by the newly created Community Buildings Department.

## Council Plan Strategy 1.2

### Accessible and shared open spaces that promote social connectedness and active, healthy lifestyles.

Council Plan priority	2009/10 milestone	Progress against 2009/10 milestones	Responsible department	Year to date progress and issues/challenges faced during the period including how they were dealt with
Provide and facilitate development of safe, sustainable and aesthetically pleasing open spaces, gardens and passive recreational areas, through the open space strategy, the range of reserves and associated masterplans	Provide ongoing maintenance of parks, reserves and open space areas	●	Parks and Depot Operations	All maintenance programs have been completed with some adjustments made to allow for the impact of drought and seasonal conditions.
	Conduct consultation on Roy Dore Park Refurbishment Plan	●	Leisure and Culture	Consultation completed and park refurbishment plan adopted by Council 28 June 2010.
	Conduct consultation on implementation of sportsground at Aspendale Gardens	●	Leisure and Culture	Consultation has not commenced. Logistic issues with building the sports ground, primarily around the provision of a sustainable water source. Internal discussions continuing.



With its majestic avenue of Date Palms, Main Street in Mordialloc is one of Kingston's most popular locations.



## Council Plan Strategy 1.2 continued

Council Plan priority	2009/10 milestone	Progress against 2009/10 milestones	Responsible department	Year to date progress and issues/challenges faced during the period including how they were dealt with
Plan, promote and develop leisure opportunities through quality physical infrastructure, a range of strategic programs and initiatives that support active living	Active Leisure Plan	●	Leisure and Culture	Presentation of Active Leisure Plan to Council deferred until August 2010 reporting cycle.
	Pavilion Development Strategy	●	Leisure and Culture	Update pavilion priority ratings based on best available data and use to shape the 2010/11 Capital Works program. Pavilion project priorities updated in line with Community Buildings audit information.
	Kingston Sporting Needs Analysis	●	Leisure and Culture	Completed data analysis and recommended specific targets for sporting ground provision for each sport. Change of State Government water restrictions has changed approach to sportsground management. New approach being developed for Council consideration.
	Cross Municipal Boundary Initiatives	●	Leisure and Culture	Sign joint use and development agreement for construction of multi-purpose facility at Patterson River Secondary College. Agreement ratified and signed by Council on 28 June, 2010.
	Kingston Playground Strategy	●	Parks and Depot Operations	The Draft Playground Strategy has been presented to CIS after a period of public consultation and is listed for adoption at Ordinary Council 26 July, 2010.
	Regional Soccer Strategy	●	Leisure and Culture	Kingston Heath Regional Soccer Centre works 95% complete. Negotiations ongoing on management model. Successful application made to Strengthening the World Game funding for Edithvale Reserve soccer pitch reconfiguration, as supported by Master Plan and Regional Strategy.
	Enhancement of Bald Hill Park and associated picnic and playground	●	Parks and Depot Operations	Construct a combined all ages playground and improve walking paths. Public consultation for playground and picnic area refurbishment and new paths at Bald Hill Park have been completed. Work is programmed to commence in August 2010 and be completed by the end of September 2010.
	Cycling and Walking Plan and Management Group	●	Leisure and Culture	Established cycling and walking reference group. Promoted cycling and walking through cycle / walk to work days. Develop and deliver capital works plan for 2009/10 has been completed. Two reference group meetings held. Capital Works delivery program set.

## Council Plan Strategy 1.2 continued

Council Plan priority	2009/10 milestone	Progress against 2009/10 milestones	Responsible department	Year to date progress and issues/challenges faced during the period including how they were dealt with
Complete the Bay Trail community consultation on alignment of remaining sections	Conduct community consultation	●	City Strategy	This matter has been discussed with Council and direction will be sought from Council in the first quarter of 2010.
Encourage community involvement in decision making in key projects as they relate to Open Space Areas to ensure consultation with the local community and key 'Friends' groups occur when projects are identified	Consultation with all key stakeholders to be conducted as part of delivering capital works program	●	Parks and Depot Operations	Community surveys, letter drops, Village Committee presentations, media articles and community group presentations have been conducted as part of all projects.

## Council Plan Strategy 1.3

### Quality community facilities that are accessible, safe and well utilised.

Council Plan priority	2009/10 milestone	Progress against 2009/10 milestones	Responsible department	Year to date progress and issues/challenges faced during the period including how they were dealt with
Provide and facilitate development of high quality community facilities and spaces that promote shared use, community connectivity, integrated services, access by people of all abilities and provide value for money, including:	Kingston Town Hall continuing upgrade works	●	Community Buildings	Foyer and external canopy works, and replacement of parquet flooring have been completed.
	Chelsea Hall upgrade works	●	Community Buildings	Purchase and installation of air-conditioning system has been completed and is now operational.
Develop and maintain occupancy arrangements for 144 sports and recreation clubs to facilitate community access to Council facilities	Deliver winter and summer sportsground allocation process. Review status of all leases for sports and recreation clubs and develop a priority list for renewal	●	Leisure and Culture	Summer allocations completed. Lease renewal list established. Winter allocations completed.

## Council Plan Strategy 1.4

### Traffic, parking and transport.

Council Plan priority	2009/10 milestone	Progress against 2009/10 milestones	Responsible department	Year to date progress and issues/challenges faced during the period including how they were dealt with
Review Transport Strategy	Traffic Management report on Clarinda Road and Springs/Bourke intersection	●	Infrastructure	Origin Destination surveys were undertaken at VicRoads request during the expected highest truck peak to determine what percentage of trucks used Bourke Road and Old Dandenong Road for a legitimate delivery purpose and what percentage used this route as a bypass. The results confirmed Council expectations that the bulk of trucks using Old Dandenong Road and Bourke Road were through-traffic. The results of this survey have been submitted to VicRoads and the Truck Operations Committee for their deliberation when assessing Council's application to ban trucks in Bourke Road. The intersection of Springs Road and Bourke Road will be looked at once a decision has been made about the truck bans on Bourke Road. VicRoads is still in the process of assessing the latest truck data submitted. Council has written to VicRoads requesting that they finalise their investigations as soon as possible and inform Council of their decision.
	Advocacy for Dingley Bypass	●	Infrastructure	Councillors met with local MP's in May 2010 at which this matter was presented and discussed. Council also adopted the South Eastern Transport Study from SEITG, in which the construction of the Dingley Arterial through Kingston is supported. This will be discussed at the VicRoads Regional Cluster meeting to be hosted by Kingston in August 2010.
	Advocacy for Mornington Peninsula Freeway (MPF)	●	Infrastructure	Report to Council on strategic road advocacy issues for the municipality, which will include the MPF. Report to Council on the importance of the MPF to Kingston. Met with VicRoads at their 'cluster' south east metropolitan regional meetings, and met with VicRoads regional manager. A report was presented to Council in November 2009.
Seek Council endorsement and implement Kingston's Public Transport Strategy	Review strategy and report to Council on public transport advocacy	●	Infrastructure	An advocacy report was presented to Council in August 2009. This report was also submitted to the Secretariat of the Legislative Council Standing Committees.
Review and implement Community Road Safety Strategy and realign with State Government initiatives	Undertake review of strategy and develop action plan for implementation	●	Infrastructure	The development of the Strategy is complete. The Strategy will be presented to Council prior to going out on public exhibition in August 2010.

## Council Plan Strategy 1.5

### Safe environment and a positive sense of security

Council Plan priority	2009/10 milestone	Progress against 2009/10 milestones	Responsible Department	Year to date progress and issues/challenges faced during the period including how they were dealt with
Through a partnership approach and implementation of the Community Safety Strategy, provide a safe and secure environment for those that live, work and participate in community life	Implementation of Community Safety Month activities during October 2009. Facilitation of quarterly Community Safety Reference Group meetings. Co-facilitation of foreshore reference group.	●	Community and Aged Services	Quarterly Community Safety Reference Group meetings have been conducted. Facilitation of responses and community engagement has occurred for foreshore issues over summer; in particular Gnotuk Ave and Kelvin Grove. Received \$25,000 funding from Department of Justice to implement a graffiti removal program with community groups. Successful trial completed for offenders on court based orders to remove graffiti in Kingston. This has now been extended for another year.

### Infrastructure projects total expenditure

The total expenditure was \$26,882,474 for this year's capital projects (\$24,879,123 in 2008/09) relating to all five planned outcome areas. This is an 8.05% increase on 2008/09 expenditure.

Area	Capital Works expenditure 2009/10	Capital Works expenditure 2008/09
Technology Systems	\$1,183,389	\$1,464,931
Libraries and Education*	\$103,092	\$0
Leisure and Recreation	\$6,327,932	\$6,532,109
Community Services	\$545,406	\$344,899
Economic Development	\$1,287,155	\$332,676
Parks and Environment	\$2,490,326	\$2,738,862
Coastal Reserves	\$1,496,479	\$679,950
Community Buildings	\$2,682,380	\$2,138,700
Roads Infrastructure (including footpaths and carparks)	\$9,954,458	\$6,308,137
Drainage Infrastructure	\$605,813	\$3,935,972
Traffic Management	\$206,044	\$402,887
<b>TOTAL:</b>	<b>\$26,882,474</b>	<b>\$24,879,123</b>

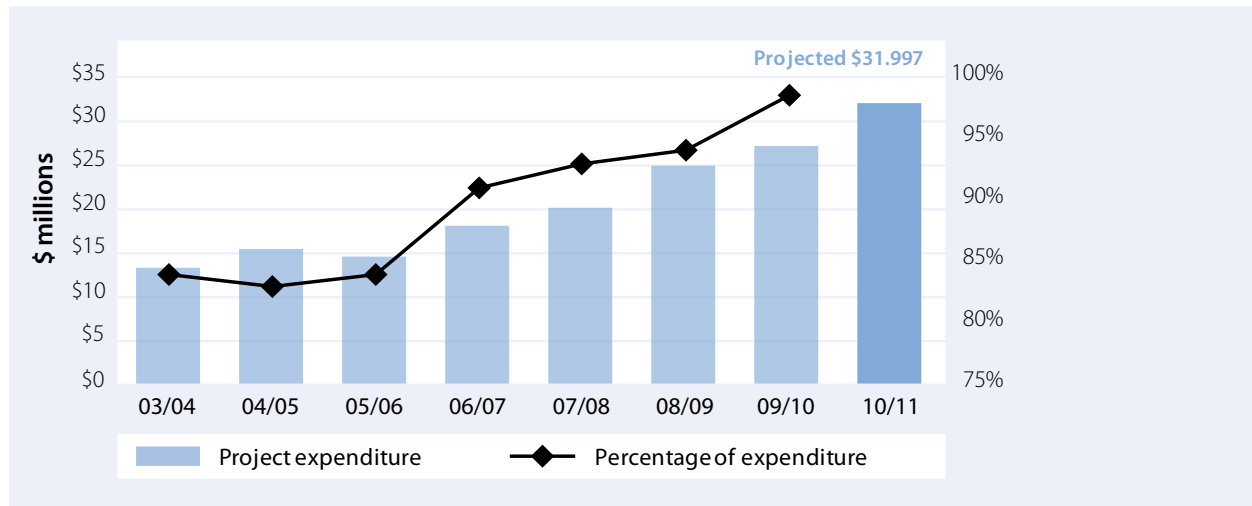
- The Patterson Lakes Library was developed as a Community Centre development. Therefore, the total costs of this project for 2008/09 appear under the Leisure and Recreation Area.



Kingston is a bustling metropolitan council with a number of key strip shopping centres and retail hubs. Creating safe, accessible and inviting places to visit is important.

## Infrastructure project expenditure comparisons

Figure 14: Capital Works expenditure and percentage



Source: Council's Infrastructure Department

## Triple Bottom Line results for Outcome 1

Triple Bottom Line refers to a range of economic, social and environmental indicators that Council uses to monitor the wellbeing of the community. These indicators are detailed below.

Economic indicator:	Infrastructure/ road renewal
Responsibility:	Kingston City Council
Council Plan target:	23% decrease in annual funding gap to achieve sustainable capital renewal for all assets.

For 2008/09, the annual funding gap was estimated at \$7.2 million. This figure is the difference between the estimated sustainable renewal budget and proposed expenditure. In 2009/10, the annual funding gap was \$5.15 million. This figure is the difference between the estimated sustainable renewal budget and actual expenditure. This provides a funding gap reduction of 28.5%. Council has achieved a better than expected reduction in the annual funding gap of 28.5% compared to our target of 23%. Forward modelling for renewal calculations is based on Council's capacity to self-fund its asset renewal liabilities. Successful applications for Federal stimulus grants have contributed to this favourable outcome.

Source: Council's Infrastructure Department records.

Environmental indicator:	Open space satisfaction
Responsibility:	Kingston City Council. Source: DPCD Annual Community Satisfaction Survey.
Council Plan target:	82% of residents agree there is adequate open space; and 82% of residents agree open space is an attractive place to spend time.

The last independent Kingston Community Survey in 2006 revealed that:

- 83% of respondents felt that open space in Kingston was adequate; and
- 84% of respondents believed open space in Kingston was attractive.

There is no update available on the 2006 results shown above as Kingston did not conduct an independent community survey in 2008/09. The next survey is anticipated to be conducted in 2009/10.

Source: Kingston City Council Community Survey 2006

<b>Economic indicator:</b>	<b>Safe road network</b>
Responsibility:	Not directly monitored, surveyed or controlled by Council.
Council Plan target:	Decreased trend in road, vehicle and pedestrian crashes.

The most current available data (for the financial year ending 31 December, 2009) shows that the City of Kingston experienced a large decline in the total number of casualty accidents compared to 2008, and the lowest number for the past five years.

The total number of casualty accidents is broken down as follows:

- Fatal accidents: 5 in 2009 compared to 10 in 2008,
- Serious injuries: 151 in 2009 compared to 205 in 2008, and
- Other less serious injuries: 211 in 2009 compared to 228 in 2008.

Figure 15: Casualty Accidents (calendar year ending 31 December)



Source: VicRoads CrashStats as at 30 August 2010.

**The Kingston Heath Regional Soccer Centre in Cheltenham is set to be the premier community soccer venue in the State thanks to a \$3.3 million redevelopment. Council is contributing \$360,000 towards the project over two financial years and the remainder is being funded by the Federal Government's Community Infrastructure Program. From left, Council project manager, Anthony Ziem, Cr Lewis Dundas, Cr Paul Peulich, Ray Georgiou (community steering committee member) and Cr Ron Brownlees.**



## Highlights of Outcome 1

### Approval for draft Playground Strategy

Kingston Council's 10-year playground renewal program approved in February 2010 includes \$2.15 million to upgrade 49 existing playgrounds and the establishment of six new playgrounds at a total cost of \$570,000. The draft strategy provides a strategic approach to future development with the aim of delivering optimal value to the community through appropriate planning, design and maintenance programs. The playground strategy will involve extensive consultation with schools, kindergartens, Village Committees and the local community to determine the community's priorities. Priorities will also account for demographics and diversity of play opportunities. Council currently manages 112 playgrounds across Kingston with an estimated value of \$6.8 million. During 2009/10, Council spent almost \$400,000 on playground renewals and a further \$100,000 on Stanley Avenue Reserve in Cheltenham to create a 'town park' complete with play equipment and outdoor decking that will be used in warmer weather by the adjacent Cheltenham Library for a children's reading program.

### New Waste Services contract

Council's new contractor, Transpacific Cleanaway, commenced operating waste collection in Kingston on 5th October 2009, providing key waste collection services in the areas of garbage, recycling, green waste, and processing of recyclables. Transpacific Cleanaway was appointed in February 2009 for a seven-year period following a thorough tender process which evaluated technical capacity, provision of the service, experience, service planning and delivery, environmental sustainability, customer service, commitment to quality, and price. The new contractor is using 15 new highly decorative trucks that conform to Euro 4 emissions standards therefore reducing their impact on the environment. The trucks also display positive environmental messages such as 'Less waste = less rubbish' reinforcing the importance of working together to minimise our impact on the environment.

### No Standing trial for sections of Beach Road weekends 6am-10am

In the interests of improving safety, Kingston Council endorsed a 12-month trial of weekend 'no standing' restrictions from 6am-10am along specific sections of Beach Road in February 2010. The trial is in response to safety concerns, particularly for cyclists along one of Victoria's most popular cycling routes. Council has also supported a study being undertaken by Sandringham District and Community Hospital into accidents associated with cyclists, which will assist with evaluating the merits and benefits of the trial 'no standing' arrangements. An estimated 3,500 cyclists currently use Beach Road on any Saturday or Sunday. The 'no standing' zone will allow two, through lanes of traffic in each direction which will enable Council to work together with all road users and VicRoads to improve the safety of cyclists and road users. Letters were sent to more than

500 residents along Beach Road and signs were installed in March 2010. The 'no stopping' zones will apply to the inland side of Beach Road between Mundy Street and Nepean Highway, and on the coast side between Rennison Street and Nepean Highway.

### Kingston Heath Soccer Complex upgrade

Following the announcement in May 2009 of a grant from the Federal Government of \$2,936,000 to go toward a \$3.3 million upgrade of the Kingston Heath Soccer complex, Council is pleased to report that this project was completed on schedule and on budget, with the official opening held on 30th July 2010. The Government grant was made under the Federal Government's Community Infrastructure Program and Kingston Council funded the additional \$360,000 cost from its 2009/10 Capital Works Budget. The new complex fulfils the need for a quality regional soccer facility in Kingston and offers improved opportunities for, and access to, an extended range of related activities and community engagement programs. The complex caters for the needs of both local and Victoria's regional soccer clubs, schools and community groups that can be shared and enjoyed. One of the many features of the complex upgrade is the provision of two new synthetic FIFA accredited pitches. Not only are they versatile in their configuration, they also require little water to maintain a quality surface which is an advantage during times of water restrictions. Other features include the provision and installation of training lights, an upgrade to the existing pavilion, installation of new water storage tanks to harvest water on site and support future irrigation use of the remaining turf pitches, additional two change rooms, kiosk and new covered seating areas, three new electronic scoreboards, and construction of two new car parks. The construction phase of the project provided 20 full-time jobs.

### New Community Buildings Department for Kingston

The new Community Buildings Department was established on the 4 January, 2010. The new department will facilitate the provision of suitable community buildings and facilities that support the delivery of services to the community. In doing so, a comprehensive Building Operation Management Plan will be created over the next one-two years. This plan will define strategic capital and planned maintenance investment priorities, in order to deliver high quality community buildings and facilities that provide for the needs of the community now and into the future. In its first six months, this department undertook a comprehensive condition audit of all Council's buildings, providing strategic data on their condition and the level of investment required for each building. In addition, a detailed risk assessment of all Council's foreshore buildings and structures has been completed, which has identified a series of urgent structural works, which are now being addressed.



## Together We're Creating a More Sustainable Environment

Together, we're creating a more sustainable environment. This outcome encompasses strategic planning, statutory planning, parks and urban design, environment and planning, depot services and building maintenance that all combine to maintain and preserve Kingston's built and natural assets.

Photograph: Celebrating the Living Links project at Mordialloc Creek, from left, Shane Scanlon (Living Links), Jared Megans from Council, Wal Grahame (Friends of Mordialloc Catchment), Nina Earl (Friends of Mordialloc Catchment) and David Buntine (Chairman of Living Links).



# A Sustainable Environment

## About this Outcome

Together, we're creating a more sustainable environment. This outcome encompasses strategic planning, statutory planning, parks and urban design, environment and planning, depot services and building maintenance that all combine to maintain and preserve Kingston's built and natural assets.

This year Council invested \$17.9 million towards achieving sustainable environmental outcomes for Kingston. This is an increase of 7.8% on the 2008/09 figure of \$16.6 million.

## Our major achievements in 2009/10

- A new water harvesting project will benefit thousands of trees across Kingston following venture with local company Danks (see Highlight on page 75).
- The draft Greenhouse and Energy Management Strategy has been released for public comment and a Climate Change and Biodiversity Reference Group will be established.
- Kingston welcomed \$50,000 in funding for drought relief initiatives which was used to implement a program of sportsground irrigation system upgrades and warm season grass conversions at six sporting reserves across the city.
- In response to the change in water restrictions policy from 3A to 3, the Sportsground Irrigation Plan 2010-13 maps Council's proposed potable water sportsground irrigation.
- Kingston joined with the MAV advocacy campaign seeking funding assistance for the changeover of Council's streetlights to low-energy fittings, estimated to cost approximately \$3.2 million.
- Council has led advocacy campaigns on a range of key issues e.g. the Moorabbin Airport Master Plan (see page 45 for more campaigns).
- Kingston welcomed funding for jobs training and accessible parks program (see Highlight on page 75).
- Completed community consultation for Mordialloc Creek Master Plan.
- Successfully applied for Federal funding of \$2.4 million which was matched by Melbourne Water for an upgrade and stormwater capture project at Namatjira Park totalling \$5 million after Kingston contributed \$220,000 (see Highlight on page 75).
- Depot Services staff implemented the HACC Energy Program which involves making energy saving improvements to elderly clients' homes. It included the installation of energy efficient light globes, draught stoppers, water efficient shower-heads and dual flush toilet cistern adaptors.

- A Utility Officer was employed to audit Council's electricity and gas bills and this has resulted in significant opportunities for savings being identified.
- Planning commenced for the future of the Green Wedge (see Highlight on page 75).
- The development of Draft Structure Plans for the Moorabbin, Cheltenham and Mentone Activity Centres and the creation of interim planning controls for these Activity Centres.
- A major upgrade to road and drainage improvements along Riversdale Avenue Carrum saw the construction of our largest stormwater pumping station to provide flood protection for upstream catchments.
- Extensive work was completed to review outstanding Building Notices and Orders relating to swimming pool and boarding house compliance with the Building Regulations.
- Officers have been actively involved with investigating the impact of predicted sea level rise on Kingston's coastline as a result of climate change.

## Challenges we experienced

- The ongoing delays to the implementation of the Carbon Pollution Reduction Scheme (CPRS) has impacted on the delivery of some services and the uptake of others.
- The premature withdrawal of the insulation rebate by the Federal Government, along with stopping the GreenLoans and Home Sustainability Assessment funding created unrest in the community and jeopardised a number of programs Council was planning to implement.
- Increased scrutiny of OHS in the workplace has resulted in all teams having to work closely with Council's OHS Unit to ensure compliance in the work environment for staff and contractors.
- Adapting Council's maintenance and playground design practices to the new Australian Standards for Playgrounds.
- The repeated theft of expensive and beautiful plants at Aspendale Gardens in the recently renovated wooden planter boxes located on the corner of Wells Road and Nurten Parade.
- Improving procurement processes while meeting the demands of an ever-increasing project workload across all areas of Council.
- Managing community expectations for increased service levels while maintaining an environmental focus within budget and spending constraints.

- Over the last 12 months, the Parks Department has focused on settling in the bulk of the staff at the new Depot in Industrial Drive, Braeside.
- Staff retention, extended periods of leave and required training across City Strategy and Statutory Planning Departments.
- Ongoing issues with vandalism and graffiti.
- Assisting to develop an Ecological Sustainable Design policy for Council buildings.
- Finalising the Greenhouse and Energy Management Strategy and the Water Cycle Strategy.
- Employ a Water Data Officer to investigate Council's water bills for savings opportunities.
- Replace of all toilets and cisterns in the Kingston City Hall with dual flush alternatives to save water.

### Plans for the next 12 months

- Following the easing of water restrictions from 3A to 3, it is proposed to undertake further Warm Season Grass Conversions at Ben Kavanagh Reserve, Dingley Reserve, Edithvale Soccer Numbers 2 and 3 and Roy Dore Reserve (East).
- \$1 million for dredging and improvements to Mordialloc Creek.
- Continue with investigations into climate change and related impacts on infrastructure assets within the municipality.
- Continue with the low energy streetlight advocacy campaign in conjunction with the MAV.

Fast Facts	2009/10	2008/09	Change	% Change
Tonnes of garbage collected	28,217	27,524	693	2.5%
Tonnes of recyclables collected	17,103	16,994	109	0.6%
Tonnes of green waste collected	13,453	11,290	2,163	16.1%
Tonnes of hard waste collected	2,967	2,267	700	23.6%
Number of mattresses collected	4,857	5,577	-720	-14.8%
Kilometres of streets swept	11,200	11,200	0	0.0%
Planning applications received	952	1,004	-52	-5.5%
Building applications received	243	213	30	12.3%
Tonnes of rubbish collected by volunteers on Clean Up Australia Day	1.17	2.14	-1	-82.9%
Improvements and works along the foreshore	\$1,061,000	\$680,000	\$381,000	35.9%
Street trees planted	1,837	2,176	-339	-18.5%
Street trees pruned	14,000	20,000	-6,000	-42.9%

**Dredging Mordialloc Creek is a major priority for Council in the next 12 months.**



## How we performed against the Council Plan – Our scorecard

The following tables reflect the progress of our key work during 2009/10. Each milestone is linked to the strategies and priorities set in the 2009-2013 Council Plan. The progress at the end of the financial year against each milestone has been represented by:

- **Achieved**
- **In progress**
- **Delayed/ initiative postponed**



Council continues to advocate for the expansion of the Chain of Parks from Karkarook Park (above) to Braeside Park.

### Council Plan Strategy 2.1

**Insightful, intergenerational planning and delivery.**

Council Plan priority	2009/10 milestone	Progress against 2009/10 milestones	Responsible department	Year to date progress and issues/challenges faced during the period including how they were dealt with
Promote Kingston's Green Wedge	Reviewing the non-urban area in collaboration with the State Government	●	City Strategy	Council has been represented at Taskforce meetings and has appointed a consultant and periodically met to further its Green Wedge work.
	Advocate for implementation of the Sand Belt Open Development Plan	●	City Strategy	The State Government Taskforce is considered to be the forum for continual advocacy around the implementation of this project.
	Investigate strategic land purchases	●	City Strategy	Further work is required in relation to the parcels of land which still require acquisition in order to assist in the delivery of the sandbelt project.
	Advocate and work for establishment of a Chain of Non-urban Parks	●	City Strategy	Advocacy for the establishment of a Chain of Non-Urban Parks is ongoing.
Review of local planning and processes	Review of local planning and processes across different projects	●	City Strategy	Council officers are working on a number of different projects that will result in reviews of existing local planning policies. Such projects include residential and open space planning and activity centre planning which will ultimately result in changes to the local planning policy framework.
Implement the Residential Strategy to ensure neighbourhood character is protected and enhanced	Provide data and engage in consultation with the State Government	●	City Strategy	Council officers have provided data and engaged in consultation with the State Government regarding existing housing policies to assist the Housing Growth Requirements work being undertaken for all metropolitan Councils. The State Government is reviewing this data in preparation of releasing housing capacity requirements. It is anticipated that these requirements will be released to Councils by end of 2010.

## Council Plan Strategy 2.2

### Striving for a balance between development and amenity.

Council Plan priority	2009/10 milestone	Progress against 2009/10 milestones	Responsible department	Year to date progress and issues/challenges faced during the period including how they were dealt with
Continue implementation of structure plans, including:	Carrum	●	City Strategy	No work is planned for the balance of the financial year in relation to delivery outcomes identified in the Carrum Structure Plan for Council.
	Clayton South	●	City Strategy	No work is planned for the balance of the financial year in relation to delivery outcomes identified in the Clayton South Structure Plan for Council.
	Mordialloc	●	City Strategy	Council has completed the first round of consultation for the Mordialloc Creek Master Plan. During the first quarter of 2010/11, further work will occur prior to exhibiting a draft Mordialloc Creek Master Plan.
	Highbett	●	City Strategy	Council has received some planning applications for the 'Increased Density Highway West' precinct and has had some preliminary discussions regarding the redevelopment in this precinct.
Develop detailed structure plans for the following activity centres:	Moorabbin	●	City Strategy	Council officers have prepared a draft Structure Plan for Moorabbin Activity Centre. Community engagement on the plan has been undertaken during the third quarter and a process of reviewing the submissions is now occurring. A Planning Scheme Amendment to implement the Structure Plan is expected to be commenced during 2010/11 once Council has resolved its position with respect to the Structure Plan.
	Cheltenham	●	City Strategy	Council officers have prepared a draft Structure Plan for Cheltenham Activity Centre. Community engagement on the plan has been undertaken during the third quarter and a process of reviewing the submissions is now occurring. A Planning Scheme Amendment to implement the Structure Plan is expected to be commenced during 2010/11 once Council has resolved its position with respect to the Structure Plan.
	Striving for a balance between development and amenity at Mentone	●	City Strategy	Council officers have prepared a draft Structure Plan for Mentone Activity Centre. Community engagement on the plan has been undertaken during the third quarter and a process of reviewing the submissions is now occurring. A Planning Scheme Amendment to implement the Structure Plan is expected to be commenced during 2010/11 once Council has resolved its position with respect to the Structure Plan.
Submit interim control request arising out of PLAN project to the Minister for Planning	Submission to be completed	●	City Strategy	Submission made in March 2010.

## Council Plan Strategy 2.3

### Protect and enhance Kingston's natural environment

Council Plan priority	2009/10 milestone	Progress against 2009/10 milestones	Responsible department	Year to date progress and issues/challenges faced during the period including how they were dealt with
Establish a climate change and biodiversity reference group	Present report to CIS to clarify direction and form reference group	●	Parks and Depot Operations	Councillors adopted the Terms of Reference on 22 February, 2010. Membership has been sought and a report seeking endorsement of the membership will be presented to Ordinary Council on 26 July, 2010.
Progress implementation of Mordialloc Creek Master Plan, including:	Revegetation and development of Mordialloc Creek from Wells Road Bridge to the mouth of the river	●	Parks and Depot Operations	Funding has been provided through Melbourne Water and sponsor organisation for improvement works. Also Dandenong Living Links successfully negotiated a sponsorship arrangement that supports revegetation work along the creek.
Review and reinvigorate Kingston's foreshores	Installation of new recycling stations, foreshore furniture, drinking fountains, disabled access and car park fencing along sections of the Kingston foreshore	●	Parks and Depot Operations	Recycling stations have been installed at Stephens St, Hazel Pierce / Peter Scullin and Williams Gve car parks. New furniture has been installed in the rotunda at Peter Scullin Reserve and at Victory Park. New drinking fountains have been installed at Beauty Spot, Williams Grv and Peter Scullin Reserve. Reg Nichols Pavilion has been completely refurbished including the installation of new furniture and a drinking fountain. New stairs have been installed at the end of Hearle Ave to provide access onto the beach. Paths, boardwalks and disabled access have been installed at Victory Park.

**Chelsea's Victory Park is located in an ideal spot, right next to the beach in The Strand. Council has installed paths boardwalks and disabled access to make a visit to this fantastic park even more enjoyable.**



## Council Plan Strategy 2.3 continued

Council Plan priority	2009/10 milestone	Progress against 2009/10 milestones	Responsible department	Year to date progress and issues/challenges faced during the period including how they were dealt with
Implement the Coastal Management Plan	Continue existing erosion control practices (i.e. erosion control fences, revegetation works) to maintain foreshore amenity and protection	●	Parks and Depot Operations	Commenced implementation of all the high priority actions in the first year of the Coastal Management Plan. Continuation of Encroachment Removal Program at Aspendale foreshore. The Natural Resource Area Team has commenced revegetation works for the April to June planting season. Encroachment Removal Program in North Aspendale foreshore is nearing completion.
	Balance the recreational, community, environmental and economic benefits of the foreshore	●	Parks and Depot Operations	Gates have been installed that allow pedestrian access while preventing unauthorised vehicle access to the foreshore for public safety and environmental protection. Realignment of Alexandra St accessway complete. New sliding boom gate to be installed at Kelvin Grv carpark and repairs to Gnotuck carpark gate completed.
	Provide and maintain coastal infrastructure to a safe standard	●	Parks and Depot Operations	Degraded assets and prioritisation of replacements have been identified. Repairs to Groves St access way completed. Improvement works on Harding Ave accessway commenced. Maintenance of handrails and pedestrian tracks ongoing.
Maximise the aesthetic values of Kingston's street scapes through establishing and maintaining street and roadside tree planting	Provide street and roadside planting program throughout Kingston	●	Parks and Depot Operations	This is ongoing as part of Council's street tree cyclic pruning program as well as the tree establishment program.
Continue to manage Council's former landfill sites	Manage former landfill sites	●	City Strategy	Council is continuing to work with landfill operators during the first quarter of 2010 with regard to site management practices.
Participate in regional Dandenong Living Links Project, including:	Improving public amenity	●	Parks and Depot Operations	This is an on-going project in conjunction with neighbouring Councils and agencies to implement programs to create habitat and recreational linkages across Council boundaries.
	Condition of waterways	●		
	Achieving a sense of green corridors along linear parks, waterways and open spaces	●		
Implement actions identified in Kingston's Biodiversity Strategy	Identify, protect and manage remnant vegetation	●	Parks and Depot Operations	This is part of the work undertaken by the Natural Resource Area team within the Parks Department.
	Increase awareness, appreciation and understanding of biodiversity in the local community and create opportunities for participation in biodiversity management	●	Parks and Depot Operations	The approach taken includes ongoing Community Engagement Program through community planting days, Park Friends Group activities, schools participation in nursery and planting activities, Summer by the Bay holiday program and regular media articles.

## Council Plan Strategy 2.3 continued

Council Plan priority	2009/10 milestone	Progress against 2009/10 milestones	Responsible department	Year to date progress and issues/challenges faced during the period including how they were dealt with
Provide ongoing advice to the community relating to the Significant Tree Register	Undertake a review and report to Council on the condition of the significant trees and visit some trees that may be worthy of inclusion on the register	●	Statutory Planning	The review of the condition of trees listed on the Significant Tree Register and trees which may be worthy of inclusion on the register has only recently commenced, but is progressing well. It is anticipated that the work required should be completed by September 2010, with a report to Council in the October meeting cycle.
Provide information and opportunities for the community to participate and connect with the environment, including:	Education for Our Future program for local primary and secondary schools	●	Parks and Depot Operations	2010 program brochure has been developed and distributed. Teacher Network Meetings were held in February and May 2010 with the newsletter distributed in the week following each of these meetings.
	Implement a sustainability program with industrial businesses	●	Parks and Depot Operations	Identified and worked with key local industrial businesses to reduce their energy consumption. The 'Manufacturing in a Low Carbon Economy' event on 13 May, 2010 launched the program. Follow up phone calls and visits have been conducted with all participants and Environment and Planning is working closely with Economic Development to improve the environmental performance of all Kingston based industry.
	Growing the Foreshore's Future (GFF) program	●	Parks and Depot Operations	Resident and community groups participated in Community Planting Days in May and June 2010.
	Support Clean Up Australia Day	●	Parks and Depot Operations	The event on 7 March, 2010 saw volunteers collect 178 bags of litter of which 46 were recyclables. Nine schools participated in Schools Clean Up Day on 5 March, 2010.
	Support Friends Groups	●	Parks and Depot Operations	This work is ongoing and includes support for nursery and planting activities, staff attending meetings and administrative support with newsletters.
	Educating the community on environmental matters and events in Council's newspaper, <i>Kingston Your City</i>	●	Parks and Depot Operations	Stories featured in KYC during this period included: advertising the Growing the Foreshore's Future planting days, National Tree Day and promoting the Industry Program.

## Council Plan Strategy 2.4

### A leader in sustainable practices.

Council Plan priority	2009/10 milestone	Progress against 2009/10 milestones	Responsible department	Year to date progress and issues/challenges faced during the period including how they were dealt with
Review and renew all Council energy efficiency	Ongoing analysis of Planet Footprint data to identify and prioritise opportunities to reduce energy consumption	●	Parks and Depot Operations	Ongoing analysis of Planet Footprint data to identify and prioritise opportunities to reduce energy consumption has been conducted. In response to the data being reviewed, staff are planning and implementing energy efficiency improvements.
Develop and adopt a Greenhouse Gas Reduction Strategy, including:	Continue to track greenhouse gas emissions and programs against adopted targets	●	Parks and Depot Operations	Tracking energy use through Planet Footprint data has been provided to Council on a quarterly basis. The Utility Officer is also closely tracking gas and electricity use. Progress towards adopted targets was outlined in the draft Greenhouse and Energy Management Strategy.
	Assessment of the viability of Kingston becoming carbon neutral within a set time frame	●	Parks and Depot Operations	The 'corporate' section of the draft Greenhouse and Energy Management Strategy was adopted by Council on 22 February, 2010 for community consultation.
	Lead the community in reducing greenhouse gas emissions	●	Parks and Depot Operations	The Terms of Reference for the Climate Change and Biodiversity Reference Group was adopted by Council on 22 February, 2010. Membership for the group was sought and confirmed by Council on 28 June, 2010.

Kingston Council's involvement in the 'Learning 4 Life' program helped Patterson River Secondary College win at the 2010 Victorian Science and Mathematics Education Excellence Awards.





## Council Plan Strategy 2.4 continued

Council Plan priority	2009/10 milestone	Progress against 2009/10 milestones	Responsible department	Year to date progress and issues/challenges faced during the period including how they were dealt with
Develop strategy to be the first Council to achieve zero waste goals	Continue high quality municipal waste collections, recycling services and education programs	●	Infrastructure	<p><b>New waste service contracts</b> were phased in from October 2009. Continued with waste education strategies and implementation of Waste Wise program targeting 'gold' accreditation in 2009/10.</p> <p><b>School Waste Education:</b> 21 school waste education sessions delivered to 739 participants. The Waste Education Officer continued to facilitate the delivery of the ResourceSmart Schools Waste Module at St Bede's College.</p> <p><b>Who's Eating Your Scraps Campaign:</b> Six Community Composting, Worm Farming and Bokashi Made Easy workshops were delivered to 60 participants.</p> <p><b>Community Waste Education:</b> A worm farming presentation was delivered at the Chelsea Heights Community Gardens Open Day. Eight articles were published in <i>Kingston Your City</i>. Various updates to the Council Waste webpage were made. A 'lifecycle of recycling display' was installed in the Cheltenham office foyer for two weeks.</p> <p><b>ECO-Buy:</b> The contracts and tender manual were reviewed to include environmentally preferable product policy and specifications, as well as an Environmental Management questionnaire and evaluation for all tenders. Green purchasing specifications were included in Council's design and print tender.</p> <p><b>Waste Wise Council:</b> A composting, worm farming and Bokashi workshop was delivered to 15 staff. Two tours of the Polytrade Recycling Facility were conducted for 33 staff. A food organics recycling collection was established at the Arts Centre and City Hall. An e-waste collection cage and fluorescent and incandescent light globe stillage was installed at the Mentone Depot. Waste Wise Council Recertification documents were compiled. A waste audit of the Cheltenham and Mentone offices was conducted.</p> <p><b>Bin inspections:</b> During 2009/10, 7,804 recycling bins were inspected. As a result, 1,093 households were issued with a warning notice and a further 153 bins were rejected for containing three or more contaminants. During the year, 3,923 garden organics bins were inspected. As a result, 244 households were issued with a warning and 34 bins were rejected.</p>

## Council Plan Strategy 2.4 continued

Council Plan priority	2009/10 milestone	Progress against 2009/10 milestones	Responsible department	Year to date progress and issues/challenges faced during the period including how they were dealt with
Respond to challenges associated with climate change and the drought, including:	Adopt and implement Artificial Sporting Surfaces Study	●	Leisure and Culture	Artificial Sporting Surfaces Study was undertaken and adopted by Council June 2009. Actions are now being implemented progressively.
	Consolidate strategies to maintain sports ovals	●	Leisure and Culture	Water management plan for water saving across ovals conducted. Continue to undertake warm season turf conversion and educate sporting clubs about responsible usage of sports ovals. Successful application for Community Sport Drought relief funding in 2010/2011 for \$60,000. Warm season grass conversions for Ben Kavanagh, Roy Dore and Souter Oval.
	Implement warm season grass conversion program	●	Parks and Depot Operations	This program has been implemented at Highett Reserve, The Grange Soccer Ground, Souter Reserve, Beasley Reserve, Bonbeach Oval No.1 and Edithvale Soccer.
Improve water cycle management, including:	Develop a Kingston Water Cycle Strategy	●	Parks and Depot Operations	A consultant has been appointed to prepare Kingston's Water Cycle Strategy with stage one completed. This identified a number of gaps in Council water usage data. A full time officer will be appointed for three months to investigate the use of approximately 38ML of water currently unaccounted for.
	Implement Kingston's Sustainable Water Use Plan	●	Parks and Depot Operations	Work completed at the Bonbeach and Industrial Drive Depots – water tanks installed and now operational. New sub meter has been installed at Walter Galt Reserve to better understand water use of the facilities on this site.
	Reduce stormwater pollution	●	Parks and Depot Operations	The tidal flap was broken and the repairs resulted in unexpected water levels in drains which had to be analysed. The high water levels were found to have no influence on the monitoring data. Monitoring commenced again in February 2010 and is continuing.
	Continue to monitor water usage across the organisation	●	Parks and Depot Operations	Planet Footprint reports were analysed by consultants through the development of the Water Cycle Strategy, this identified 38ML of water bills which use is currently unknown. A full time officer will be appointed for three months to investigate this water use.
Participate in implementation of projects from the Regional Economic Strategy particularly the Purple Pipe project for recycled water and the Innovation Precinct Project	Apply for funding and implement projects that receive funding	●	Parks and Depot Operations	Completed the installation of water tanks and pump at Doug Denyer Reserve. Completed the Kingston Heath Storm Water Harvesting project and integrated the existing irrigation system to use the stormwater. Have been successful in receiving \$2.5 million of Federal funding toward the Namatjira Park project that includes stormwater harvesting for irrigation purposes. Staff are currently in the process of awarding the work. Submitted a consortium grant application with other Councils for two stormwater harvesting projects.

## Triple Bottom Line results for Outcome 2

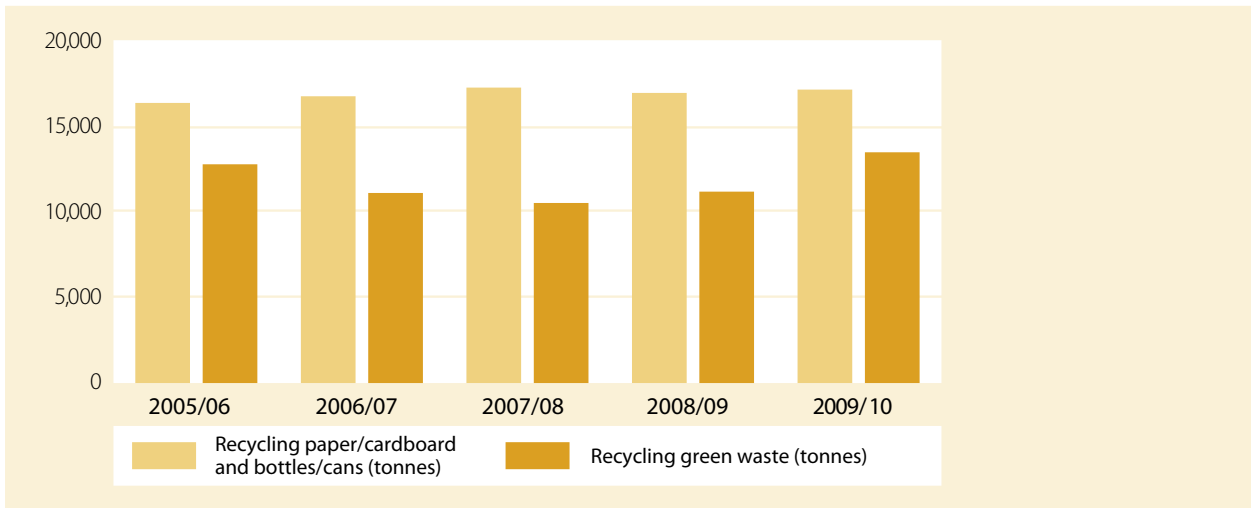
Triple Bottom Line refers to a range of economic, social and environmental indicators that Council uses to monitor the wellbeing of the community. These indicators are detailed below.

Environmental indicator:	Diversion of waste from landfill
Responsibility:	Kingston City Council
Council Plan target:	To achieve 50% or greater diversion of waste from landfill

Kingston remains committed to waste reduction to approximately 57,500 residential premises. Over the past 12 months, new waste services contracts were implemented and maintained a very high level of community satisfaction. In 2009/10, Kingston achieved a 52% diversion of waste from landfill. This figure is an increase from the 50.7% diverted in 2008/09 signifying a continued increase in the tonnes of materials recycled. With more advanced recycling technologies, all hard plastic containers and bottles can now be recycled and this should contribute to increased future diversion rates.

During 2009/10 the rate of recycling of paper, cardboard, bottles and cans was 17,103 tonnes (an increase from 16,994 tonnes in 2008/09) while the rate of recycling of green waste in 2009/10 was 13,453 tonnes (compared to 11,290 tonnes in 2008/09). Over 72% of residents use a green waste bin. Kingston's overall diversion rate compares favourably with neighbouring Councils.

Figure 16: Diversion of waste from landfill



Source: Council's Infrastructure Department records.



Encouraging the community to recycle and in the process, reduce the amount of waste to landfill, was a priority for Kingston Council in 2009/10. Local resident Tanya Bearup and children Samuel and Joshua take the lead in using their recycling bin correctly.

Environmental indicator:	Greenhouse gas emissions
Responsibility:	Kingston City Council; International Council for Local Environment Initiatives; Cities for Climate Protection Program
Council Plan target:	Council Plan target: Decrease 2000 Greenhouse Gas Emissions levels of 18,700 tonnes of CO2 by 20%

Council has released the corporate section of its draft Greenhouse and Energy Management Strategy for community comment. Implementation of the strategy as presented is predicted to meet the target of reducing corporate emissions by 20% over a four year period and will deliver significant financial savings associated with the reduction in energy consumption. Council has made a commitment to form a Climate Change and Biodiversity Reference Group to oversee the Strategy and monitor its implementation. Monitoring of emissions has been complicated due to the demise of the ICLEI Cities for Climate Protection program and Council is investigating other emission monitoring options.

The Federal Governments delay in implementing the Carbon Pollution Reduction Scheme has given Kingston's industrial business community a window of opportunity to address energy use and associated greenhouse gas emissions prior to the introduction of the scheme. Kingston's industries contribute over 2.7 million tonnes of carbon dioxide equivalent emissions each year. Council hosted a business forum 'Manufacturing in a Low Carbon Economy' to provide local industry with a range of examples of how to practically work towards a low carbon future. Council's Environmental Planning and Economic Development teams have built on this event to foster relationships which assist these manufacturers in reducing their greenhouse gas emissions.

Source: Council's City Strategy Department records.

**Volunteers of Kingston's Friends of Nature Reserves including Councillors Trevor Shewan and Rosemary West OAM.**



Environmental indicator:	Condition of waterways
Responsibility:	State Government (Melbourne Water; Parks Victoria; Department of Environment and Sustainability; Kingston City Council)
Council Plan target:	Monitor condition of waterways

The City of Kingston was a key contributor to the Environment Protection Agency (EPA) and Melbourne Water’s ‘Better Bays and Waterways: A Water Quality Improvement Plan for Port Phillip Bay and Westernport’. This plan sets out a series of catchment based actions, for Councils and other stakeholders, to improve the health of their waterways. These actions include litter reduction, promoting the installation of household raingardens and designing natural processes into the stormwater system to improve water quality. Kingston also contributes to Melbourne Water’s WaterWatch program which trains community groups to monitor water quality.

Source: Council’s Environment Department.

Environmental indicator:	Beach water quality
Responsibility:	State Government (Environment Protection Authority)
Council Plan target:	Monitor beach water quality

EPA Victoria generally found water quality at Carrum, Aspendale North, Mordialloc and Mentone beaches was good over the 2009/10 summer monitoring period (30 November, 2009 to 8 March, 2010). However, at Mentone beach, the EPA’s objective for primary-contact recreation slightly exceeded this objective. These results may reflect the greater number of stormwater drains at Mentone beach which result in elevated enterococci levels from stormwater run-off after rain. As a general precaution, EPA Victoria advises people not to swim near stormwater drains, rivers, streams and other outlets into the Bay during and for at least 24 hours after rainfall.

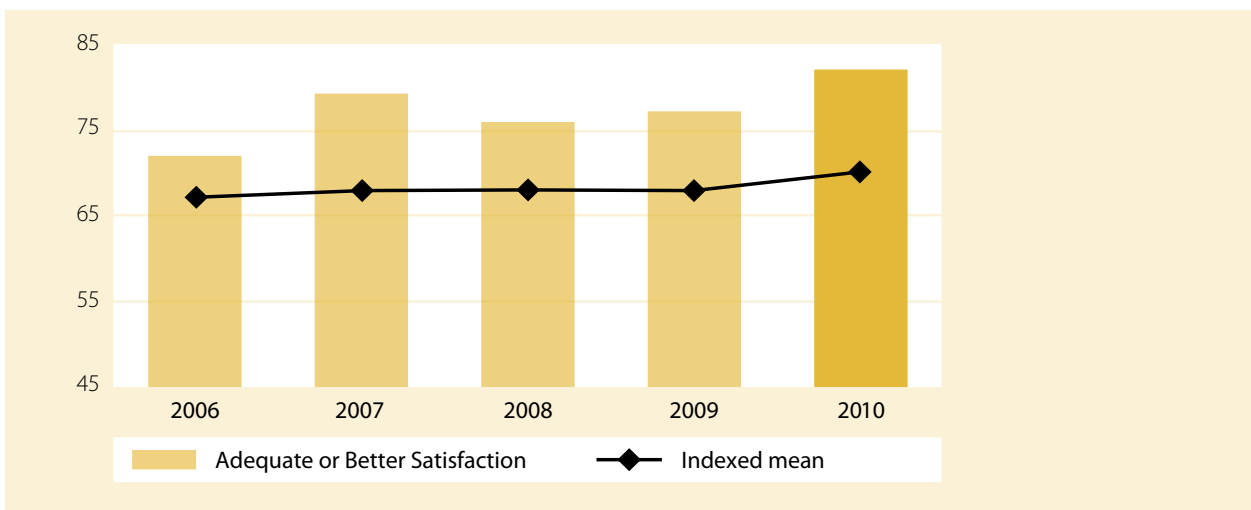
**FURTHER READING**

To read the EPA beach report 2009/10 visit [www.epa.vic.gov.au](http://www.epa.vic.gov.au)

Environmental indicator:	Appearance of public places
Responsibility:	Kingston City Council
Council Plan target:	75% resident satisfaction with appearance of public places

The City of Kingston understands that the appearance of public places is very important to the community. Satisfaction with public places is measured through the annual survey run by DPCD. The 2010 survey showed resident satisfaction increased to 82%, up from 77% in 2009. Council is pleased the survey results have increased, but will continue its endeavours to improve appearance of public areas and to achieve better service delivery in this area for residents.

Figure 17: Appearance of public places



Source: 2010 DPCD Community Satisfaction Survey.

Environmental indicator:	Status of existing biodiversity
Responsibility:	Kingston City Council
Council Plan target:	Monitor habitat by type and area

The Kingston Biodiversity Strategy 2007/12 was officially launched on World Environment Day on 5 June, 2008. This year has seen the implementation of the strategy including identifying existing and potential wildlife corridors, preparing five-year vegetation management targets for all of Council's Natural Resource Areas, and supporting community and school groups working to maintain and enhance biodiversity. Also, a habitat hectare assessment of Council's Natural Resource Area was conducted by a consultant (Biosis Research) as a high priority action to provide a baseline inventory for future monitoring. This was undertaken by applying the DSE habitat hectare method as per the DSE vegetation quality assessment manual (DSE2004).

Growing the Foreshore's Future is an annual project that involves local residents and community groups volunteering to grow native foreshore plants in their own homes for between nine-10 months before they are planted at selected sites along the foreshore over a number of special planting days. This year 28 residents, Central Bayside Adult Community Options, Northcliffe Lodge, Corben House and the Brotherhood of St Laurence all participated in the Growing the Foreshore's Future 2009/10 program growing over 2,400 seedlings for the foreshore. Since the project began in 2004, volunteers have grown more than 16,000 seedlings which have been planted between Aspendale and Carrum.

In addition to Council biodiversity initiatives, Kingston is a partner organisation in the Dandenong Living Links program coordinated by the Port Phillip and Westernport Catchment Management Authority. The program contributes to major Local, State and Commonwealth programs to improve public amenity, condition of waterways and achieve a series of green corridors along linear parks and waterways.

See page 30 for Friends Groups and environmental volunteers.

Source: Council's Park and Depot Operations Department records.



Lending a hand at a planting day as part of Kingston's Growing the Foreshore's Future program along the foreshore.

Participants of the Jobs Training and Accessible Parks Program assisted with the upgrade of the new-look Bicentennial Park in Chelsea.



## Highlights of Outcome 2

### **New Water Harvesting Project with Danks**

Thousands of trees across Kingston will benefit from free water to be supplied by local Braeside company, John Danks & Son Pty Ltd. This initiative is a fine example of local industry working together with Council for the benefit of the entire Kingston community. The generous Danks initiative was launched in July 2009. Danks new water harvesting project involves the donation to Kingston of rain water collected from the roof of its Braeside distribution centre site into newly installed tanks. The two new 50,500 litre water tanks have the potential to collect 7.8 million litres of water each year (based on local average annual rainfall statistics). The tanks have been installed at Dank's Braeside site to support Kingston's Tree Management Plan. Each newly planted tree receives between 25 and 40 litres of water per week depending on the size of the tree planted. Council uses about 20,000 litres per day on street tree watering alone during summer.

### **Joint application for major upgrade of Namatjira Park in Clayton South**

By working together, Kingston Council and Melbourne Water successfully obtained Federal Government funding for a major upgrade of Namatjira Park in Clayton South. The Federal Government's \$2.4 million grant will assist in the development of an innovative park expansion upgrade and stormwater capture project as part of the Government's Stormwater Harvesting and Reuse Projects. The Federal Government grant has been matched by Melbourne Water with a \$2.4 million funding allocation. Kingston has contributed \$100,000 to complete the \$5 million upgrade. Over the previous 12 months, Kingston has already invested more than \$120,000 at Namatjira Park completing works including the reconstruction of a modern high security toilet block, the refurbishment of the picnic area, park fence replacement, pedestrian path construction, park entrance work and extensive new tree planting. The Clayton South Retarding Basin and Namatjira Park Stormwater Reuse Project will develop local wetlands and a stormwater reuse scheme for Kingston's irrigation use with water savings from this project designed to offset approximately 92 million litres a year.

### **Kingston welcomed funding for Jobs Training and Accessible Parks Program**

In 2009/10, Kingston was awarded \$616,298 from the Federal Government's Job Fund to create local traineeships and undertake a range of improvements at Chelsea's Bicentennial Park. Kingston Council contributed \$453,000 to the project. The Jobs Training and Accessible Parks Program, an initiative arising from the Chelsea Renewal Project, has been undertaken as a partnership project between Kingston Council and Southern Suburbs Training Group. The project involves the employment of a project supervisor and the recruitment of 12 local jobseekers who undertake a one-year part-time traineeship, combining practical work experience with completion of Certificate II in Horticulture (Parks and Gardens) at Chisholm TAFE. The trainees will work together with Kingston's Parks team on a range of vegetation projects in the southern part of the municipality. A range of priorities have been identified as part of the project. These priorities include improving accessibility, upgrading toilet facilities and enhancing community facilities at Chelsea's Bicentennial Park.

### **Kingston plans for the future of the Green Wedge**

In April 2010, Council endorsed the development of a Green Wedge Plan for all of Kingston's non-urban areas which covers 2,000 hectares. Kingston is taking a proactive approach in developing a holistic plan for the non-urban areas recognising the increased role the area can play in the broader sustainability of the city. Council has already obtained a \$1 million commitment from the State Government for Kingston's Green Wedge to assist in the implementation of the important Chain of Parks Project. The Green Wedge Plan will establish key priorities which will be delivered in collaboration with the State Government and key agencies including Parks Victoria and VicRoads so that together we can encourage sustainable land management practices. These practices will give due consideration for existing land uses and developments, the physical and environmental attributes of the area as well as open spaces and recreational facilities across the city.



## Together we're connecting stronger, Healthier communities

Together, we're connecting stronger, healthier communities where happiness and security are central to community wellbeing. Council's ongoing programs include aged care, community engagement, social support, community safety, children, youth and family services, library services, environmental health services, animal management, fire prevention, enforcement of parking and local laws, and sporting, arts and culture.

Photograph: Children from Kingston's multicultural playgroup enjoy the new facilities at the Clayton South Community Centre.



# Healthy, Strong and Connected Communities

## About this Outcome

Together, we're connecting stronger, healthier communities where happiness and security are central to community wellbeing. Council's ongoing programs include aged care, community engagement, social support, community safety, children, youth and family services, library services, environmental health services, animal management, fire prevention, enforcement of parking and local laws, and sporting, arts and culture.

This year Council invested \$60.1 million in the wellbeing of the community. This is an increase of 8.7% on the 2008/09 figure of \$55.3 million.

## Our major achievements in 2009/10

- Accreditation report rated Kingston Hostels as 'High Quality.'
- Kingston Arts and Cultural Strategy consultation, 'Big Day In', hosted in August 2009.
- Council approved Disability Action Plan 2009-13 (see Highlight on page 92)
- Commencement of the Chelsea Working Together to Prevent Crime Project.
- Don Tatnell Leisure Centre celebrated 30th anniversary.
- Successful completion of the three-year 'Being Active Eating Well' pilot program.
- Council actively developed and implemented a Heatwave Plan and a Pandemic Plan for the community. This involved providing vulnerable people with information, cool neck ties and thermometers with heat related information to keep cool.
- Kingston Council approved 'dusk to dawn' cat curfew (see Highlight on page 92).
- Implemented the Pump Em Up program that clearly identifies businesses that will help Kingston residents using wheelchairs and electric scooters pump up their tyres.
- Patterson Lakes Library opened on 25 August 2009, with the Premier putting the last book on the shelf. The official opening was held in October 2009.
- Considered Neighbourhood Safer Places for Kingston as part of fire prevention and community safety activities.
- Expanded Kingston's battle against graffiti vandals, introducing a program which involves offenders removing graffiti.
- Joined with other libraries to tender for library resources with Procurement Australia.
- Continued involvement in the AccessIT project with the Chelsea Community Renewal project, the Aged and Disability program, and the Brotherhood of St Lawrence.
- Introduced a range of initiatives to reduce anti-social behaviour and hooning on the Aspendale foreshore.
- Created a Family Support Worker to provide parenting and family support to all residents.
- Officially reopened the redeveloped Westall Family and Children's Centre. This facility offers kindergarten, supported playgroups, Maternal and Child Health and Immunisation Services.
- Conducted extensive education programs throughout the municipality aimed at improved child safety. Themes included responsible pet ownership and road safety.
- Approved the Kingston Public Health and Wellbeing Plan 2009-13 (see Highlight on page 92)
- Waves Leisure Centre received 20 new 'Spin' bikes following a \$60,000 commitment by Council.
- New 'Gallery 2' opened at Kingston Arts Centre in March 2010.
- Kingston supported the 'Who's for Cats?' campaign encouraging the adoption of stray cats.
- New youth website launched: [www.kyfs.org.au](http://www.kyfs.org.au)
- Top award received by Waves Leisure Centre (see Highlight on page 93).
- Successful completion of the Commonwealth funded Dementia Community Grants project aimed at educating small business and community groups.
- Developed and implemented a new Service Agreement for the Kindergarten Central Enrolment Scheme for four-year old kindergarten.

## Challenges we experienced

- Community use of Kingston City Hall decreased over the past 12 months. A review of venue hire services for the facility is currently underway with the objective to increase access and usage.
- Stricter controls in OHS management relating to risk management and safety compliance have impacted on the services offered to users of Kingston City Hall, Kingston Arts Centre and Shirley Burke Theatre.
- Dealing with increasing compliance requirements of funding bodies and other levels of Government.
- The Waves Leisure Centre change rooms renovation program experienced numerous unexpected delays which impacted on members, guests and staff.
- Changes in Emergency Management placed more emphasis on Council to undertake initiatives that are not funded by other levels of Government.

- A number of critical incidents occurred at Council Leisure Centres over the last 12 months. In all cases, staff training resulted in the emergency situations being handled with professionalism and thoroughness. Unfortunately not all situations ended with positive outcomes which impacted emotionally on staff.
- As a result of the Children's Services Regulations 2009, minimum qualification standards have been set across all licensed children's services. Family Youth and Children's Services have supported staff and carers to upgrade their skills through access to education and training. Unfortunately, the service has lost staff as a result of the new opportunities this presents to staff and carers.
- Ageing infrastructure is limiting the growth and potential of the Child Care Centres.
- Changes in Liquor Licensing regulations and the strict interpretation of the new regulations by Responsible Alcohol Victoria has impacted on the delivery of programmed shows at Kingston Arts Centre and in planning for Council's Major Festivals.
- The Children's Services Regulations were implemented in May 2009. This resulted in Before School Care, After School Care, Vacation Care and Family Day Care being regulated for the first time. Significant work has been undertaken to prepare services for full licensing and for compliance with new qualifications and child to staff ratio requirements. This work will continue in the next financial year, with full compliance to be achieved by 1 January, 2012.
- Staff turnover across community related services and ensuring vacancies are filled in a timely manner.
- Management of unpaid infringements and strategies to increase compliance.

### Plans for the next 12 months

- Continue to prepare services for full licensing and compliance with new qualification and child to staff ratio requirements before 1 January, 2012 deadline.
- Participate in the Kingston-Bayside Primary Care Partnership.
- Develop a new Kingston Arts and Culture Strategy.
- Undertake a strategic review of Council's residential care facilities to optimise the quality of care and accommodation.
- Implement a new Municipal Health Plan.
- Strengthen integration between community sport and health promotion.
- Investigate providing information to prospective and new dog owners through Customer Service Centres and pet shops.
- Investigate the promotion of initiatives to assist in addressing barking dog issues.
- Develop a new Multicultural Action Plan.
- Update Council's Indigenous Policy and develop and implement Action Plan.
- Implement a new Disability Action Plan.

Kingston's Pump 'Em Up program is an initiative with local businesses designed to help people in wheelchairs and electric scooters stay mobile by enabling them to pump up their tyres.



Fast Facts	2009/10	2008/09	Change	% Change
People attracted to Waves and Don Tatnell Leisure Centres	695,000	651,103	43,897	6.3%
Average number of children enrolled in swimming lessons each term at Waves and Don Tatnell Leisure Centres	3,100	2,810	290	9.4%
Community Grants distributed to community groups:				
\$	\$1,106,694	\$1,024,284	\$82,410	7.4%
Number of Groups	188	186	2	1.1%
Number of community events that were facilitated	165	153	12	7.3%
Online ticket sales (note: 2008/09 first year offered)				
\$	\$44,453	\$31,000	\$13,453	30.3%
% of sales	28%	18%	10%	35.7%
Number of items borrowed by library members	1,414,349	1,336,900	77,449	5.5%
Number of visits to libraries	700,992	665,363	35,629	5.1%
Number of hits on library website	409,372	349,513	59,859	14.6%
Number of new library members enrolled	7,567	6,505	1,062	14.0%
Number of school children involved in library class visits	2,498	1,988	510	20.4%
Percentage of Kingston residents who are library members	68%	64%	4%	5.9%
Immunisations provided to infant and school aged children and Council staff	16,120	16,989	-869	-5.4%
Number of families who used Council's centre-based childcare	237	244	-7	-3.0%
Attendances at before and after school care programs during the 40 weeks of operation and vacation care that opened over 38 days	52,132	47,613	4,510	8.7%
Number of young people who accessed youth services	11,189	9,655	1,534	13.7%
Family day care program				
Hours of care provided	451,050	351,412	99,638	22.1%
Number of children	856	797	59	6.9%
Family support program				
Hours of support provided	2,035	2,445	-410	-20.1%
Number of families who received assistance	72	86	-14	-19.4%
Meals on wheels				
Number of meals provided	111,469	121,032	-9,563	-8.6%
Number of residents who received meals	987	981	6	0.6%
Domestic, personal and respite care services provided				
Hours of services provided	157,185	156,872	313	0.2%
Number of residents who received assistance	4,445	3,814	631	14.2%
Number of premises inspected by Environmental Health Officers	1,680	1,668	12	0.7%
Number of Infringement Notices issued by the Parking Contractor	29,954	26,603	3,351	11.2%
Number of animals registered with Council				
Dogs	14,673	16,089	-1,416	-9.7%
Cats	5,920	6,529	-609	-10.3%
Number of animals impounded				
Dogs	720	871	-151	-21.0%
Cats	295	266	29	9.8%
Number of dog attacks investigated	132	123	9	6.8%
Number of noise nuisances investigated (including dog barking)	426	310	116	27.2%

## How we performed against the Council Plan – Our scorecard

The tables below reflect the progress of our key work during 2009/10. Each milestone is linked to the strategies and priorities set in the 2009-2013 Council Plan. The progress at the end of the financial year against each milestone has been represented by:

- **Achieved**
- **In progress**
- **Delayed/ initiative postponed**



Council has continued the implementation of its Positive Ageing Strategy in 2009/10.

### Council Plan Strategy 3.1

#### Promoting family and community wellbeing and participation in community life.

Council Plan priority	2009/10 milestone	Progress against 2009/10 milestones	Responsible department	Year to date progress and issues/challenges faced during the period including how they were dealt with
Work in partnership with the community to build supportive and nurturing environments for children and families in the early years of development by implementing the Municipal Early Years Plan	Develop and implement Municipal Early Years Plan	●	Family, Youth and Children's Services	Given the significant policy and regulatory changes to the children's services sector a working group has been established to develop the Municipal Early Years Plan 2010-2013. The project has been delayed pending further impact analysis of policy and legislation changes. An external provider has been engaged to undertake a comprehensive community consultation.
Promote the health, wellbeing and independence of older adults, people with a disability and their carers by implementing the positive ageing strategy and community care services	Implement the positive ageing strategy and community care services	●	Access Care Southern and Community Aged Services	<ol style="list-style-type: none"> <li>1. Positive Ageing initiatives are on track.</li> <li>2. Metro Access activities are being delivered.</li> <li>3. Aged &amp; Disability services are being provided as per targets.</li> <li>4. AccessCare Southern community care services delivered as per targets.</li> </ol>
Promote healthy living and lifestyles for better health by implementing the Municipal Public Health Plan	The Kind 2 Mind Mental Health Expo	●	Community Aged Services	Event was held on the 16 and 17 April, 2010. Event was very successful and well attended.
	Being Active Eating Well project	●	Community Aged Services	Project was completed in June 2010. Evaluation of the project is currently being completed.
Support people with significant multiple and complex needs through a range of intensive support services	Continue to support the complex needs of our community	●	Access Care Southern and Community Aged Services	Funding and targets are to expectation. AccessCare Southern targets for packaged care and homeless clients are being met.

## Council Plan Strategy 3.1 continued

Council Plan priority	2009/10 milestone	Progress against 2009/10 milestones	Responsible department	Year to date progress and issues/challenges faced during the period including how they were dealt with
Assist young people and their families' to access the information and support services they need to lead healthy, active and safe lives	Continue to support the needs of young people within our community	●	Family , Youth and Children's Services	Ongoing provision of a range of youth services, including counselling, group programs, music events, information and referral, youth participation initiatives, and Youth Magazine.
Monitor the immunisation rate of children living in the municipality to achieve national targets	Continue to monitor immunisation rates	●	Family , Youth and Children's Services	Ongoing and continuing to achieve above national targets for all age cohorts in children 0-6 years.
Promote investment in Kingston's Charitable Trust	Continue to promote Kingston's Charitable Trust	●	Communications and Promotions	Spring Valley Golf Club Charity Day held on 27 May, 2010 which raised \$24,000. Ongoing promotional initiatives such as <i>Kingston Your City</i> (KYC) and website updates continue.
Consider the need for a community bus service linking major places of interest across Kingston	Consider the need for a community bus	●	Parks and Depot Operations	Visiting places of interest within Kingston has been considered as part of the community bus service provided for the elderly.

## Council Plan Strategy 3.2

### Strong, cohesive and engaged communities.

Council Plan priority	2009/10 milestone	Progress against 2009/10 milestones	Responsible department	Year to date progress and issues/challenges faced during the period including how they were dealt with
Strengthen the leadership, resourcing and capacity of community organisations and networks to support the development of healthy, active and socially connected communities	Support the development of our communities	●	Community Aged Services	Work is being undertaken through the Community Facilities and Partnerships Officer and other community development officers. Quarterly community centre and neighbourhood house meetings are held.
Build strong relationships with community organisations and academic institutions to foster productive partnerships which will develop services and access funding opportunities in response to identified community needs	Facilitate the Family and Children's Services Partnership and continue to be a member of the Primary Care Partnership	●	Family , Youth and Children's Services, and Community Aged Services	<ol style="list-style-type: none"> <li>1. Ongoing facilitation of the Family and Children's Services Partnership. This brings together families and service providers across the sector to identify community needs, plan and deliver services in a collaborative manner.</li> <li>2. The membership with the Primary Care Partnership continues.</li> </ol>

## Council Plan Strategy 3.2 continued

Council Plan priority	2009/10 milestone	Progress against 2009/10 milestones	Responsible department	Year to date progress and issues/challenges faced during the period including how they were dealt with
Facilitate the provision of local festivals and events that support community involvement and promote creativity and celebration by implementing the community festival and events strategy	Continue to provide festivals and local events to the Kingston community	●	Leisure and Culture	Globe to Globe, Harvest Festival, Australia Day Breakfast and Mordialloc by the Bay Fine Food, Wine and Music Festival delivered. Summer Revival also delivered. Facilitated Australian Women's Open (Golf), MoJO Big Band Sunset Series and Hellenic Festival. Provided guidance and advice for Fun in the Sun Festival.
Through a partnership approach, reduce inequity and social disadvantage by developing and implementing specific place based programs for disadvantaged groups within the community e.g. Chelsea Community Renewal Project	Maintain a focus on reducing inequality and social disadvantage within Kingston through the Chelsea Community Renewal project and explore possible other community strengthening projects	●	Community Aged Services	Chelsea Community Renewal has received funding to extend for a further three years. A community strengthening project is being developed for Clayton – including Clayton South and Clarinda. The Clayton Community Action Plan was endorsed by Council March 2010. Funding application with Monash Council submitted to DPCD.
Ensure access and equity principles are promoted and encouraged throughout the community	Appoint a new interfaith committee and support Council's Access and Equity Committee	●	Community Aged Services	<ol style="list-style-type: none"> <li>1. A new interfaith committee appointed in March 2010.</li> <li>2. Ongoing support is provided to Council's Access and Equity Committee.</li> <li>3. Second Access and Equity grants round completed for the financial year during March.</li> </ol>
Assist our community to become more active, confident and resilient through volunteering	Enhance Kingston's volunteering program	●	Community Aged Services	The support of volunteers for Council programs continues. The enhancement of volunteering is being undertaken through community renewal and community strengthening initiatives. An internal volunteer program working group has commenced to further explore how to enhance volunteering in Council.
Monitor the status of community strength and wellbeing	Conduct relevant research to monitor community wellbeing	●	Community Aged Services	The identification is conducted through research undertaken in the development of initiatives in public health and wellbeing, positive ageing, community renewal and community strengthening projects.
Facilitate the development and enjoyment of arts and cultural opportunities for artists, community groups and individuals through the implementation of the Arts and Cultural Strategy	Community consultation for the Arts and Cultural Strategy has been completed and the drafting process of the strategy is now in process	●	Leisure and Culture	Draft strategy is currently being produced and will be presented to CLG, Councillor Information Session (CIS) for comment before going out for public comment. Toolbox – professional development program delivered. Four Shmooze arts networking events were delivered.

More than 1000 school children made origami paper cranes ahead of a performance of the classic, Sadako and the Thousand Paper Cranes at Kingston City Hall in Moorabbin in August 2009. After the concert, Kingston Arts Centre sent the paper cranes to the Children's Peace Monument in Hiroshima, for International Day of Peace in honour of Sadako Sasaki, whose true story of courage has inspired young people to form a worldwide peace movement. Photographed at the performance with their paper cranes are students from across the south east region.



### Council Plan Strategy 3.2 continued

Council Plan priority	2009/10 milestone	Progress against 2009/10 milestones	Responsible department	Year to date progress and issues/challenges faced during the period including how they were dealt with
Strengthen our arts and cultural facilities to enable vibrant and diverse activities to be performed and displayed	Review Kingston Arts Centre's Theatre and Chamber hire service to attract more theatre usage	●	Leisure and Culture	The hire service for these two rooms has been reviewed but the physical environment of the Theatre prevents any considerable use of the space as a performance venue for full theatre seasons.
	Implement 3 new community programs designed to engage communities.	●	Leisure and Culture	<ol style="list-style-type: none"> <li>1. Big Break – event for people with disabilities delivered 4 December 2009. 131 people participated in workshops across five art forms.</li> <li>2. Summer Lounge Session – art works created during music session. Delivered during February 2010.</li> <li>3. New Blood program designed to support and develop new Australian theatre works to be delivered March to November 2010. Applications have closed, a group has been selected and have commenced the development process for delivery in November 2010.</li> </ol>
	Seek funding to develop an online gallery with a focus on youth.	●	Leisure and Culture	Funding application was unsuccessful on the basis that gallery activity is part of Kingston's core activity.
	Submit funding application to Arts Victoria for improvements to Shirley Burke Theatre.	●	Leisure and Culture	An application for \$395,000 has been made to Arts Victoria to partner with the City of Kingston to improve the Shirley Burke Theatre. If successful, improvements to the theatre will improve the facility to a suitable standard. An announcement was expected by the end of August 2010.
Facilitate co-operative and innovative approaches for businesses and community groups to work together to meet local needs	Seek funding for and launch the Jobs/Training and Accessible Parks program	●	Community Aged Services and Economic Development	\$630,000 received for the Jobs/Training and Accessible Parks program at Bicentennial Park involving the training of 12 local jobseekers through Southern Suburbs Group Training. Project launch conducted and implementation of funded initiatives running to plan.

## Council Plan Strategy 3.2 continued

Council Plan priority	2009/10 milestone	Progress against 2009/10 milestones	Responsible department	Year to date progress and issues/challenges faced during the period including how they were dealt with
Implement actions listed in Kingston's Domestic Animal Management Plan, including:	Consideration of cat confinement order for the management of cats	●	Local Laws and Health Services	Report considered by Councillors at the September 2009 Council meeting. Council has now given consideration to cat confinement options and will implement the Order in November 2010.
Implement actions listed in Kingston's Domestic Animal Management Plan, including:	Develop clear and well documented guidelines in relation to enforcement and policing of problem areas and actions against problem dogs and their owners	●	Local Laws and Health Services	Current documentation is being reviewed and appropriate guidelines are being developed for foreshore enforcement.
	Investigate improved provision for on-line registration and payment	●	Local Laws and Health Services	Investigation has commenced. Action is listed for 2010/11 year.
Implement the Triennial Events Grant program to support community groups deliver quality festivals that attract over 1,000 people	Undertake allocation process through Community Grants program	●	Leisure and Culture	Big Band Sunset Series and Hellenic Festival delivered events from year 1 of their grant allocation. Chelsea Flower Show has decided not to run this event and have returned the \$15,000 allocation. This funding will not be spent in 2009/10, but will need to be reallocated for 2010/11 and 2011/12. Liaison with each of the groups has taken place to ensure suitable mentoring can commence.
Promote community and stakeholder engagement, participation in service and policy planning and development; service delivery and evaluation	Continue to promote community engagement through projects such as the Chelsea Community Renewal project	●	Community Aged Services	Chelsea Community Renewal has received funding to extend for a further three years. A community strengthening project is being developed for Clayton – including Clayton South and Clarinda. The Community Action Plan associated with this project was endorsed by Council March 2010. Funding from DPCD has been approved for the project.
Appropriately protect Aboriginal heritage sites, including:	Work with ICACC and the local Indigenous community to identify sites	●	Parks and Depot Operations and Community Aged Services	Council has resolved to continue to financially support ICAAC. Council has attended ICACC planning meeting and assisted with governance of the committee. Another 'Connection to Country' forum is currently being planned for 10 September, 2010.
	Provide Cultural Heritage training to identified Council officers	●		Cultural training sessions for 20 Council staff were conducted.



## Council Plan Strategy 3.3

### Local communities connected through knowledge and information.

Council Plan priority	2009/10 milestone	Progress against 2009/10 milestones	Responsible department	Year to date progress and issues/challenges faced during the period including how they were dealt with
Through local libraries create safe, accessible and enticing spaces and services that:	Facilitate access to sound knowledge and information	●	Library and Education Services	The community engages well with Council our libraries : Items borrowed, 1,414,349. Enquires to library system and hits on web page, 812,195. Information enquires, 73,768.
	Promote social connectedness and a place to meet	●	Library and Education Services	The community uses Council libraries to meet and connect: visits 700,992; volunteer hours 1,172
	Provides recreational opportunities	●	Library and Education Services	Ongoing recreational opportunities are provided for our community. This includes story time visitors 13,316 and school visits 2,498.
	Builds collaborative relationships with local schools and community organisations	●	Library and Education Services	Collaborative relationships are being maintained. Activities include school breakfasts and liaison with local groups including Lions, Probus etc. continues.
Consider the scope, costs and implementation associated with the expansion of the Clarinda Library	Review expansion of Clarinda Library and present to Councillors	●	Library and Education Services	Work done through Clarinda Centre review. Outcomes of completed work presented to Councillors. Further work requested which will be completed during 2010/11.
Continue to support a committee of local youth to produce three editions of the youth publication 'KYSS' per year, including:	Educating youth on a range of programs/ services available for youth	●	Family , Youth and Children's Services	A range of community and school based programs facilitated. Significant marketing occurred during the Youth Festival held from 10 April to 7 May, 2010.
	Providing the opportunity for young people to develop skills and experience in all aspects of producing/ editing/ researching a magazine	●	Family , Youth and Children's Services	The 13th edition of KYSS Magazine completed in February 2010 and the 14th Edition completed and ready for distribution in July 2010. The 15th edition to be released in August 2010.
	Continue to deliver the Family Youth and Children's Services seminars and workshops for parents and professionals	●	Family , Youth and Children's Services	Workshops and seminars successfully delivered throughout the year. Examples of these services include Play Day – Be Active Eat Well, Negotiating the Teenage Years, Baby Talk Sessions, and Kinder, Playgroups and Behaviour.

## Council Plan Strategy 3.4

### Monitor and plan for the changing needs and aspirations of the community.

Council Plan priority	2009/10 milestone	Progress against 2009/10 milestones	Responsible department	Year to date progress and issues/challenges faced during the period including how they were dealt with
Strengthen the quality and scope of information and data to support strategic social planning and policy development by effective planning partnerships/networks and information systems	Identify and respond to key issues impacting on the community	●	Community Aged Services	<ol style="list-style-type: none"> <li>1. Work is continuing on alcohol use, housing, electronic gaming and mental health.</li> <li>2. A Pandemic Influenza Plan was completed in August 2009.</li> <li>3. A Heatwave Plan was completed in November 2009 with implementation occurring over the summer months.</li> </ol>
	Identify emerging health and social issues	●	Community Aged Services	The identification of issues is conducted through research undertaken in the development of initiatives in public health and wellbeing, positive ageing, community renewal and community strengthening projects and plans.
	Support appropriate targeting and allocation of resources	●	Community Aged Services	<ol style="list-style-type: none"> <li>1. Adjustments to Aged &amp; Disability Service's service mix is considered in FASAs including growth funds reviews.</li> <li>2. Support of the Primary Care Partnership resource allocation is continuing.</li> <li>3. Resource allocations are made through budget bids or throughout the year if approvals of projects are fully funded from non Council sources.</li> </ol>
Ensure currency of existing policies, plans and strategies to support our community achieve a strong, healthy and active life:	Develop a new Multicultural Action Plan	●	Community Aged Services	Planning for development of the new plan has commenced with input from Council's Access and Equity committee. Draft plan being finalised for Council consideration during 2010/11.
	Develop a new Disability Action Plan	●	Community Aged Services	New Disability Action Plan 2009-2013 was developed and endorsed by Council. Implementation of first year actions is underway.
	Develop a new Municipal Public Health Plan	●	Community Aged Services	New Public Health and Wellbeing plan was adopted by Council in February 2010. First year actions are being implemented. Kind 2 Mind mental health event successfully completed.
	Develop a new Kingston Arts & Culture Strategy	●	Leisure and Culture	Draft strategy is currently being produced and will be presented to the Corporate Leadership Group and Councillor Information Session for comment before going out for public comment during 2010/11.

## Council Plan Strategy 3.4 continued

Council Plan priority	2009/10 milestone	Progress against 2009/10 milestones	Responsible department	Year to date progress and issues/challenges faced during the period including how they were dealt with
Maintain awareness of and respond as appropriate to relevant commonwealth and state legislation, policies and strategies	Identify and respond to relevant legislation	●	Family, Youth and Children's Services and Community Aged Services	<ol style="list-style-type: none"> <li>1. Victorian Early Years Learning and Development Framework for all children birth to eight years was released by the Department of Education and Early Childhood Development in November 2009. Kingston's Family, Youth and Children's Services Department is implementing the framework.</li> <li>2. New residential care funding instrument was implemented.</li> <li>3. The Active Service model and Assessment reform process for Community Care is being implemented.</li> <li>4. Commonwealth Policy 'Achieving Universal Access to Early Childhood Education' is to be implemented by 2013. This policy requires that all children have 15 hours of kindergarten program each week in the year before school entry. This policy has resulted in significant infrastructure issues for Kingston. An implementation plan is being developed to cope with this change.</li> </ol>

The City of Kingston administers the Kindergarten Central Enrolment Scheme for Four Year Old Kindergarten on behalf of 24 participating kindergartens that are operated by Parent Kindergarten Committees. Council owns and maintains 21 of these kindergarten buildings.



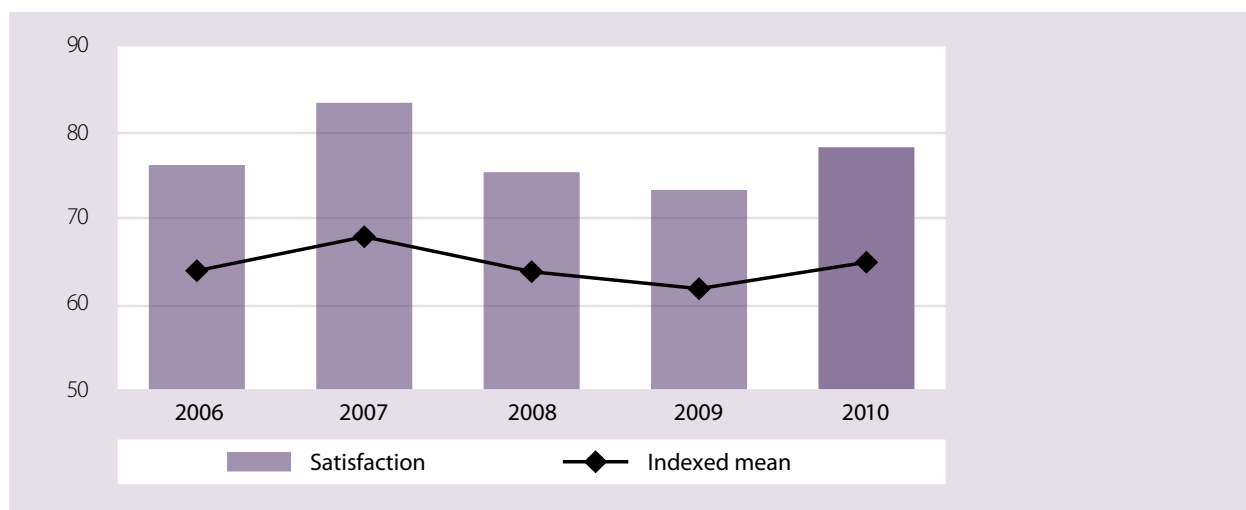
### Triple Bottom Line results for Outcome 3

Triple Bottom Line refers to a range of economic, social and environmental indicators that Council uses to monitor the wellbeing of the community. These indicators are detailed below.

Social indicator:	Enforcement of local laws
Responsibility:	Kingston City Council
Council Plan target:	75% resident satisfaction with enforcement of local laws

In 2010, 78% of residents surveyed in the DPCD Community Satisfaction Survey were satisfied with Council's enforcement of local laws and therefore meeting the target of 75%. This result is an increase on the 73% achieved in 2009. The greatest reason given for improvement still remains as the need for greater enforcement of animal local laws followed by enforcement of noise local laws which include domestic, industrial and traffic noises. Council will continue to work hard in the coming year to improve the way in which it delivers these services.

Figure 18: Residents Satisfaction with Enforcement of Local Laws



Source: 2010 DPCD Community Satisfaction Survey.

Social indicator:	Engagement of volunteers in community programs
Responsibility:	Kingston City Council
Council Plan target:	More than 30,000 donated hours and 400 volunteers

More than 500 volunteers donated over 20,000 hours to Council community programs including Library, Aged Care Hostels, Meals on Wheels, Transport, Youth Services and Arts Centre. Council is fortunate to have volunteers assisting in a number of areas supporting its capacity to deliver a range of services and programs. While it appears Kingston has not met the target of 30,000 volunteer hours, this is a decrease on the number of volunteer hours reported in 2008/09 due to a decrease in demand for services such as Meals on Wheels and a more accurate way of measuring the number of hours donated in the Meals on Wheels service area.

Volunteering was also measured in the DPCD Community Strength Survey in 2006. Respondents were asked whether or not they helped out as a volunteer. 42.0% of persons living within Kingston reported that they helped out as a volunteer, as compared to 37.9% in the Southern Metro Region. A volunteer was defined as someone who, in the previous 12 months, willingly gave unpaid help, in the form of time, service or skills, through an organisation or group. The four most common types of organisations people volunteered for were sport and physical recreation, education and training, community/welfare and religious groups, accounting for 74% of volunteering involvements. The remainder includes a very wide range of advocacy, emergency service, environmental, animal welfare, self-development and other recreational and special interest groups. See pages 30 for more on Volunteers.

Source: Council departmental records; Community Indicators Victoria

Social indicator:	Council support for community groups
Responsibility:	Kingston City Council
Council Plan target:	80 community groups supported by Council

Each year Council allocates substantial funds to assist worthy causes such as neighbourhood houses, community groups and sporting clubs. Council's Village Committees also receive funding to assist the local projects that they consider worthy of assistance. This is a highly successful program that benefits hundreds of deserving community groups. The Community Grants program enables not for profit organisations to deliver services, programs, host special events and other community activities that would otherwise not occur.

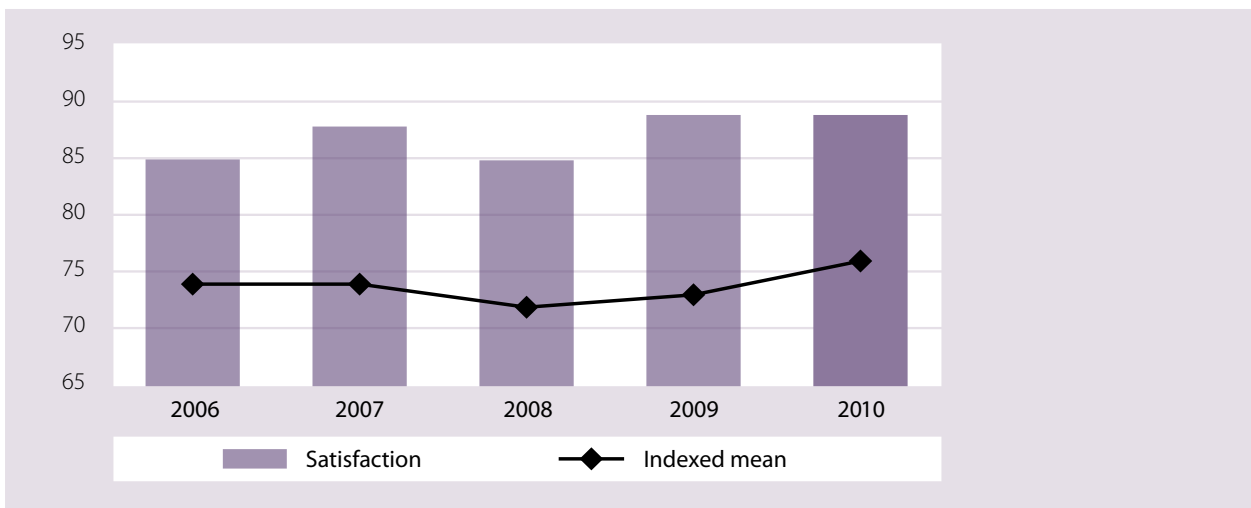
In 2009/10 Council received 340 applications for funding and of these, 315 applications were successfully funded. These applications included 27 City Wide Grant applications, 31 Triennial Grant applications, 103 Village Committee applications and 152 Individual applications. In addition, 47 Schools Award Grants and 19 Access and Equity Grants were funded. Council's total allocation was \$1,106,694 compared with \$1,029,284 the previous year. See page 38 for more on Community Grants.

Source: Council's Leisure and Culture department.

Social indicator:	Recreation facilities
Responsibility:	Kingston City Council
Council Plan target:	85% resident satisfaction with recreational facilities

Council achieved an 89% resident satisfaction with recreational facilities according to the 2010 DPCD survey, the same result as in 2008/09. Approximately 35% of survey respondents in 2010 (43% in 2009) who said recreational facilities needed improvement indicated that Kingston needed more or better sporting complexes (excluding pools), and 15% in 2010 (29% in 2009) stated a need for better maintenance of sporting facilities (excluding pools). These responses suggest Council's work to improve facilities and service delivery including the \$3.3 million upgrade of the Kingston Heath Soccer complex, the Bicycle Network (including Governor Road shared path \$473,000 and Barkers Road path linkage \$153,000), Kingston Athletic Track renewal (\$292,000), Patterson River Secondary College Basketball Stadium (\$370,000 contribution), and LF Payne Hall Upgrade (\$211,000) are being noticed and used within the community.

Figure 19: Residents' Satisfaction with recreational Facilities



Source: 2010 DPCD Community Satisfaction Survey.

<b>Social indicator:</b>	<b>Support the youth and families with children</b>
Responsibility:	Kingston City Council
Council Plan target:	Support more than 6,000 families with children and more than 6,500 youth aged 12-25 years

According to our available information, 4,188 families with children accessed services provided by the City of Kingston. Kingston provides Family Day Care, Long Day Care, Occasional Care, School Aged Care, Maternal and Child Health and Immunisation Services. This figure is lower than the target as despite significant effort we are unable to extract the figure for the number of families supported by our Maternal and Child Health and Immunisation services. It is expected that if we had been able to add these figures we would have been much closer to the 6,000 target than the figures suggest.

Kingston provided support to 11,189 youth aged 12-25 years. Kingston facilitates a range of social health and well being, recreation and youth participation programs across the municipality. Youth Services also works with young people in schools, provides psychological counselling services and information and referral services through Kingston Youth Centre based at Southland.

Source: Family Youth and Children's Services Department

<b>Social indicator:</b>	<b>Community support provided through Council's Aged and Disability Services</b>
Responsibility:	Kingston City Council
Council Plan target:	145,200 hours of service to 3,500 eligible residents

City of Kingston's Aged and Disability Services provides support to frail aged and disabled residents (of any age), to assist them to remain living at home in the community. Assistance with domestic tasks, home maintenance, personal care and delivered meals are provided to these individuals to meet their assessed needs. Carer's needs are also assessed and respite or other services are provided to ensure they can continue in this role. Services are also provided to Kingston residents who are eligible under Department of Veteran's Affairs funding or other Commonwealth aged care programs. In 2009/10 the hours of service provided exceeded the set targets in all areas. In total 168,286 hours were delivered to 5,856 residents.

Source: Community and Aged Services Department records.

<b>Social indicator:</b>	<b>Residential care services provided through Council's Aged Care Hostels</b>
Responsibility:	Kingston City Council
Council Plan target:	90% of bed days occupied

Of the three aged care services, Nixon Hostel and Corben House are attracting and maintaining an occupancy rate closer to 98%. This high occupancy rate is mainly due to the fact these facilities are newer buildings and with larger rooms. In comparison, Northcliffe Lodge is the oldest facility and offers much smaller rooms. The occupancy rate has fluctuated between 80% and 86% during 2008/09. On balance, we have achieved this target whereby the percentage of bed days occupied has been approximately 91% or higher for most of the year.

Source: Community and Aged Services Department records.

<b>Social indicator:</b>	<b>Number of residents supported through Council's Aged Care Hostels</b>
Responsibility:	Kingston City Council
Council Plan target:	155 residents supported

The number of residents supported during 2009/10 was 165. There are currently 142 beds within Kingston Hostels. Due to the lower occupancy rate at Northcliffe, the number of residents supported at any one time is generally 134.

Source: Community and Aged Services Department.

Social indicator:	Library community contact
Responsibility:	Kingston City Council
Council Plan target:	Maintain current levels of 1,375,000 community contacts annually

In terms of contact, there were approximately 410,000 web visits and 703,000 physical visits to libraries in the 2009/10 year. In terms of loans, there were 1,414,349 loans in 2009/2010.

Source: Library and Education Services Department.

Social indicator:	Kingston cultural activities
Responsibility:	Kingston City Council
Council Plan target:	Total annual attendance of 66,000 from all events at the Kingston Arts Centre and Kingston City Hall

During 2009/10, 66,599 people attended events held at Kingston Arts Centre and Kingston City Hall. As this measure is a new strategic indicator, the number of people attending events will be used as a benchmark to compare any changes in activity held at the venues. This year our performing arts program has included some great Victorian and National touring shows that have been purchased by Kingston so that the community can enjoy the best entertainment on their doorstep. Two highlights include the production of Sadako and the 1000 Paper Cranes and the Melbourne Welsh Male Choir. Our annual Artz Blitz competition and Christmas exhibition also attracted a lot of people and participation. Internal events hosted have included the Australia Day breakfast, citizenship ceremonies, and the Kind 2 Mind Expo. Other events run out of the venues have included a variety of trade shows (e.g. computers, clothes, carpets), as well as school concerts and end of year performances.

Source: Kingston Leisure and Culture Department.

**Cr John Ronke and Dan and Beth at the new \$3.1 million Patterson Lakes Community Centre and Library which officially opened to the public in August 2009. This major capital works project involved building a community library, computer training room, additional meeting rooms, new office and reception area, and multi-purpose room, as well as upgrading the existing community centre facilities.**



## Highlights of Outcome 3

### Council approves Disability Action Plan 2009-13

In September 2009, Kingston Council endorsed the 2009-13 Disability Action Plan for implementation. The Kingston Disability Action Plan was developed to ensure that all members of the community are afforded the same opportunities to be active and engaged citizens and, through the plan, Council acknowledges its responsibilities to people with disabilities, their carers, their families and the broader community. The plan was developed after extensive community consultation and identifies a number of key themes which formed the basis of the key strategic directions where Council's efforts and resources will be focused including:

- Improving access to the built environment including physical infrastructure, outdoor public space and access to transport.
- Provision of flexible services which support, and are accessible and responsible to, those with disabilities.
- Processes for provision of information for, and communication with people with a disability which actively facilitates their capacity to participate in civic life.
- A corporate culture which sets the standard in Kingston for access and participation principles, including good governance and community planning which empowers people with disabilities and fosters positive community attitudes towards them and
- Recreational, cultural, leisure and learning opportunities which are inclusive of people with disabilities.

The Disability Action Plan builds on the valuable work that is already being undertaken and commits Council to ensuring that all residents of the City of Kingston are able to participate fully in the life of the community. This updated action plan outlines the principles which underpin the vision of an inclusive community and the specific objectives which will guide Council towards the achievement of that commitment.

### Kingston approves 'Dusk to Dawn' Cat Curfew

Kingston Council approved the drafting of a confinement Order under the Domestic Animals Act 1994 providing a 'dusk to dawn' curfew confining cats to an owner's property in September 2009. The curfew will take effect from November 2010. Council believes there is a clear call from within the community for some form of night time curfew. About two-thirds of 1,750 respondents to a community survey by Council favoured either a 24-hour a day confinement or overnight. In addition to the dusk to dawn curfew, Councillors asked for a report investigating the implications of restricting cats from entering environmentally significant parks, including the foreshore and natural resource areas. Kingston will engage in a thorough and widespread community education campaign for six to twelve months prior to the introduction of a curfew and will work together with the Kingston community. In addition to the public consultation that occurred prior to the decision to adopt a curfew, Council gave consideration to the objectives of



Kingston has services for all members of our community, including residents at Kingston's aged care facilities.

animal management identified in Kingston's Domestic Animal Management Plan. This includes promoting responsible cat ownership, reducing nuisances, promoting animal welfare and reducing un-owned stray cats. It is for this reason that Council considered options for cat confinement and management that achieve the objectives for the benefit of cats and the greater community. Cat confinement issues are not unique to the City of Kingston. The same issues of animal welfare, nuisances and over breeding are found across the state. Council acknowledged that the introduction of the curfew would enable Council to more effectively target wild cat colonies and remove them from the community minimising the chance of trapping owned domestic cats.

### Kingston approves Kingston's Public Health and Wellbeing Plan 2009-13

Kingston Council endorsed the Public Health and Wellbeing Plan for 2009-13 in February 2010. The plan acknowledges Council's responsibilities to residents in developing and promoting healthy, strong and connected communities and embraces a whole of community approach to addressing identified public health issues. Developed after extensive community consultation, the plan identifies a number of key themes that form the basis of the key strategic directions where Council's efforts and resources will be focused. The five key strategic areas of focus are:

- Coordination and leadership of public health.
- Mental health and wellbeing.
- Strengthening community responses to drug and alcohol issues.



- Promoting physical activity and nutritious food; and
- Building sustainable communities.

The community must be thanked for its participation in the consultation process and demonstrates that together we can articulate Council's commitment to ensuring that Kingston is a place where people can and should be healthy – physically, mentally, emotionally and socially. Health and wellbeing is a major concern for both individuals and communities and it affects every aspect of all our lives and, as such, requires a whole of community response. In preparing Kingston's Public Health and Wellbeing Plan, Council believed that a partnership approach to community health would result in even more successful health outcomes and acknowledges the contribution of the Kingston Bayside Primary Care Partnership, Bayside City Council, Central Bayside Community Health Service and Bentleigh Bayside Community Health Services.

#### **Top award for Waves Leisure Centre**

Kingston City Council's Waves Leisure Centre has topped Victoria's recreation industry and been recognised with the Facility Management of the Year Award at the annual Aquatic and Recreation Victoria Awards ceremony held in Melbourne in May 2010. Recognised with this year's most prestigious honour, the Facility Management

of the Year Award rewards the top leisure centre in Victoria for its commitment to ongoing program and service development, plus service to members and guests. Waves Leisure Centre, located at 111 Chesterville Road in Highett, has undergone a number of major developments in the past 12 months which have all contributed to the Centre being recognised with this award. These include an outdoor training facility, spin room and brand new change rooms. Judged by an independent panel of industry leaders, the award recognises excellence in all aspects of facility management. Waves has led the field with industry best practice initiatives in environmental sustainability and risk management. Other areas taken into consideration by the judges included excellence in customer service, staff training, programming and the provision of services for the whole community.

The judges also noted the enhanced programs in place for people living with a disability. This award is great recognition for the work that is being done at Waves. There is a very committed team behind the operation of this facility and they are always looking at new ways to increase participation in health and fitness activities for our community.

**Kingston's award winning Waves Leisure team after winning the Facility Management of the Year Award at the annual Aquatic and Recreation Victoria Awards.**





## Together We're supporting Prosperous, Innovative Businesses

Together, we're supporting prosperous and innovative businesses for sustainable local economic growth, employment opportunities and wealth generation that are fundamental to a globally competitive community. Our ongoing programs are based on supporting current businesses and actively facilitating new investment. Kingston has over 9,000 businesses employing approximately 70,000 people with light to medium manufacturing contributing an estimated \$10 billion per annum in output to the Australian economy.

Photograph: 2 Brothers Brewery, located in Moorabbin, is just one of the many businesses within Kingston that the Economic Development team supports to foster the development of an innovative, sustainable and prosperous economy.

# A Prosperous, Innovative Business City

## About this Outcome

Together, we're supporting prosperous and innovative businesses for sustainable local economic growth, employment opportunities and wealth generation that are fundamental to a globally competitive community. Our ongoing programs are based on supporting current businesses and actively facilitating new investment. Kingston has over 9,000 businesses employing approximately 70,000 people with light to medium manufacturing contributing an estimated \$10 billion per annum in output to the Australian economy.

This year Council invested \$2 million in developing economic outcomes for Kingston which is an increase of 103.0% on the 2008/09 investment of \$985,000.

## Our major achievements in 2009/10

- The opening of the new Woolworths supermarket and carpark in Chelsea was the culmination of many years strategic work and is expected to significantly improve the viability of the Chelsea shopping strip over time (see Highlight on page 101).
- The small shopping strip on the corner of South and Chapel Roads received a much needed upgrade with full footpath replacement and landscaping works.
- A full condition audit was undertaken of all Kingston's small shopping centres with Council adopting a priority list to guide future capital investment.
- Kingston committed to becoming an active participant in the South East Melbourne Innovation Precinct Project (SEMIP) (see Highlight on page 101).
- The Mentors Partners Program continued to perform well with a number of new volunteer mentors recruited to meet the increased demand for assistance from small businesses as a result of the global financial crisis.
- 18 business developmental workshops and seminars were conducted in addition to the facilitation of key networking events including the Kingston Business Women's Network and the monthly CEO Roundtable.

- Facilitated the establishment of Knowledge Clubs in Melbourne's South East in partnership with the Victorian Government, neighbouring Councils, Monash University, CSIRO and local advanced manufacturers to increase the take up of new technologies.
- The Kingston Farmers' Market achieved formal accreditation with the Victorian Farmers' Market Association (see Highlight on page 101).

## Challenges we experienced

- The new signage for Kingston's shopping centres was not completed as the budget was redirected by Council to completing the upgrade of signage in Kingston's parks and reserves. The project will be reviewed in 2010/11.
- The construction of the new supermarket in Chelsea caused considerable disruption to the traders and the general community necessitating a great deal of officer time to deal with issues as they arose.
- The general economic conditions created difficulty for local companies leading to an increase in the level of unemployment within the municipality.

## Plans for the next 12 months

- Implement actions arising from the 2009 Precinct Condition Report of all neighbourhood and local strip shopping centres, including footpath condition and safety, general amenity, retail mix, and vacancy rates.
- Develop the Shopping Centre Public Toilet Strategy.
- Manage Christmas decorations in Kingston's shopping centres.
- Review Kingston's Footpath Trading Policy.
- Establish a Council-approved contractor list and Trade Panel to ensure opportunities for local businesses are maximised.
- Participate as an active member in the South East Melbourne Innovation Precinct Project (SEMIP).

Fast Facts	2009/10	2008/09	Change	% Change
Number of people attending business development activities and events	632	583	49	7.8%
Number of businesses Kingston's quarterly business newsletter was distributed to	6,500	6,500	0	0.0%
Number of business development and networking sessions for local businesses that were facilitated	30	19	11	36.7%
Number of new mentors accredited for the Business Mentor Partners Program	3	8	-5	-166.7%
Number of Farmers Markets held	12	12	0	0.0%
Number of Business Starters Kits distributed	75	60	15	20.0%

## How we performed against the Council Plan – Our scorecard

The tables below reflect the progress of our key work during 2009/10. Each milestone is linked to the strategies and priorities set in the 2009-2013 Council Plan. The progress at the end of the financial year against each milestone has been represented by:

- **Achieved**
- **In progress**
- **Delayed/ initiative postponed**



Kingston Council is a strong supporter of all our local businesses. There are currently over 9,000 businesses in Kingston employing approximately 70,000 people.

## Council Plan Strategy 4.1

### Enhance amenity and viability of retail centres and industrial precincts.

Council Plan priority	2009/10 milestone	Progress against 2009/10 milestones	Responsible department	Year to date progress and issues/challenges faced during the period including how they were dealt with
Undertake capital works improvements at retail shopping precincts, including:	Undertaking a condition audit of all neighbourhood and local strip shopping centres, including footpath condition and safety, general amenity, retail mix, and vacancy rates	●	Economic Development and City Strategy	Conducted audit of smaller shopping centres to develop a capital works program. Report presented at CIS meeting 15 February 2010. Consultation undertaken with Aspendale Traders. Detailed engineering design underway for tender.
Identify critical infrastructure and traffic requirements in older industrial precincts to proactively plan and prioritise future capital and amenity improvements	Identification of requirements to be undertaken in 2nd quarter of 2009/10 in conjunction with Infrastructure Department	●	Economic Development	2010/11 Infrastructure/capital review to be undertaken in Mordialloc. Internal discussions commenced on longer term program. Report will be prepared for Council consideration in late 2010.
Develop and prioritise plan for implementation of new signage for retail centres	Identify potential retail sites for new signage	●	Economic Development	This project has not proceeded as budget was used on signage in Kingston Parks. It will be reconsidered in the context of the Arts Strategy.
Develop new strategic direction for Christmas decorations in Kingston's shopping centres	Provide bin wrappers in all centres and an Advent calendar for Chelsea	●	Economic Development	Bin wrappers were installed in all centres. Advent Calendar did not proceed in 2009 because the company did not manufacture it to specification. Significant logistical problems (including Occupational Health and Safety (OHS) and risk management concerns) with Advent Calendar concept also meant this did not proceed.

## Council Plan Strategy 4.2

### Inform and network our local business community.

Council Plan priority	2009/10 milestone	Progress against 2009/10 milestones	Responsible department	Year to date progress and issues/challenges faced during the period including how they were dealt with
Review Kingston's Business Strategy to support local businesses	This is being undertaken as part of the Economic Development Unit's business planning process	●	Economic Development	Strategies are adapted to meet emerging and changing economic conditions.
Facilitate Mentors Partners Program linking small businesses with volunteer mentors	Continue to support ongoing program	●	Economic Development	In the 2009/10 there were 26 small businesses in Kingston matched with a mentor. This program continues to be very well received by the local business community.
Encourage an 'Export Focus' by maintaining active partnerships with Austrade and other relevant partners	Maintain active partnerships with key partners	●	Economic Development	Austrade's export focus has changed. Partnership remains but Austrade staff member no longer works from Cheltenham office.
Facilitate CEO Roundtable to provide business owners with peer to peer support	Continue to implement ongoing program	●	Economic Development	Very successful program. Increased demand may necessitate the establishment of a new group.

Thousands of trees across Kingston are benefitting from free water thanks to a water harvesting partnership between local Braeside company, John Danks & Son and the City of Kingston. This water conservation initiative which was officially launched by Managing Director Graeme Danks and Kingston Mayor of the day, Cr Arthur Athanasopoulos in July 2009. The project involves the donation to Council of rain water collected from the roof of Danks' Braeside distribution centre site into two new 50,500 litre water tanks which have the potential to collect 7.8 million litres of water each year (based on local average annual rainfall statistics).



## Council Plan Strategy 4.2 continued

Council Plan priority	2009/10 milestone	Progress against 2009/10 milestones	Responsible department	Year to date progress and issues/challenges faced during the period including how they were dealt with
Facilitate the Kingston Business Women's Network, including:	Four bi-monthly networking meetings	●	Economic Development	The fourth Business Women's network meeting for 2009/10 was held in April 2010. Network continues to be well supported.
	Two major events per annum	●	Economic Development	Very successful Kingston Business Women's luncheon held on 18 November, 2009 and 26 May, 2010.
Provide businesses with the opportunity to participate in a group program focussed on business innovation using Government funding	Facilitate participation for the innovation group program	●	Economic Development	Innovation group program completed in August/September 2009.
Present review of Regional Economic Strategy for Melbourne's South East to Council for endorsement	Seek endorsement for review at Council meeting	●	Economic Development	Strategy endorsed by Council at May 2010 Ordinary Council meeting.
Undertake business directory update utilising Australian Business Register (ABR) data	Analyse data and make adjustments as required	●	Economic Development	ABR data analysed to identify all businesses registered in Kingston. Business Directory update to take place at a later date. Adjustment to data being undertaken by ATO to make it more accessible. When this is completed additional work will be undertaken on Business Directory.

The Westfield Southland shopping overpass is a feature of travel along Nepean Highway through Cheltenham.



## Council Plan Strategy 4.3

### Support informed business decision making.

Council Plan priority	2009/10 milestone	Progress against 2009/10 milestones	Responsible Department	Year to date progress and issues/challenges faced during the period including how they were dealt with
Facilitate the establishment of Knowledge Clubs in Melbourne's South East in partnership with the Victorian Government, neighbouring Councils, Monash University, CSIRO and local advanced manufacturers to increase the take up of new technologies	Establish and facilitate Knowledge Clubs	●	Economic Development	Knowledge Clubs established as a pilot project. A number of Kingston companies participated. Pilot was successful and Knowledge Club concept will continue in 2010/11.
Establish links with Innovic and other agencies focussed on innovation to ensure faster commercialisation of new processes and technologies to increase the competitiveness of local companies	Develop partnerships and deliver assistance as required	●	Economic Development	Partnership developed with Pyksis, a company funded through the State Government to deliver commercialisation assistance. Kingston is also actively participating in the South East Melbourne Innovation Precinct project which will provide local businesses with better access to emerging technologies.
Participate with other regional partners on staging a Careers Expo to highlight local opportunities	Organise and stage Careers Expo	●	Economic Development	This was subject to the Local Learning and Employment Network proceeding with a Careers Expo which did not occur.

## Triple Bottom Line Results for Outcome 4

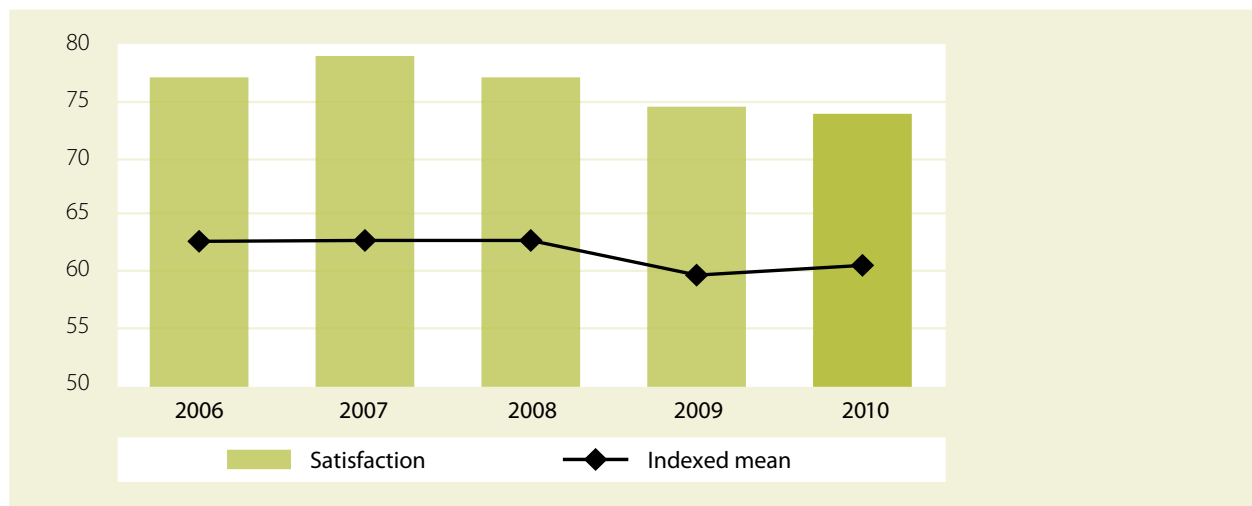
Triple Bottom Line refers to a range of economic, social and environmental indicators that Council uses to monitor the wellbeing of the community. These indicators are detailed below.

Economic indicator:	Economic support services
Responsibility:	Kingston City Council
Council Plan target:	90% satisfaction with business education initiatives.

Kingston's Economic Development Team supports businesses through a range of strategies and development programs including workshops, seminars, mentoring program and various network groups. Surveys at Council-run workshops revealed 97% of participants rated the workshop as excellent or good.

Council also achieved a 74% satisfaction rating in the DPCD survey in 2010 compared to our rating of 75% the previous year. Of the respondents who said economic development in Kingston requires improvement, 36% of respondents wanted more / better job creation programs / employment opportunities. 21% also thought that there should be a greater emphasis on Economic Development in general. This result clearly represents community concern with the current economic environment. However, as employment programs are the responsibility of State and Federal Governments, Kingston does not provide these programs as a direct service. Council will continue to identify opportunities for residents and businesses to gain access to appropriate programs, including being an active participant in the SEMIP.

Figure 20: Resident satisfaction with Economic Development



Source: Economic Development Department workshop evaluation forms and 2010 DPCD Community Satisfaction Survey.

Economic indicator:	Vacancy rates at major strip shopping centres
Responsibility:	Kingston City Council
Council Plan target:	Less than 5% vacancy

The combined vacancy rate across Kingston's four larger shopping centres is currently 5.47%, signifying this target has not been met. However, this higher than expected increase is predominately due to the recent completion of the arcade in Chelsea which forms part of the redevelopment of the Woolworths Supermarket. As such, the new arcade still has a number of shops that are yet to be leased. Chelsea has an 11.76% vacancy rate. In contrast there is only a 2.54% vacancy rate in Mentone.

Source: Economic Development Department records.



## Highlights of Outcome 4

### Chelsea Supermarket opens for business

The new full-sized Woolworths supermarket at Chelsea is now complete and opened for business on 12 November, 2009. The opening of the new supermarket has been highly anticipated and follows years of planning by Council. The development was a key recommendation of Council's Retail and Commercial Development Strategy and provides a much needed shopping choice and competition for the residents of Chelsea and surrounding suburbs. By working together, this development will benefit Kingston businesses and residents for years to come. As a rule, one full line supermarket should be provided for every 10,000 residents and in this part of Kingston, there was barely one full line supermarket for 45,000 residents. Chelsea residents and traders must be thanked for their patience during the construction phase of the supermarket. Features of the new development include a new larger (approx 3,000m<sup>2</sup>) supermarket at the rear of the existing supermarket site and the establishment of a newly landscaped shopping centre car park following the relocation of the Central Bayside Health Centre and the removal of two residential properties.

### Kingston commits to South East Melbourne Innovation Precinct Project (SEMIP)

Kingston committed to becoming an active participant in an important collaborative initiative between Governments, industry and researchers located in South East Melbourne who are uniting and working together to create an innovative business and knowledge precinct. Titled the South East Melbourne Innovation Precinct Project (SEMIP), the initiative was formally launched by the Minister for Innovation, the Honourable Gavin Jennings MP, at a function in Scoresby on 21 October, 2009. The initiative focuses on high-end growth sectors of business including chemicals, polymers, machinery and equipment, applications in transport, health, construction and the environment and aims to energise the south east region to create the 'innovation, business and knowledge capital of Asia Pacific'. SEMIP is a unique partnership involving the Victorian Government, CSIRO, Monash University, Australian Synchrotron, Small Technologies Cluster and the Councils of Greater Dandenong, Kingston, Knox and Monash, working in consultation with industry. By creating a centralised cluster environment for innovation and business, companies and research organisations can benefit from networking opportunities, shared knowledge and information. Smaller businesses are encouraged to join the project to take advantage of access to cutting-edge research, information, open paths to markets and increased international credibility. Kingston is keen for local companies to derive as much benefit as possible from this exciting project and encourages as many companies as possible in their region to get on board.

### Accreditation for Kingston Farmers' Market

The Kingston Farmers' Market has been granted Accreditation by the Victorian Farmers' Market Association. First established in November 2004, Council has strived to ensure that the market consistently complies with the Victorian Farmers' Market Association (VFMA) charter, and



Kingston Farmer's Market has been going strong since 2004.

is presented as an authentic Farmers' Market. An authentic Farmers Market is predominantly one that operates regularly at a public location, providing a suitable environment for farmers and food producers to sell their farm origin product, and their associated value added primary products, directly to customers. In mid 2009, the VFMA set out to establish an Accreditation scheme for both individual stall holders and Markets to provide assurance to customers that they are purchasing products from an authentic Farmers' Market producer. In order to be accredited, farmers and producers supplying Kingston Market customers have been required to complete detailed paperwork about their farm/business and what it produces. Each submission has been considered by an independent assessment panel based on the signed declaration of true and correct information provided by each applicant. In many cases members from the independent assessment panel have also conducted site farm visits to ensure the information provided matches the farm or premises. Further, for a Farmers' Market to be Accredited, it is required that 90% of its total stallholders be granted Accreditation. Four different types of stallholders are eligible to become accredited: 1. Individual growers of farm based fresh fruit and vegetables. This group will also cover nuts, honey, herbs, plant/flowers and value added produce where the main ingredient is from the makers own farm; 2. Individual farmers of farm based meat and dairy produce including eggs, fish and value added produce where the main ingredient is from the makers own farm; 3. Shared farm stall; and 4. Value-added artisan food and/or drinks product (not farm based). Everyone should be very proud that the authenticity of the Kingston Farmers Market and by working together for mutual benefit for the market as well as from a sustainability perspective, it has been one of the first markets in Victoria to be formally recognised with Accreditation by the VFMA. Kingston's Farmers' Markets are held on the first Saturday of each month between 8.30am and 12.30pm on the corner of Nepean Highway and Bay Road in Highett.

#### FURTHER READING

Visit Kingston's business website [www.kingstonbusiness.com.au](http://www.kingstonbusiness.com.au)



## Together We're Exceeding our Community's Expectations

By building a culture which is inspired by our community we will exceed our community's expectations. Quality leadership and governance is critical to this Outcome and is supported by Executive Services, communication and promotions, information services and technology, financial accounting and rates services, procurement and contract management, customer services, governance, performance planning, and people and culture.

Photograph: Tess Johnson from Statutory Planning, Tim Guille from People and Culture, and Katerina Kaldellis from Customer Service are focussed on leading innovation at Kingston and have been involved in the Breakthrough Leadership Program.

# Community Inspired Leaders

## About this Outcome

Together, we're exceeding our community's expectations by building a culture of service delivery. Quality leadership and governance is supported by Executive Services, communication and promotions, information services and technology, financial accounting and rates services, procurement and contract management, customer services, governance, performance planning, and people and culture.

This year Council invested \$24.3 million in this outcome. This is an increase of 10.5% on the 2008/09 figure of \$22.0 million.

## Our major achievements in 2009/10

- Our new workplace health, safety and wellbeing campaign was launched in November 2009. Branded under the banner 'Take Care, Take Control', it highlights the role we all have to play in maintaining a safe workplace, as well as looking after our wellbeing in a broader sense.
- Negotiation of a new three-year Enterprise Agreement (see Highlight on page 117).
- Developed a revised performance management framework known as LINK.
- Launched the organisational wide project to review Customer Service throughout the organisation, focusing on all areas with community contact (see Highlight on page 117).
- Received a Gold Award for our 2008/09 Annual Report at the 2010 Australasian Reporting Awards. This is the third successive year that Kingston has been awarded a gold medal. (see Highlights on page 117).
- Ebony Let from Kingswood Primary School, Kingston's new Junior Mayor, was elected in May 2010. (See Governance on page 119 for more information).
- AccessCare Southern conducted an annual internal grants program to enable staff to research areas of special interest which will have a direct benefit to clients and carers. The 'Hoarding Resource Project' examined how people with hoarding and squalor behaviours can be better assisted, while the 'Endings' project researched how case managers can be better supported to manage the ending of their relationships with clients, especially when death is involved.
- Completed an upgrade of Kingston's website including a complete update of the website server as well as the redesign of the website and content update.

- The Communications and Promotions Department developed a strong advocacy campaign for the Council's work around insulation being dumped around Kingston. The Council set the agenda for the start of the insulation dumping debate and this resulted in radio and television coverage.
- Implemented an organisational online learning system.
- Updates within the Community Directory almost doubled since the previous year.
- The ongoing review of current processes and procedures to better provide Customer Service to community issues and concerns. This has been facilitated through interaction and guidance of other departments within our organisation.
- The completion of the Infor Pathway Planning System implementation, commenced the Infor Pathway Customer Request System implementation, commenced the Infor Pathway Statutory Building System implementation, and continued the development of the TechnologyOne HRIS implementation.
- Successfully completed a test of Council's ICT Disaster Recovery Plan (see Highlight on page 117).
- The completion of Council's BlackBerry roll out to improve remote communications with employees and Councillors.
- Kingston staff raised \$1,400 in FebFast Dry Spell to help raise drug and alcohol awareness.

## Challenges we experienced

- The lead up to the State and Federal elections created some uncertainty and in part led to the postponing of the Community Visioning activities which will now be considered as part of the Council Planning process for 2011/12.
- Further amendments to the Local Government Act and implementing appropriate amendments into policy and practice.
- The Communications and Promotions Department experienced issues with the community trying to submit online submission forms.
- There have been delays in implementing a new payroll system which has caused duplication of work for the Finance Department.
- Implementation of the new Human Resource Information System.
- Managing employee injuries across the organisation.
- Changes to the Accident Compensation Act resulted in Councillors having to be included within Kingston's WorkCover program.

- Conflicting priorities across departments when implementing new technologies and while maintaining existing corporate systems.
- Ensuring Council keeps abreast of advancing technologies.
- Staff turnover and filling of vacancies in a timely manner has increased the pressure on existing employee resources and ensuring timelines are still being met.

### Plans for the next 12 months

- Implement the Influencing our Reputation Customer Service project with a community centric focus.
- Continue to implement our new workplace health, safety and wellbeing campaign 'Take Care, Take Control'.

- The production of Local Government Performance Indicators as directed by the Essential Services Commission.
- Continue to implement the 'one stop' service model for users and occupiers of Council properties for consistency of advice, information and community development opportunities.
- Review and update Communications policies and develop a Communication Plan for Council.
- Maintain Long-Term Financial Strategy that is integrated with Council's Asset Management Strategy.
- Continue to explore strategic options to develop permanent Council headquarters in the city.
- Continue to ensure the right people are in the right job at the right time by embedding the Community Inspired Leadership culture.

Fast Facts	2009/10	2008/09	Change	% Change
Number of Ordinary Council Meetings held	13	12	1	7.7%
Number of Special Council Meetings held	4	13	-9	-225.0%
Total Number of Village Committee Meetings held (10 Committees)	80	66	14	17.5%
Amount distributed by Councillors in ward fund grants	\$57,175	\$52,614	\$4,561	8.0%
Citizenship Ceremonies held	5	5	0	0.0%
Telephone calls to Customer Service	150,598	151,913	-1,315	-0.9%
Over the counter contacts with customers	85,079	79,034	6,045	7.1%
New Resident Kits provided	2,399	1,007	1,392	58.0%
Press briefings with local media	45	45	0	0.0%
Media releases written	266	290	-24	-9.0%
Visits to Kingston's website	2.4 million	1.6 million	800,000	33.3%
Number of Meetings provided for	1,454	1,358	96	6.6%
Number of external mail items processed for collection	289,359	288,590	769	0.3%
Top four requests for action:				
Waste	15,097	12,044	3,053	20.2%
Local Laws	3,811	5,517	-1,706	-44.8%
Tree Pruning	2,789	3,837	-1,048	-37.6%
Reserve Maintenance	1,595	3,298	-1,703	-106.8%
Freedom of Information Requests	25	25	0	0.0%
Number of Privacy Requests responded to	367	425	-58	-15.8%
Number of IT Help Desk Calls responded to	3,623	3,885	-262	-7.2%
Number of Documents registered:				
Inwards Documents	75,616	63,405	12,211	16.1%
Internal Documents	26,442	30,473	-4,031	-15.2%
Outwards Documents	71,718	30,945	40,773	56.9%
Number of staff who attended an Information Services training course	416	582	-166	-39.9%

## How we performed against the Council Plan – Our scorecard

The tables below reflect the progress of our key work during 2009/10. Each milestone is linked to the strategies and priorities set in the 2009-2013 Council Plan. The progress at the end of the financial year against each milestone has been represented by:

- **Achieved**
- **In progress**
- **Delayed/ initiative postponed**



Council continues to advocate for funding for foreshore renourishment. This photograph provides a birds-eye view of Mordialloc foreshore.

## Council Plan Strategy 5.1

### Be community centric.

Council Plan priority	2009/10 milestone	Progress against 2009/10 milestones	Responsible department	Year to date progress and issues/challenges faced during the period including how they were dealt with
Develop and implement advocacy programs to champion community needs for:	Review and provide a submission to the Commonwealth Government on the Moorabbin Airport Master Plan	●	City Strategy	Submission completed in July 2009 and awaiting feedback.
	State and Commonwealth funding for foreshore works and renourishment funding	●	Parks and Depot Operations	Council has been successful in receiving funding to renourish the Aspendale Beach and to repair Parkdale Promenade path damage that occurred as a result of the Anzac Day weekend storm. A report highlighting the challenges faced by Council was prepared for the MP breakfasts and Community Cabinet Hearings.
	State Government funding for maintenance and mowing of roads, railway lines and roundabouts	●	Parks and Depot Operations	Submitted reports and correspondence to State funding bodies. Successful negotiations held with VicRoads to get them to continue maintaining roadside areas that are currently a Council responsibility.
	Changes to Local Government rules and regulations	●	Governance and Performance Planning	A submission on changes to the Conflict of Interest provisions was submitted on behalf of Council.
	Increased funding and support for social and affordable housing	●	City Strategy and Community Aged Services	Council has established an Affordable Housing Taskforce which has been meeting to explore the manner in which Council can assist to improve the affordability of housing across the municipality.

## Council Plan Strategy 5.1 continued

Council Plan priority	2009/10 milestone	Progress against 2009/10 milestones	Responsible department	Year to date progress and issues/challenges faced during the period including how they were dealt with
Develop and implement advocacy programs to champion community needs for:	Progress the options for improving the amenity and appearance of Mentone beach, including the Mentone Pipes	●	Parks and Depot Operations	NRA crew have been performing vegetation works on the Mentone Cliffs. Melbourne Water has committed to provide funding in partnership with Council to remove three foreshore drainage outfalls.
	Funding for environmental and amenity improvements along Mordialloc Creek	●	Parks and Depot Operations	Funding has been provided through Melbourne Water and sponsor organisation for improvement works. Also Dandenong Living Links successfully negotiated a sponsorship arrangement that supports revegetation work along the creek.
	Guidance and leadership from State and Federal Governments to address and/or mitigate climate change issues for our local environment, society and economy	●	Parks and Depot Operations	Participated in groups that provide learning and collectively champion the cause. Staff have attended numerous seminars and workshops to learn from experts. Presentations have been given by staff at Community Cabinet Hearings. A report highlighting the challenges faced by Council was presented at the MP breakfast. Council has joined the MAV lead Give Our Street the Green Light campaign advocating for funding to upgrade street lights to more efficient technology.
	State Government agencies for implementation of Kingston's Traffic Studies	●	Infrastructure	Advocate for the construction of Dingley Arterial through VicRoads. Include Dingley Arterial construction in SEITG Regional Transport Plan. Councillors met with local MP's in May 2010 at which this matter was presented and discussed. Council also adopted the South Eastern Transport Study from SEITG, in which the construction of the Dingley Arterial through Kingston is supported.

**One of Kingston's 2009/10 milestones was to progress the options for improving the amenity and appearance of Mentone beach, including the Mentone Pipes (pictured here). Melbourne Water has committed to provide funding in partnership with Council to remove three foreshore drainage outfalls.**



## Council Plan Strategy 5.1 continued

Council Plan priority	2009/10 milestone	Progress against 2009/10 milestones	Responsible department	Year to date progress and issues/challenges faced during the period including how they were dealt with
Inform the community's overall participation and knowledge by:	Continuing to update internal and external websites to ensure continuous improvements to providing the community with information	●	Communications and Promotions	Ongoing action to ensure continuous improvements and up to date information is provided to the community.
	Publishing 11 editions of 'Kingston Your City' (KYC) each year	●	Communications and Promotions	Successfully published 11 editions of KYC during 2009/10.
	Provide information that enables people to access services, activities and venues for their sporting, recreation, leisure, cultural and community interests	●	Leisure and Culture	Six issues of Teaming Update released. Summer Revival calendar of events developed and distributed. Enewsletter published once a month incorporating Arts and Cultural Development news.
	Conducting ongoing annual community education to raise awareness and compliance particularly for responsible pet ownership, road safety, health promotion and statutory awareness	●	Local Laws and Health Service	<ul style="list-style-type: none"> <li>• Conducted four community events promoting responsible pet ownership and road safety. These included a Cat Show and Microchipping day, a Pet Microchipping and Registration Day, Road Safety (Wheelie Day) and Safety Day at Cheltenham Secondary College.</li> <li>• Continue to promote 'Who's for Cats' Campaign. This campaign is a State Government initiative involving Local Government promoting formal adoption of stray cats in the community and promoting responsible pet ownership including confinement and de-sexing.</li> <li>• Educational presentations and discussion on Community Radio (11 sessions).</li> <li>• Promotion of compulsory desexing of animals being registered with Kingston Council. Published in excess of 56 articles in Kingston Your City covering responsible pet ownership, Local Laws and legislative compliance and health promotion and 43 articles in the local papers.</li> <li>• Updated information on Council's web page</li> </ul>

## Council Plan Strategy 5.1 continued

Council Plan priority	2009/10 milestone	Progress against 2009/10 milestones	Responsible department	Year to date progress and issues/challenges faced during the period including how they were dealt with
Conduct and implement a strategic review of Village Committees to ensure local community needs are understood and Council is effectively engaging with the community	Review existing structures and report to Council to determine the role of Village Committees in Community Planning exercise	●	Governance and Performance Planning	A series of workshops have been undertaken with Councillors resulting in general agreement with the current approach to Village Committees. The future role of Village Committees in the community visioning process is to be determined in 2011/12 as the visioning initiative has been put on hold to avoid conflict with the State and Federal election processes. Further work on policy review to be undertaken in the latter half of 2010.
Implement the Customer Service Charter with a community centric focus	Stage 1: Develop an overall project plan. Stage 2: Develop a compelling story so that we understand Customer Service issues and experience. Take into account objective research information and subjective experiences. Take into account the work undertaken in the Customer Service Charter. Further stages: will be added once both aspects above have been developed.	●	Customer Service	The Team Leader Customer Service has been seconded to complete this project and that role has been backfilled. Customer research data has been sought via: 400 telephone interviews, 3 x 1.5 hour external customer focus groups, 90 mystery shopper evaluations, 3 x two hour staff focus groups and questions included on the staff survey.
Continue to implement the one stop service model for users and occupiers of Council properties for consistency of advice, information and community development opportunities	1. Establish new Building and Facilities department. 2. Conduct comprehensive audit of properties and update user information. 3. Develop a strategic directions plan and a buildings operations plan. 4. Work with other internal Council departments to harmonise systems and protocols.	●	Community Buildings	1. New department has been established and Manager has been appointed – 4 January 2010. One Team Leader position has now been filled following re-advertisement of the position in January 2010. The other Team Leader post will now be addressed as part of a wider restructure of the department. 2. Comprehensive building condition audits have now been completed and information has been made available for wider use across Council. 3. Despite the delay and inability to fully appoint the management team, work on a strategic directions plan has continued with a report to Council in late April 2010. 4. A detailed Community Buildings Plan was developed through working with internal Council departments, ensuring that the plan is deliverable and consistent with corporate priorities.



## Council Plan Strategy 5.2

### Create a shared vision for the future.

Council Plan priority	2009/10 milestone	Progress against 2009/10 milestones	Responsible department	Year to date progress and issues/challenges faced during the period including how they were dealt with
Actively engage with the community to develop a new Community Plan and Vision	Devise and commence community engagement and consultation process for review/ redevelopment of Community Plan; coordinate development and delivery of the Community Plan	●	Governance and Performance Planning	Following the February Council Planning workshop with Councillors, this initiative has been put on hold. Councillors will review at the 2011/12 planning workshop. The timing of the State and Federal elections and other Council priorities would likely have impacted the effectiveness of any community visioning engagement activities during 2010. Kingston Survey also put off until the 2010/11 financial year.

## Council Plan Strategy 5.3

### Sound governance and responsible financial leadership.

Council Plan priority	2009/10 milestone	Progress against 2009/10 milestones	Responsible department	Year to date progress and issues/challenges faced during the period including how they were dealt with
Continue to participate in cross-municipal resource sharing forums and negotiations, including:	Across Community Groups	●	All Departments	Resource sharing initiatives are being discussed, or are in place for Emergency Management response and recovery operations.
Review Kingston's community representatives Governance structures	<ol style="list-style-type: none"> <li>1. Provide support for Council's 10 Village Committees;</li> <li>2. Review meeting cycle;</li> <li>3. Involve Committees in Community Planning process;</li> <li>4. Provide training to Advisory/ Support Officers</li> </ol>	●	Governance and Performance Planning	Meeting cycle to remain unchanged. Agenda development to include more strategic issues with Village Committees to gain greater local input. Several training sessions with support officers undertaken with view to further process improvements. Work on action management also undertaken to improve response back to Village Committees and finalise items. Marketing of Village Committees undertaken in <i>Kingston Your City</i> . New members recruited and approved at December 2009 Ordinary Council meeting. The Community Planning initiative has been deferred for discussion in the 2011/12 planning session with councillors.
Maintain interdepartmental working groups to develop, review and develop asset management plans, in consultation with the community, including within:	Infrastructure	●	Infrastructure	Review of Asset Management (AM) Strategy was deferred to enable consideration of National Sustainability Framework. This was originally due for release in December 2009 but was not made available until May 2010. A review of AM Policy and Strategy is to be undertaken during July/August 2010 in conjunction with Council's response to the National Sustainability Framework.
	Community and Aged Services	●	Community and Aged Services	The department is working in conjunction with the new Building Facilities Department. Contribution made with respect to Senior Citizen's Centres upgrades and Residential Aged Care facilities.

## Council Plan Strategy 5.3 continued

Council Plan priority	2009/10 milestone	Progress against 2009/10 milestones	Responsible department	Year to date progress and issues/challenges faced during the period including how they were dealt with
Continue support for the Audit Committee Program	Complete 2009/10 Audit Plan	●	General Manager Corporate Services	Audit Plan completed in 2009/10.
Continuously improve compliance systems to ensure robust and dynamic processes with a:	Corporate OHS System	●	Governance and Performance Planning	Launched 'Take Care Take Control' initiative. Implementation of organisational wide 'Take Care Take Control' commenced to improve the health and wellbeing of employees. This has included significant work on OHS policies, a comprehensive training program including management training and rollout of training too all staff. Further, a strong focus on contractor management and contractor systems has been implemented. A strategic Health, Safety and Wellbeing Strategy has been drafted and is currently undergoing internal consultation.
	Risk management	●	Governance and Performance Planning	A Risk Management Policy was adopted in December 2009. A Risk Workshop was undertaken with internal auditors to confirm strategic risks and form the basis of a Risk Register for further consultation and development. Operationalisation of risks being undertaken through the business planning process. Internal Audit Committee endorsed the approach as being a mature approach to risk management and noted the strategic risks would inform the development of future audit committee programs.
	Reducing Kingston's Workcover premium	●	People and Culture	Returning Injured Employees to Work Policy has been implemented with the alternative duties register. Return to Work Coordinator has developed a training program for Managers and Team Leaders which will be facilitated in July 2010. The investigation into an early intervention program with Council's rehabilitation providers to establish a panel arrangement has commenced together with the revision of the pre-existing health declarations.
Review policies and procedures following significant amendments to the Local Government Act and the election of the new Council, including:	Code of Conduct	●	Governance and Performance Planning	A series of workshops were undertaken with Councillors with the Code of Conduct adopted by Council in October 2009, in line with Legislated requirements.
	Meeting Local Law and policies	●	Governance and Performance Planning	Redrafting of Local Law to account for changes to the Local Government Act completed following public submission process and adoption of amended local law at November Ordinary Council meeting. Local Law amended to reflect changes to the Local Government Act implemented in 2008, to ensure consistency with Legislation.

Kingston's Team Leader Strategic Planning Rosa Zouzoulas.



### Council Plan Strategy 5.3 continued

Council Plan priority	2009/10 milestone	Progress against 2009/10 milestones	Responsible department	Year to date progress and issues/challenges faced during the period including how they were dealt with
Develop and implement effective reporting systems, including:	Implementation of the new Human Resource Information System (HRIS) which will involve a review and integration of associated policies, procedures, processes and delegations	●	People and Culture	All HRIS workflow processes and procedures have been completed. Organisational direction on the implementation date for HRIS will be provided following discussions with the provider as there are significant contractual issues outside the control of individual departments.
	Incident Reporting System to identify injuries and status	●	Governance and Performance Planning	Minor changes introduced to current reporting process to reduce administrative burden and improve data quality. Further work will be undertaken to automate this process once OHS management system changes are further embedded.
	Strategic Plan and Action Management Reporting System	●	Governance and Performance Planning	Project is behind target. Specification finalised. Tendering to be undertaken in the first quarter of 2010/11.
	Evaluate and enhance facility performance in the areas of service delivery, community satisfaction and utilisation through the implementation of Logomatrix	●	Community Aged Services	This strategy was not funded and alternative mechanisms and arrangements are in place relevant to each service area. This action is therefore no longer valid.

## Council Plan Strategy 5.4

Inspired, dynamic and accountable people.

Council Plan priority	2009/10 milestone	Progress against 2009/10 milestones	Responsible department	Year to date progress and issues/challenges faced during the period including how they were dealt with
Ensure the right people are in the right job at the right time by embedding the Community Inspired Leadership (CIL) culture by:	Review Kingston's Performance Review and Management policy and procedures to ensure wide acceptance and understanding	●	People and Culture	LINK Performance Management System has been developed in consultation with Managers and employees. A number of information sessions have been facilitated with all employees to support the implementation of the LINK Performance Management System from 1 July, 2010.
	Create a web presence that enhances 'the place to work' reputation	●	People and Culture	Project has commenced with the review of website materials with revised content for Organisational Development and Governance Division to be completed by December 2010 to enhance web presence.
	Create programs and plans that support the growth and development of employees including the CIL Strategy and specific retention initiatives for employees	●	People and Culture	Work was scheduled for June Quarter 2009 to align the values and behaviours work, CIL strategy and develop workforce plans for all work areas. Enterprise Agreement adopted in December 2009. A Senior Leadership Group (SLG) two-day workshop was scheduled for August 2010 to assist with the development and implementation of Phase 2 of the CIL strategy.

Discussing the Council Plan and Budget for 2010 are Council employees (standing from left): Jason Stubbs, Bernard Byrden, Sharon McRae, Paul Franklin, Elaine Sowerby and Angela Granter. Seated, from left, Caroline Reidy, Steve Waugh, John Nevins and Amit Sharma.



## Council Plan Strategy 5.4 continued

Council Plan priority	2009/10 milestone	Progress against 2009/10 milestones	Responsible department	Year to date progress and issues/challenges faced during the period including how they were dealt with
	Develop an Enterprise Agreement (EA) that further reinforces the organisation's values and behaviours	●	People and Culture	Changes resulting from the approved 2009 EA have been implemented. This includes policy interpretation and application.
	Develop a culture of zero tolerance of discrimination and harassment	●	People and Culture	Equal Employment Opportunity (EEO) Consultative Committee has been reviewed with the establishment of quarterly network meetings. These will be implemented from August 2010 with further training provided to the EEO Contact Officers.
Continue to reduce Kingston's impact on the environment through the 'Our Place' program, including:	Prepare and distribute quarterly Our Place newsletter to staff	●	Parks and Depot Operations	Quarterly newsletter not distributed in June, investigating integration into Connect Magazine.
	Regularly report to the Corporate Leadership on the outcomes of the EcoRep's meetings	●	Parks and Depot Operations	EcoReps have decided they would prefer to meet one-on-one thus reports will be provided to CLG on an as-needs basis.
	Identify one environmental focus per month and focus on changing staff behaviour	●	Parks and Depot Operations	Monthly environmental focuses have been: July – What you can do at home to be more green, August – Green cleaning, September/October – Reduce paper usage around the office, November – Energy saving at home, December – Sustainable and Ethical foods, January – Target 155, February – Organics recycling, March – Lights out for Earth Hour, April – Green Easter, May – Recycle Right (including tour of MRF), June – nil.

## Council Plan Strategy 5.4 continued

Council Plan priority	2009/10 milestone	Progress against 2009/10 milestones	Responsible department	Year to date progress and issues/challenges faced during the period including how they were dealt with
Continue the development and implementation of Council's Information Services, including:	Corporate Business Solution in line with contract terms and conditions	●	Information Services	Difficulties currently being experienced due the volume of work being undertaken: <ul style="list-style-type: none"> <li>• Pathway Statutory Planning system completed;</li> <li>• Pathway Building System expected to be completed by mid August 2010;</li> <li>• Pathway Customer Service System currently being implemented expected to be completed by mid August 2010;</li> <li>• Pathway Online Service cannot start until after Customer Service system completed;</li> <li>• TechnologyOne Human Resource Information System (HRIS) / Payroll has been delayed.</li> </ul>
	Improve the management and conceptual awareness of information through ongoing training and the implementation of new technology	●	Information Services	New training program has been established and is part of Corporate Training Calendar. Implementing new Policy Portal to provide greater access to Council policies and procedures. Continued refinement of TRIM structure.
Continue the development and implementation of Council's Information Services, including:	Complete test of Kingston's disaster recovery environment	●	Information Services	Information Communications Technology (ICT) Disaster Recovery Exercise completed successfully. Finalising security audit of Council web sites. Establishing Business Improvement Software.
	Improve the flexibility and responsiveness of the workforce by rolling out mobile solutions across Kingston	●	Information Services	BlackBerry upgrade now complete. Netbook computers have been reviewed and are appropriate for use by staff.
	Review and complete new three-year Information Services Strategy	●	Information Services	Discussions with various line Managers. Review of what other Councils are doing. Review what latent functionality in existing application fleet Council is not utilising. Developed and presented report for CLG for endorsement on projects and the best methodology to implement.

## Triple Bottom Line results for Outcome 5

Triple Bottom Line refers to a range of economic, social and environmental indicators that Council uses to monitor the wellbeing of the community. These indicators are detailed below.

Economic indicator:	Financial viability
Responsibility:	Kingston City Council
Council Plan target:	139% working capital ratio.

Refer to page 14 for the Chief Financial Officer's Report and page 146 in financial statements (key strategic indicators).

Economic indicator:	Insurance risk rating
Responsibility:	Not directly monitored, surveyed or controlled by Council.
Council Plan target:	Maintain Risk Liability Assessment.

Kingston is committed to effectively managing risk and the cost of insurance. In 2009/10, Kingston improved its overall Liability Assessment Rating in the Civic Mutual Plus Review to 84% compared to 76% for the previous year. This is above the Statewide average of 80% for all Victorian Councils. Refer to Risk Management on page 130 for explanations.

Source: Civic Mutual Plus Review 2010

Economic indicator:	Organisational capability
Responsibility:	Kingston City Council.
Council Plan target:	Maintain satisfaction with Kingston as an employer.

As a part of Kingston's commitment to the continuous improvement of the organisation, an Employee Opinion Survey was completed in June 2010 by 43.2% of employees (549 employees). The organisation achieved an overall satisfaction rating of 73.9% an improvement of 3.6% in employee satisfaction levels from the previous survey conducted in 2008. This feedback will now be used as the basis for ongoing discussions and program development over the next 12 months. The next Employee Opinion Survey will be conducted in 2012. See Employee Section page 22 for more details.

Source: Insync Surveys for Kingston Council 2010

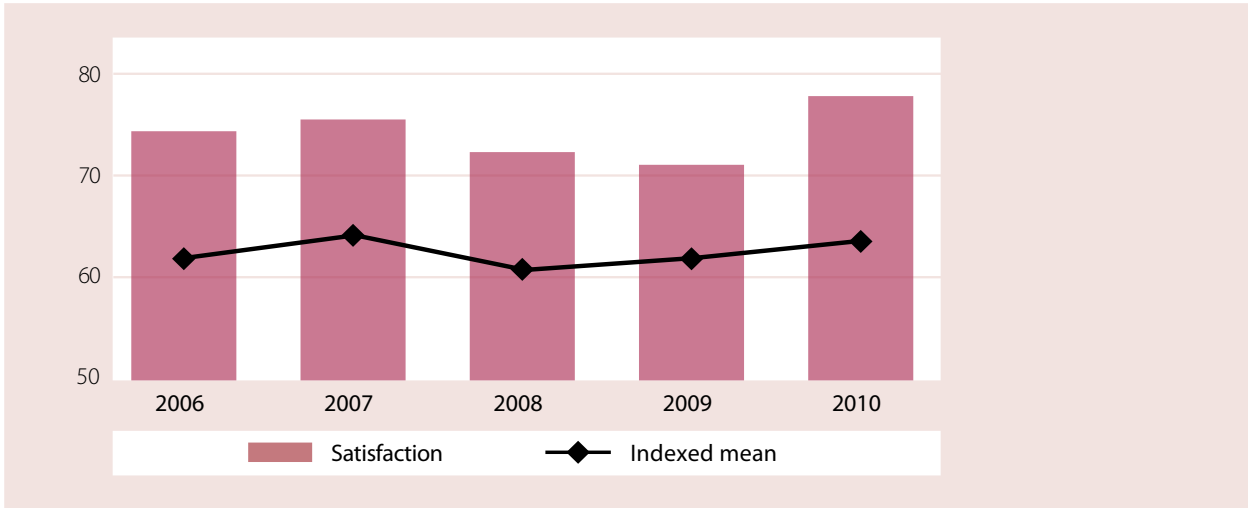
**Councillor Paul Peulich, Mihad Ali, Richard Euston (Youth Worker), Alina Korovina and Ria Chapman promote the Walk the Plank pool party held at Waves Leisure Centre in April 2010.**



Social indicator:	Satisfaction with community engagement
Responsibility:	Kingston City Council.
Council Plan target:	72% resident satisfaction with community engagement.

Kingston engages the community in planning for the future and making decisions about their local areas. Community engagement is measured annually through the DPCD survey. In 2010, Kingston's satisfaction rating was 75%, an increase on the 69% reported in 2009 and above the target of 72%. According to 44% of respondents who see a need for improvement, the reason given was a need to keep the community better informed and communicate more. Kingston will continue to work hard in 2010/11 to improve this area for our residents. One of the major projects planned to address community engagement will include a new Community Plan and Vision.

Figure 21: Residents Satisfaction with Community Engagement

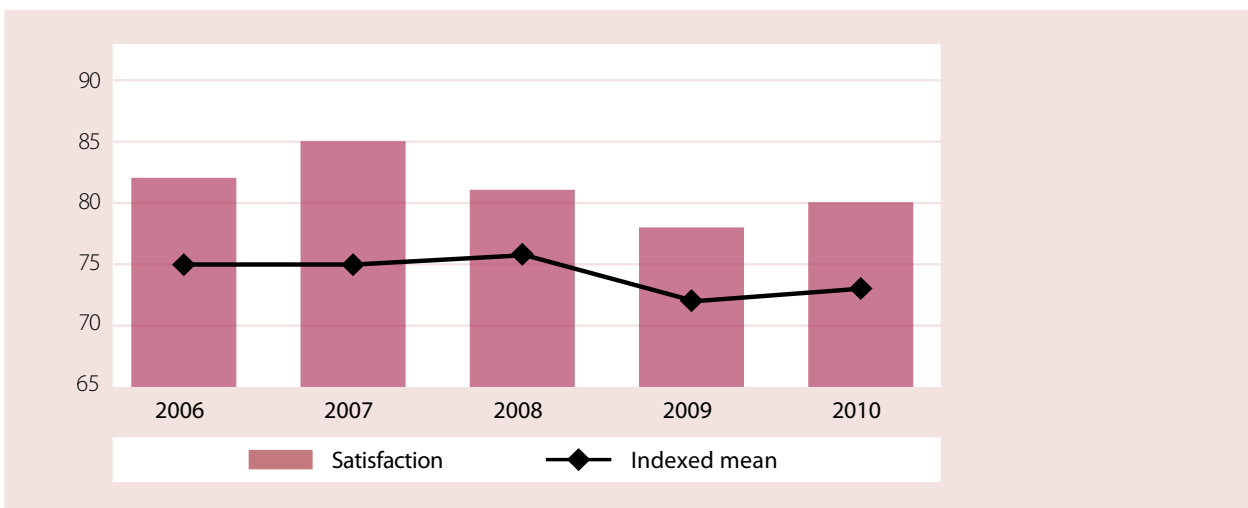


Source: 2010 DPCD Community Satisfaction Survey

Social indicator:	Satisfaction with service contact
Responsibility:	Kingston City Council.
Council Plan target:	80% resident satisfaction with service contact.

Kingston is committed to service and complaint management across all services. 'Customer contact' is a measure sourced from the DPCD survey. The survey benchmarks and gauges residents' expectations and views relating to Council's service provision. In 2010, results indicate Kingston has once again achieved this target of 80%. This result is an increase on the 78% satisfaction achieved in 2009. One of the ways Council will be looking to improve service will include implementing a new Customer Service project Enhancing Your Experience that has a community centric focus. See Highlight page 108 for more detail on this new project.

Figure 22: Residents' Satisfaction with Customer Contact



Source: 2010 DPCD Community Satisfaction Survey



## Highlights of Outcome Five

### Annual Report Gold Award

Kingston Council's 2008/09 Annual Report won a Gold Award in the prestigious Australasian Reporting Awards (ARA) for the third successive year. Co-ordinated out of the Governance and Performance Planning Division, the organisation works together to extract meaningful and accurate information to report Council's achievements and challenges to the community. The ARAs provide an opportunity for organisations like Kingston to benchmark the standard of their annual reports against others in Australia and New Zealand. Each year Kingston endeavours to improve the Annual Report by reviewing the feedback received from the ARA and the MAV, as well as by benchmarking against other Local Government annual reports and feedback received from the community.

### A new three-year Enterprise Agreement is negotiated

Kingston's employees endorsed a new three-year Enterprise Agreement in December 2009 with 77.1% of voting employees supporting the new terms of employment. The Enterprise Agreement was designed to incorporate a range of attractive working conditions to ensure Kingston is a family-friendly workplace and working together to ensure that employees are able to meet their responsibilities outside of the workplace and to achieve greater work life balance (see page 22 for more on Kingston's employees).

### Organisational wide review of Customer Service launched

The challenge to invest in Council's internal and external customer relationships is ongoing. By its very nature Customer Service is a 'team event' and each and every staff member contributes to the customer experience and the overall perception customers have of Council. As part of the Influencing Our Reputation project, during June 2010 Council undertook extensive research into how we are perceived by our external customers and also how we as internal customers of each other perceive that relationship. This research included three internal staff focus groups, 400 hundred telephone surveys, three external focus groups and ninety secret shopper surveys.

The results of these surveys have shown that in general terms Council provides excellent service to our customers but have also highlighted some areas where improvements to service both internal and external can be made. The implementation of any identified improvement opportunities and medium to longer term strategies will take place throughout the course of the 2010/11 financial year.

### Information Services disaster recovery exercise

In October 2009, Information Services undertook a complete test of its ability to recover if the computer server room which runs Council's entire Information Technology environment, failed. The exercise involved shutting down the computer server room so that no computer applications were operational and then re-establishing the computer environment again at Council's disaster recovery site. This exercise required the recovery of Council's business critical data, the reactivation of over 30 computer applications and 100 computers. This exercise was completed successfully meeting the objectives set at the start of the exercise and within the timeframes specified in Council Information Disaster Recovery Plan.

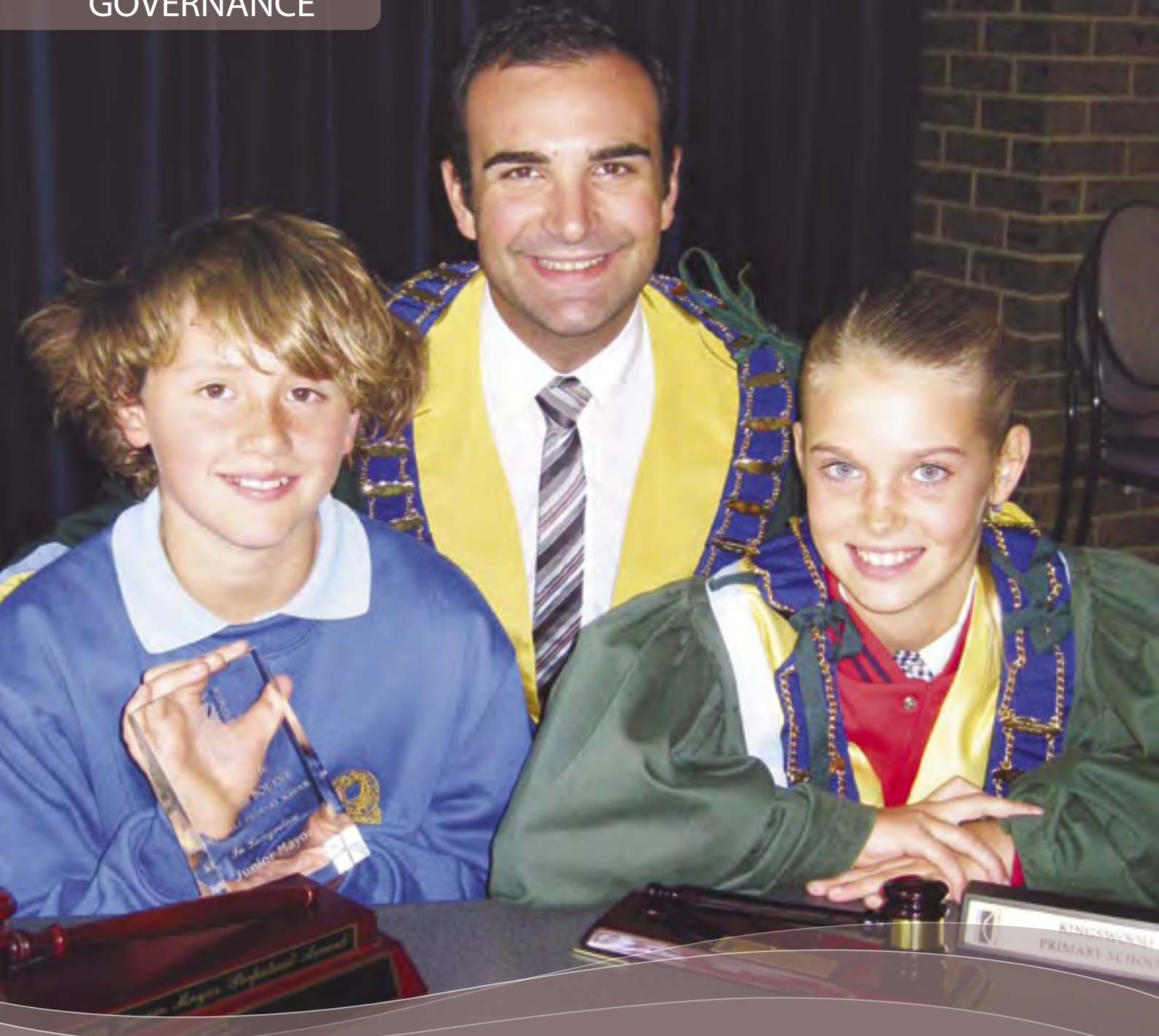
### Kingston employee wins Local Government in Leadership Award

Alexia Morgan, Team Leader of Kingston's Leisure Centres, won the prestigious 2009 SACS Award for Leadership in Local Government from a strong field of 17 nominees from across the state. Thrilled with the award, Alexia said her win was unexpected and she felt honoured to be named amongst her fellow nominees. Nominated by colleagues and staff, the judges said that Alexia's energy, innovation and passion were obvious wherever she focused her attention, with her strengths lying in her ability to think strategically, improve performance and to mentor and develop others.

Starting her career at Kingston in 2001, Alexia has continually demonstrated outstanding leadership, not only within her own team at Council's Leisure Centres, but also within the City of Kingston organisation and the broader community. She has been in her current role since 2005 and is responsible for the seven day a week operation at both Waves and Don Tatnell overseeing a team of 200 permanent and casual staff and 700,000 visits by community members a year across both Centres. While at Kingston Alexia has been seconded to acting positions as Manager of Kingston Arts Centre and Manager Leisure and Culture. During her time at Kingston, Alexia has been highly regarded for her ability to handle any crisis situation that may arise and her willingness to make a positive difference. Her strengths lie in her ability to think strategically, always concentrating on improving the performance of her team and her businesses.

#### FURTHER READING

To find out more about award criteria for Annual Reports visit [www.arawards.com.au](http://www.arawards.com.au)



## Together we are leading the community

At Kingston, good governance incorporates the key principles of leadership, integrity, participation, engagement, accountability, transparency and responsiveness.

Photograph: Kingston Mayor Steve Staikos with the 2010 Junior Mayor, Ebony Let and outgoing 2009 Junior Mayor, Lachlan Bourne.

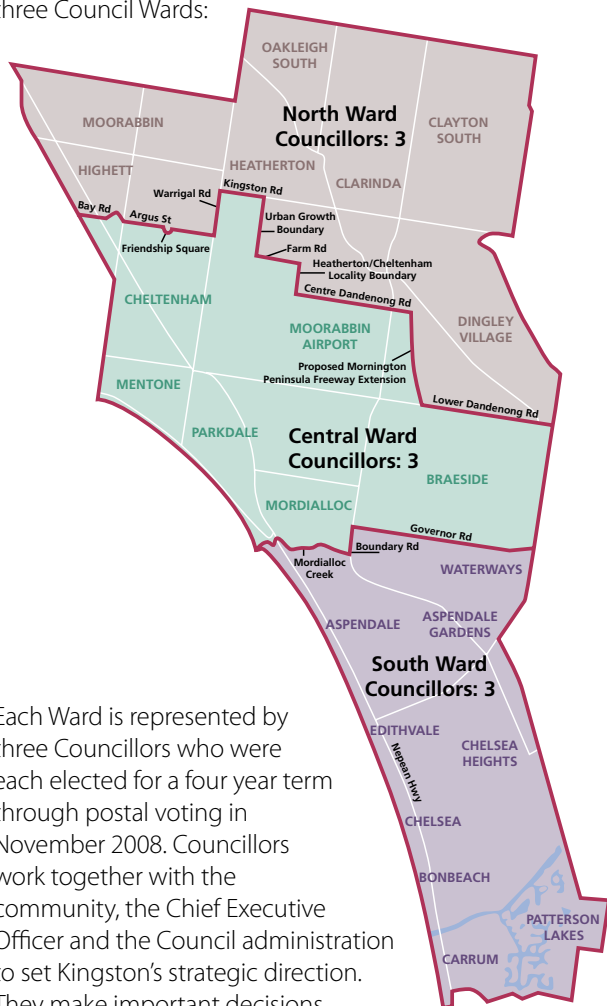
# Democracy in Kingston

Local Government is the third tier of Government in Australia after Federal and State, and it is also regarded as the closest level of Government to the community. As such it plays a vital role in providing more than 100 different services and programs for the community, and also in advocating for local residents on a wide range of issues.

Kingston is one of 79 Councils in Victoria, and must operate in accordance with the Local Government Act which sets out its authority, powers, duties, functions and the process for Council elections. Victorian Councils spend over \$4 billion annually to provide services and facilities for their communities and they work in partnership with the State and Federal Government and other agencies to deliver these services.

## Council Wards

The City of Kingston has three Council Wards:



Each Ward is represented by three Councillors who were each elected for a four year term through postal voting in November 2008. Councillors work together with the community, the Chief Executive Officer and the Council administration to set Kingston's strategic direction. They make important decisions regarding the whole municipality and in doing so, they consider the views of, and consult with, the community. See also pages 16-18 for Councillor appointments..

### FURTHER READING

Further reading: [www.kingston.vic.gov.au/councillors](http://www.kingston.vic.gov.au/councillors) to learn more about:

- Councillors' Code of Conduct.
- Council Ward Boundaries.
- Ensuring unbiased democratic decision making.

## Mayor's Role

Each December Council elects a Mayor for a 12 month term to:

- Lead, inspire and support the team of Councillors.
- Chair Council meetings, encourage Councillors to participate and work together, and enhance good governance.
- Promote civic pride and goodwill.
- Support and engage the community.
- Advocate to other levels of government on key issues on behalf of the community.
- Work with the CEO to ensure Council achieves its objectives.

Cr Arthur Athanasopoulos served as Mayor up until December 2009. The Mayor from December 2009 onwards was Cr Steve Staikos. Councillors elected Cr Donna Bauer as Deputy Mayor in December 2009. While the Deputy Mayor is not a position formally constituted by legislation, Councillors are able to elect a Deputy Mayor to act for the Mayor in cases where the Mayor cannot be present.

Further reading about the role of Mayor and Councillors visit:

- [www.mav.asn.au](http://www.mav.asn.au)
- [www.vlga.org.au](http://www.vlga.org.au)
- [www.kingston.vic.gov.au](http://www.kingston.vic.gov.au)

## Junior Mayor

Each year a Junior Mayor is elected in Kingston. The election process involves local primary schools nominating one pupil who makes a two minute speech and the remaining students vote for the best presentation. The Junior Mayor, who receives junior mayoral robes and chains and \$200 from the Chelsea Rotary Club, is called on to assist the Mayor at a range of official Council events.

In 2009/10 Lachlan Bourne, a grade six student and School Captain at Edithvale Primary School, was Junior Mayor from April 2009 until early May 2010 when Ebony Let, a grade six student from Kingswood Primary School was elected Junior Mayor.

## Our Governance System

Good governance is important as it ensures that Councils operate effectively, efficiently, impartially and with integrity and compassion. Kingston Council adopts good governance principles by making decisions based on proper processes and systems, and ensuring that Council staff carries out these decisions appropriately.

At Kingston, good governance incorporates the key principles of leadership, integrity, participation, engagement, accountability, transparency (openness) and responsiveness.

### Code of Conduct, Business Conduct and Conflicts

Kingston's Code of Conduct for Councillors provides advice on appropriate Councillor behaviour, conflicts of interest and procedures for resolving disputes between Councillors.

This Code is well supported by the document, 'Guide to Business Conduct' which was developed by Council to encourage and help Council employees, contractors, representatives and volunteers undertake their work with honesty and integrity.

This Guide recognises that as employees and representatives of Council individuals are responsible and accountable for their behaviour, actions and the ethical use of public resources. The Guide is designed to reduce the risk of unacceptable or unlawful behaviour, and real or perceived conflicts between private and public interests. It is part of Council's commitment to accountable governance and ensuring that the right systems, processes, skills and behaviours are in place.

#### FURTHER READING:

- Code of Conduct: [www.kingston.vic.gov.au/Files/Councillor\\_code\\_conduct.pdf](http://www.kingston.vic.gov.au/Files/Councillor_code_conduct.pdf)
- Guide to Business Conduct: [www.kingston.vic.gov.au/Files/Guide\\_to\\_Business\\_Conduct.pdf](http://www.kingston.vic.gov.au/Files/Guide_to_Business_Conduct.pdf)

Good governance involves two types of governance:

- Democratic governance (elected Councillors and the authority they have to make decisions); and
- Corporate governance (the way in which the Council is run and the framework in which its systems and processes operate).



Kingston Council Chamber located on the ground floor at 1230 Nepean Highway, Cheltenham.

### Council Meetings

Kingston's Ordinary Council Meetings are held on the fourth Monday of each month at 1230 Nepean Highway, Cheltenham starting at 7pm unless otherwise advertised. These meetings are open to the public and agendas are available from Council's website the Friday before. There is an opportunity at these meetings for residents to submit written questions to Council for consideration.

Special Council Meetings are called if there is an urgent item on which a Council resolution is required and where the item cannot wait until the next available Ordinary Council Meeting. The dates for these meetings are advertised in The Age. There were four Special Council Meetings held in 2009/10.

Closed sessions occur during a Council Meeting if the information to be discussed is of a sensitive or confidential nature as defined in the Local Government Act 1989. Some, or all of the reports considered during closed sessions are not available for the public to read.

# Democratic Governance

## Council Meetings held in 2009/10

Ordinary Council Meetings	Special Council Meetings
Monday, 27 July 2009	Thursday, 5 November 2009
Monday, 24 August 2009	Thursday, 3 December 2009
Monday, 28 September 2009	(Statutory meeting to elect the Mayor)
Monday, 26 October 2009	Tuesday, 9 March 2010
Monday, 23 November 2009	Wednesday, 5 May 2010
Monday, 30 November 2009	
Monday, 14 December 2009	
Monday, 8 February 2010	
Monday, 22 February 2010	
Monday, 22 March 2010	
Tuesday, 27 April 2010 (subst. for Easter Monday)	
Monday, 24 May 2010	
Monday, 28 June 2010	

## Councillor attendance at Council Meetings in 2009/10

Councillor	Ordinary Council Meetings attended	Special Council Meetings attended
Cr Steve Staikos (North Ward-current Mayor)	13 out of 13	4 out of 4
Cr Arthur Athanasopoulos (North Ward-Mayor until December 2009)	12 out of 13	4 out of 4
Cr Paul Peulich (North Ward)	13 out of 13	4 out of 4
Cr Ron Brownlees (Central Ward)	12 out of 13	4 out of 4
Cr Rosemary West OAM (Central Ward)	13 out of 13	4 out of 4
Cr Lewis Dundas (Central Ward)	13 out of 13	4 out of 4
Cr Donna Bauer (South Ward)	13 out of 13	3 out of 4
Cr John Ronke (South Ward)	8 out of 13	3 out of 4
Cr Trevor Shewan (South Ward)	13 out of 13	3 out of 4



Kingston Arts Centre on the corner of South Road and Nepean Highway, Moorabbin was once the location of the former City of Moorabbin Council Chamber.

## Councillor Committees

Councillors attend a number of internal and external committees throughout the year. This provides a further valuable opportunity for communicating with residents, other Councils and agencies, and other levels of government. See page 137 for a full list of Councillor committee appointments.

## Councillor remuneration

On 22 June, 2009 Council determined to set the Mayoral allowance and Councillor Allowances at \$72,565.20 and \$24,188.40 respectively, plus the equivalent of the superannuation guarantee contribution of 9%.

On 21 July, 2009 the Department of Planning and Community Development (refer circular No. 23/2009) advised all Councils that a notice was published in the Government Gazette (G30) on 23 July, 2009 providing for a 2.5% adjustment to apply to all Mayoral and Councillor Allowances that would take effect on 1 December, 2009. Under section 73B(5) of the Local Government Act 1989, a Council must increase the Mayoral and Councillor Allowances by this 2.5% adjustment.

In addition to their allowances, Councillors receive for Council use a mobile phone, a laptop computer and a phone/fax. They can also claim expenses incurred while performing their duty as Councillors and utilise office administration and support. The Mayor receives a vehicle for the duration of his/her term, a dedicated office and support from an Executive Assistant.

## Councillor ward funds

'Ward fund' donations are discretionary funds that Councillors can allocate to individuals, community groups or local initiatives. To be eligible for a ward fund donation, individuals or community groups must meet the criteria in Council's Ward Fund Policy which is available on Council's website. In some cases, it may be more appropriate for community groups to apply for funding through Council's Community Grants Program (see page 140).

The annual allocation of ward funds is \$6000 per Councillor. In 2009/10 all Councillors had unexpended monies from previous years and these amounts were carried forward. In total \$57,175 was allocated by Councillors in ward fund donations during 2009/10 (compared to \$52,613 in 2008/09).

**Kingston Councillors (L-R front row) Cr Donna Bauer, Cr John Ronke, Cr Steve Staikos, Cr Rosemary West OAM, (L-R back row) Cr Arthur Athanopoulos, Cr Trevor Shewan, Cr Paul Peulich, Cr Lewis Dundas and Cr Ron Brownlees.**



## Ward Fund donations made in 2009/10 by

### Councillors included:

#### Cr Steve Staikos

- The Lions Club of Melbourne Markets Inc - \$100
- Parktone Primary School Parents and Friends Assoc - \$90
- Carrum Primary School - \$200
- Mordialloc College - \$100
- Lord Mayor's Charitable Fund - \$50
- Greek Elderly Citizens of Clayton - \$500
- Pilipino Elderly Association of Southeast Region - \$500
- Greenlink Sandbelt Nursery - \$200
- Greek Orthodox Parish – Clayton Senior Citizens - \$500
- Roadrunners Speed Skating Club - \$100
- Greek Senior Citizens of Clayton - \$250
- Dingley Village Community Association - \$300
- Westall Kindergarten - \$500
- Scrum-Nation - \$500
- Clarinda and District Greek Senior Citizens Club - \$500
- Fun in the Sun Festival - \$400
- Friends of Manatuto - \$200
- Australian Turkish Association Mentone - \$400
- Micaela Butland - \$50
- Kingston Multicultural Senior Citizens Group - \$769
- Parks Department - \$166
- Jack Brooking - \$50
- Rotary - \$100
- Southern Suburbs Football Club - \$326
- Mersina Halvagis – Crimes Stoppers Fundraiser - \$200
- Greek Senior Citizens of Southern and Eastern Regions and District - \$500
- Southern Area Concert Band - \$400
- Dingley Senior Citizens - \$200

#### Cr Arthur Athanasopoulos

- The Lions Club of Melbourne Markets Inc - \$100
- Parktone Primary School Parents and Friends Association - \$90
- Carrum Primary School - \$200
- The Centre for Indigenous Vascular and Diabetes Research - \$500
- Mentone Girls Secondary College - \$165
- Mordialloc College - \$100
- Lord Mayor's Charitable Fund - \$50
- Greek Elderly Citizens of Clayton and District - \$500
- Friends of Mentone Railway Station Gardens - \$299
- Greek Orthodox Parish – Clayton Senior Citizens - \$500
- Greek Senior Citizens Club - \$750
- Greenlink Sandbelt Nursery - \$200
- Pilipino Elderly Association of Southeast Region - \$500
- Roadrunners Speed Skating Club - \$100
- Fun in the Sun Festival - \$400
- Friends of Manatuto - \$100
- Micaela Butland - \$50
- Parks Department - \$167
- Jack Brooking - \$50
- Rotary - \$300
- Southern Suburbs Football Club - \$326
- Mersina Halvagis – Crime Stoppers Fundraiser - \$200
- Greek Senior Citizens of Southern and Eastern Regions and District - \$300

#### Cr Paul Peulich

- The Lions Club of Melbourne Markets Inc - \$100
- Parktone Primary School Parents and Friends Association - \$90
- Carrum Primary School - \$200
- Mordialloc College - \$100
- Lord Mayor's Charitable Fund - \$50
- Greenlink Sandbelt Nursery - \$100
- Roadrunners Speed Skating Club - \$100
- Greek Orthodox Parish – Clayton Senior Citizens - \$1,000
- Clarinda and District Senior Citizens Club - \$1,500
- Friends of Manatuto - \$50
- Parks Department - \$166
- Southern Suburbs Football Club - \$325
- Mersina Halvagis – Crime Stoppers Fundraiser - \$100

#### Cr Ron Brownlees

- The Lions Club of Melbourne Markets Inc - \$100
- Parktone Primary School Parents and Friends Association - \$90
- Carrum Primary School - \$200
- Mordialloc College - \$100
- Lord Mayor's Charitable Fund - \$50
- Greenlink Sandbelt Nursery - \$100
- Cheltenham Secondary College - \$100
- Roadrunners Speed Skating Club - \$100
- Cheltenham Baseball Club - \$1,000
- Moorabbin Hellenic Community - \$500
- Bentleigh Greens Senior Citizens Group - \$400
- Friends of Manatuto - \$50
- Australian Turkish Association Mentone - \$400
- Southern United Hockey Club - \$300
- Southern Suburbs Football Club - \$200
- Mersina Halvagis – Crime Stoppers Fundraiser - \$200
- Celebrate Party Hire - \$695
- Parkdale Pre-School - \$200
- SOS Inc St Augustines Church - \$200

#### Cr Rosemary West OAM

- The Lions Club of Melbourne Markets Inc - \$100
- Parktone Primary School Parents and Friends Association - \$90
- Carrum Primary School - \$200
- Mordialloc College - \$200
- Lord Mayor's Charitable Fund - \$50
- Greenlink Sandbelt Nursery - \$500
- Cheltenham RSL - \$500
- Mentone RSL - \$500
- Mentone Public Library - \$500
- Mentone CAB - \$500
- Mordialloc Beaumaris Conservation League - \$500
- Kingston Conservation and Environmental Coalition - \$500
- Defenders of the South East Green Wedge - \$500
- AWARE program - \$500
- Earthcare - \$500
- Cheltenham Secondary College - \$100
- Mentone Preschool Association - \$500
- Roadrunners Speed Skating Club - \$100
- Cheltenham Secondary College - \$100
- Fun in the Sun Festival - \$400

- Friends of Manatuto - \$200
- Friends of Cheltenham Cemetery - \$500
- Union of Australian Women - \$500
- Mentone Girls Secondary Graduate Association - \$250
- Micaela Butland - \$100
- Cheltenham RSL - \$140
- Jack Brooking - \$50
- Rotary - \$300
- Door of Hope - \$200
- Animalia - \$200
- Kingston Arts Network - \$200
- Union of Australian Women - \$200
- Parkdale Pre-School - \$170
- Mersina Halvaxis - Crime Stoppers Fundraiser - \$200

#### **Cr Lewis Dundas**

- The Lions Club of Melbourne Markets Inc - \$100
- Parktone Primary School Parents and Friends Association - \$90
- Carrum Primary School - \$200
- Mordialloc College - \$100
- Lord Mayor's Charitable Fund - \$50
- Greenlink Sandbelt Nursery - \$200
- Cheltenham Secondary College - \$100
- Roadrunners Speed Skating Club - \$100
- Friends of Manatuto - \$100
- Southern Suburbs Football Club - \$200
- Mersina Halvaxis Crime Stoppers Fundraiser - \$200

#### **Cr Donna Bauer**

- The Lions Club of Melbourne Markets Inc - \$100
- Parktone Primary School Parents and Friends Association - \$90
- Carrum Life Saving Club - \$500
- Aspendale Gardens Community Centre - \$50
- Carrum Primary School - \$400
- Ryan Fitch Foundation - \$200
- Mordialloc College - \$100
- Lord Mayor's Charitable Fund - \$50
- Patterson Lakes Community Centre and Library - \$333
- Carrum Bowling Club - \$100
- Greenlink Sandbelt Nursery - \$250
- Chelsea Care Works - \$500
- Patterson Lakes Kindergarten - \$500
- Patterson Lakes Motor Boat Club - \$500
- Aspendale Gardens Community Centre - \$500
- Roadrunners Speed Skating Club - \$100
- Fun in the Sun Festival - \$500
- Chelsea Soccer Club - \$500
- Friends of Manatuto - \$200
- Lakeview Shopping Centre Local Traders - \$500
- Mentone Girls Secondary Graduate Association - \$250
- Micaela Butland - \$50
- Aspendale Seniors Club - \$500
- Aspendale/Edithvale RSL - \$200
- Aspendale Gardens Residents Association - \$400
- Jack Brooking - \$200
- Rotary - \$300
- Delta Society Australia Ltd - \$200

#### **Cr John Ronke**

- Lions Club of Melbourne Markets Inc - \$100
- Parktone Primary School Parents and Friends Association - \$90
- Carrum Primary School - \$200
- Mordialloc College - \$100
- Lord Mayor's Charitable Fund - \$50
- Patterson Lakes Community Centre and Library - \$333
- Carrum Bowling Club - \$100
- Greenlink Sandbelt Nursery - \$100
- Aspendale Gardens Community Centre - \$2,500
- Roadrunners Speed Skating Club - \$100
- Chelsea Heights Football Club - \$1,000
- Fun in the Sun Festival - \$500
- Oxfam Fundraiser Sue Gazzo - \$550
- Chelsea Soccer Club - \$500
- Friends of Manatuto - \$50
- Aspendale Gardens Residents Association - \$400

#### **Cr Trevor Shewan**

- The Lions Club of Melbourne Markets Inc - \$100
- Parktone Primary School Parents and Friends Assoc - \$90
- Aspendale Gardens Community Centre - \$50
- Carrum Primary School - \$200
- Mordialloc College - \$200
- Lord Mayor's Charitable Fund - \$50
- Patterson Lakes Community Centre and Library - \$333
- Carrum Bowling Club - \$100
- Greenlink Sandbelt Nursery - \$300
- Patterson Lakes Motor Boat Club - \$500
- Aspendale Gardens Community Centre - \$1,000
- Roadrunners Speed Skating Club - \$100
- Friends of Edithvale/Seaford Wetlands - \$500
- Defenders of South East Green Wedge - \$500
- Kingston Conservation and Environmental Coalition Inc - \$500
- Carrum Indigenous Nursery - \$500
- Fun in the Sun Festival - \$500
- Chelsea Soccer Club - \$500
- Friends of Manatuto - \$50
- Micaela Butland - \$50
- Chelsea Men's Shed - \$500
- Aspendale Gardens Residents Association - \$400
- Jack Brooking - \$50
- Rotary - \$500
- Delta Society Australia Ltd - \$200
- Mersina Halvaxis - Crime Stoppers Fundraiser - \$200



# Corporate Governance

## Chief Executive Officer (CEO) and delegations

Kingston's CEO, John Nevins, is the only member of staff directly appointed by, and responsible to, Council. The CEO is responsible for implementing Council decisions, ensuring Council achieves its Council Plan objectives, and managing the day-to-day operation of the organisation. The CEO has delegated powers which include the awarding of contracts to the value of \$750,000. The CEO's performance is reviewed annually by the Council.

## Senior executive performance and remuneration

Senior executives' performance plans are reviewed annually by the CEO. The established aims, objectives and targets in these performance plans flow on to annual service delivery and performance plans for all staff.

In accordance with Section 11 of the Local Government (General) Regulations 2004, remuneration of all Senior Officers is available for public inspection. As at 30 June, 2010 the City of Kingston has 16 Senior Officers compared with 14 in 2009 and 10 in 2008. The total remuneration for Senior Officers in 2010 was \$2,469,000 compared with \$2,047,000 in 2009 and \$1,419,000 in 2008. A Senior Officer is an officer of Council who has management responsibilities, reports directly to the CEO and whose total annual remuneration exceeds \$120,000. (Note: The definition of a Senior Officer was changed in 2010 to include only those officers whose annual remuneration exceeds \$120,000. This threshold was previously \$100,000 in 2009 and 2008 and the comparative rates have been altered accordingly). For further information see Note 38 in Financial Report on pages 195-196.



Kingston's CEO John Nevins and General Managers hold regular Views and Values forums for all employees across various Council office locations. The purpose of these forums is to communicate important information, receive feedback and answer questions from staff.

# Assessing, Planning, Reporting

Delivering appropriate and 'value for money' services to the community is a priority for Kingston Council. To enable this to occur Council places emphasis on:

## Assessment

Assessing the needs of the community through research, community consultation and engagement, and benchmarking with other Councils and community services. Council's tender process ensures that Council gets the best price for outsourced services. Auditing (by an independent auditor) ensure services, programs and processes are effective and transparent.

## Planning

Planning for services at both the strategic and operational level is undertaken through the Council Plan, Council's six Best Value Principles (refer page 131), the Capital Works program (refer page 36 for highlights), Departmental Business Plans, Departmental Budgets which combine for the overall Council Budget, Personal Performance Plans for each member of staff, and Community Plan priorities.

## Reporting

Reporting enables Council to monitor its progress against the Council Plan objectives and review strategy where necessary. Reporting also communicates this progress to the community. Kingston's methods of reporting include:

- Quarterly Reports which monitor achievement of strategic priorities in the Council Plan.

- Management Quarterly Reports which monitor achievement of Departmental Business Plans, management indicators, risks, issues and resource management.
- Half yearly budget review which examines expenditure and adjusts financial resources to meet the end of year budget expectations.
- The Annual Report which reports on Council's performance against the Council Plan.

## Whistleblowers protection

An avenue exists for residents and employees to report alleged corrupt conduct by Council Officers through a protected disclosure under the Whistleblowers Protection Act. The procedures for handling a Whistleblowers disclosure can be found on Council's website. Any member of the public with a concern should contact Council's Protected Disclosure Coordinator or the Victorian Ombudsman.

The Whistleblowers Protection Act requires reporting on the nine criteria listed in the table below. This table shows the Whistleblower concerns raised in 2009/10.

Reporting Criteria	Concerns raised in 2009/10	Reasons given
The number and types of disclosures made to the public body during the year.	1	Inappropriate partiality by an officer in performance of functions
The number of disclosures referred during the year by the public body to the Ombudsman for determination as to whether they are public interest disclosures.	1	
The number and types of disclosed matters referred to the public body during the year by the Ombudsman.	0	
The number and types of disclosed matters referred during the year by the public body to the Ombudsman to investigate.	0	
The number and types of investigations of disclosed matters taken over by the Ombudsman from the public body during the year.	0	
The number of requests made under Section 74 during the year to the Ombudsman to investigate disclosed matters.	0	
The number and types of disclosed matters that the public body has declined to investigate during the year.	0	
The number and types of disclosed matters that were substantiated on investigation and the action taken on completion of the investigation.	0	
Any recommendations of the Ombudsman under this Act that relate to the public body.	0	

## Public exhibitions

Community engagement and consultation plays an important part in all the major decisions Kingston Council makes. Draft plans and strategies that have a major influence on the municipality are placed on public exhibition to enable people to read them and make comments. All comments are documented and presented to Council before a final decision is made. Community planning workshops and meetings are also held to help gauge opinion or raise public awareness of issues.

This year, Council made decisions on the following items subject to a formal public exhibition process:

- Draft Disability Action Plan
- Amendment C110 – 642-660 Springvale Road and 369-385 Spring Road, Dingley Village
- Draft Mentone Structure Plan
- Amendment C109 – 44 First Avenue, Chelsea Heights
- Amendment C99 – 1231, 1233-1237 and part of 1239 Nepean Highway and 60-64 Matthieson Street, Highett
- Cheltenham Major Activity Centre Draft Structure Plan
- Draft Mordialloc Creek Masterplan
- Moorabbin Structure Plan
- 2010/11 Budget
- Meeting Procedures Local Law 7



Council undertook extensive community consultation on the Mordialloc Creek Master Plan in May and June. Pictured are Central Ward Councillors Lewis Dundas and Ron Brownlees looking over the draft Plan during a visit to Pompei's Landing.

## Documents available for public inspection

A range of documents with the information listed below can be inspected at Council's Cheltenham office, 1230 Nepean Highway upon request during business hours. Where appropriate, copies of documents can be provided under Section 222 of the Local Government Act 1989 (The Act).

- Mayor and Councillors' allowance.
- Senior officers' remuneration.
- Overseas or interstate travel in an official capacity by Councillors or Council officers (excluding interstate travel by land for less than three days).
- Names of Councillors and Council officers required to submit a return of interest during 2009/10 and the dates submitted.
- Agendas and minutes for 2009/10 Ordinary and Special Council meetings (excluding closed sessions).
- Special Committees established by Council (under Section 86 of the Act) and minutes for meetings (excluding closed sessions). Also Special Committees that ceased to function during 2009/10.
- Register of delegations kept under Sections 87, 88 and 98 of the Act.
- Submissions received in accordance with Section 223 of the Act during the previous 12 months.
- Agreements to establish regional libraries under Section 196 of the Act.
- Details of property, finance and operating leases involving land, buildings, plant, computer equipment or vehicles Council entered into.
- Register of authorised officers appointed under Section 224 of the Act.
- Donations and grants made by the Council during 2009/10.
- Names of the organisations which Council was a member during 2009/10 and details of fees and services provided to Council.
- Contracts valued at \$100,000 or more which Council entered into during 2009/10 without first engaging in a competitive process and which are not contracts referred to in Section 186(5) of the Act.

# Management of information

Council uses an electronic document and records management system called TRIM to archive, store, manage and retrieve corporate information.

This year Council has:

- Completed an Archival Project which assessed Council's records for compliance with PROV.
- Implemented an Archival Calendar to assist departments routinely store hard copy records at Council's secondary storage facility.
- Registered and managed 173,776 documents including 75,616 incoming documents, 71,718 outgoing documents and 26,442 internal documents.
- Registered and scanned 7,700 large format plans.

## Freedom of Information (FOI)

The Freedom of Information Act 1982 provides the opportunity for public access to Council documents.

## Information privacy

Council's Information Privacy Policy is based on principles outlined in the Information Privacy Act 2000 and the Health Records Act 2001 and governs Council's approach to managing personal information. It states that personal information is only used and disclosed for Council purposes or where required or allowed by other laws. The information is held securely and is protected from inappropriate disclosure. Enquiries about access to personal information should be addressed to: Privacy Officer, City of Kingston, PO Box 1000, Mentone VIC 3194.

In 2009/10 Council received 367 requests for personal information compared to 428 the previous year.

The Information Privacy Policy is reviewed annually by a Privacy Committee. This Committee approves Council's privacy statements, oversees privacy-related complaints (three were received in 2009/10) and gives input to the format and content of privacy training. Council conducts quarterly introductory privacy training sessions and bi-annual training on the Health Records Act for all staff.

## Information Systems

Council continually aims to improve its internal Information Systems. There are more than 650 PCs and Notebooks across 40 Council sites and the hardware and software applications supported are required to operate in a 24 hour environment.

Some key initiatives in 2009/10:

- Responded to 3,623 Information Technology help desk calls.
- Implemented the Infor Pathway Planning System.
- Started implementing the Infor Pathway Customer Request System and the Statutory Building System.
- Continued the development of the TechnologyOne HRIS implementation.
- Successfully tested Council's ICT Disaster Recovery Plan.
- Completed the roll out of Blackberrys to improve remote communications.

FOI requests to Council	2005/06	2006/07	2007/08	2008/09	2009/10
Total number of requests	30	20	20	25	25
Requests where access was granted in full	6	2	1	5	7
Requests where access was granted in part	14	12	15	13	11
Other**	8	3	3	6	2
Requests refused in full	2	1	1	1	0
Requests still under consideration	4	2	0	3	5
Number of internal reviews	1	0	2	0	2
Number of appeals lodged at VCAT	0	0	0	0	0
Total fees and charges collected	\$980	\$1400	\$1068	\$774	\$1082

\*\*The category 'Other' refers to requests that were withdrawn, not proceeded with, where the Act does not apply, not processed, where no documents were found, were outside the Act or not finalised yet.

# Freedom of Information, Part II Statement

This section contains information that is required to be published annually under Part II of the Freedom of Information Act 1982 (the Act). Certain documents or parts of documents kept by Council are exempt from disclosure under Part IV of the Act when they fit into one of the following exemption categories:

- Some internal working documents.
- Law enforcement documents.
- Documents considered by the Council at a closed meeting including any deliberations or decisions (Section 38A).
- Documents covered by legal professional privilege, such as legal advice.
- Documents containing personal information about other people.
- Documents containing information provided to an agency in confidence.
- Documents containing information provided to an agency by a business where disclosure would cause unreasonable disadvantage.
- Documents covered by secrecy provisions in other legislation.

## Categories of documents

The City of Kingston holds information relating to the management and delivery of a wide range of services to the community including:

- Strategic planning and monitoring performance targets.
- Investigations, correspondence, complaints and consultations with communities or groups, businesses and other government agencies.
- Adherence to policy, legislation and industry standards.
- Internal administrative and operational documents.
- Internal policy and procedural documents.
- Financial records.
- Personnel documents.

Certain documents, according to their content, are regularly destroyed or transferred to the Public Records Office of Victoria in accordance with the Public Records Act 1973.

## Documents available for inspection

Council makes available a range of documents and publications that the public can download from [www.kingston.vic.gov.au](http://www.kingston.vic.gov.au). These include newsletters, policies, plans and projects. If there are other documents not available on Council's website that the public would like to inspect, they should contact 1300 653 356.

## Accessing records

Council's FOI Officer responds to requests for access to documents held by the City of Kingston. Applicants seeking access to documents are required under the Act to:

- Submit their requests in writing and indicate it is being made under the FOI Act 1982.
- Specify which document/s they seek and in what form they are required (ie: copy or inspection).
- Include name, address and contact number(s).

Alternatively, a request can be made using Council's FOI Request Form. The request form and other information relating to fees and charges, timeframes, appeals, relevant legislation and useful sources are available on Kingston's website.

## Amendments

A request for correction or amendment of personal information contained in a document held by the City of Kingston must be made in writing.

## Fees and charges

When making an FOI request, an application fee of \$23.90 (as at July 1, 2010) is required under the Act unless evidence of hardship is provided. Other charges (search time, photocopying, inspection time) may be made in accordance with the FOI (Access Charges) Regulations 2004. Fees rise each year on July 1.

## Submitting applications

Requests should be addressed to the: Freedom of Information Officer, City of Kingston, PO Box 1000, Mentone VIC 3194. The FOI Officer is available by telephoning 1300 653 356 for enquiries and to provide assistance on making a valid application.

## Appeals

Applicants should consult Part IV of the Act for information about appeal rights.

# Risk management

During 2009/10 risk management made further progress in the following areas:

## Risk Management Policy

Formal adoption by the CEO in December 2009 of a revised Risk Management Policy. The policy is based upon AS/NZS 4360:2004. Internal audit provided feedback in drafting the policy and the final policy was tabled at the Audit Committee meeting in March 2010.

Four principles guide Council's risk management process:

- Add value by maximising the organisation's ability to achieve objectives and deliver efficient and effective services to the community;
- Be an intrinsic part of our organisational culture and integrated with our day-to-day activities;
- Build increased awareness and a shared responsibility for risk management at all levels of the organisation; and
- Not stand alone; but rather underpin a number of processes that work together to effectively manage risks faced by Council.

Figure 23 illustrates this relationship.

## Strategic Risk Management

With the formal adoption of the revised Risk Management Policy, Council's internal auditors, Deloitte, facilitated a workshop in January 2010 focusing upon strategic risks. A strategic risk register has been established and the challenge in the coming year will be the development of regular strategic risk monitoring and reporting.

## Challenges for 2010/11 include:

- Greater devolvement of risk management to business units;
- Review of operational risks; and
- Integrating risk management into departmental business planning.

One of Council's largest risk exposure areas is in public and professional liability. Council's public and professional liability insurance is placed with Civic Mutual Plus (CMP), in common with the majority of Victorian Councils. CMP's Public Liability and Professional Indemnity audit frequency is biannual. For the audit period of July 2009 to March 2010 Kingston was subject to a full Public Liability and Professional Indemnity audit with a resulting score of 84%.

This is a strong improvement on the prior audit result of 76%, demonstrating Kingston's continued improvement to risk management. The improved result was primarily a result of:

- Proactive maintenance of our assets (roads, footpaths, reserves, pools, etc); and
- Statutory planning and building systems.

The audit identified the following areas for improvement:

- Organisational Risk Management (risk awareness/training of staff); and
- Embedded Risk (risk register and controls).

The JMAPP Property Risk Management audit is scheduled to occur in 2010/11.

Figure 23 – Components of Risk Management



## Best Value

The Local Government Act requires Councils to comply with six Best Value principles and to report to its community at least once a year on how it has achieved this.

These principles are based on:

- Quality and cost standards.
- Responsiveness to community needs.
- Accessibility.
- Continuous improvement.
- Community consultation.
- Reporting to the community.

Rather than treat Best Value as a separate compliance obligation, Kingston Council has a 'whole of organisation' approach to embedding the six Best Value principles into all Council operations linked strongly to our Community Inspired Leadership approach and Strategic Planning Process.

This Annual Report contains many examples of how Council has achieved this and responded to the Best Value Principles.

For example (but not limited to):

- Quality and cost standards are reported on and demonstrated within the Financial Report.
- An example of 'responsiveness to community needs' would be Council's advocacy projects (pages 45-47).

- Accessibility – this is demonstrated in the work of Kingston's MetroAccess Officer and through the delivery of actions in the Access and Equity Strategy.
- Continuous improvement is demonstrated throughout the report where comparisons are made from year to year.
- Community consultation examples can be found on page 40 under 'Connecting the community'.
- Reporting to the community examples can be found on page 40 and takes the form of *Kingston Your City* (KYC), local media, website, Council and community meetings.

In addition to this 'whole of Council' approach, Council has undertaken specific Best Value reviews for:

- Community Buildings restructure to better integrate asset management with service provision.
- The integration of new corporate systems with all policies, procedures, processes and delegations.
- Health Safety and Wellbeing systems review, development and training to ensure a strong focus on Occupational Health and Safety culture, employee wellbeing, reduction in injuries, increasing opportunities for injured staff to return to work and working towards reduction in premiums

To ensure ongoing value for money, tendering for major services and works is undertaken in line with Council Policy to ensure that the community receives Best Value for the services provided by Council.

**Kingston Mayor (2010) Cr Steve Staikos (centre) is pictured at Globe to Globe World Music Festival with the members of local community group, PEASER (Philippino Elderly Association of the South Eastern Region).**



# The Audit Committee

In 2009/10 Kingston's independent Audit Committee undertook a comprehensive review of many of Council's higher risk profile systems and processes. It also continued to oversee the activities of Council's contracted External Auditor, who is appointed by the Auditor-General, and the Internal Auditor.

The activities during 2009/10 were guided by the Strategic Internal Audit Plan which over a rolling three

year period continues to examine higher risk areas of Council's operations to give a level of assurance that Council's stewardship of the Kingston community's assets is maintained at the highest level.

The Audit Committee met on the following five occasions in 2009/10: 20 August 2009; 8 September 2009; 15 December 2009; 10 March 2010; and 23 June 2010. Minutes of meetings are available to Councillors.

Name	Qualifications	Role	Period	Attendance
Mr Ray Liggett	BSc, MBA	Independent Member and Chair	July 2009-June 2010	5 of 5 meetings
Mr Hugh Parkes	BA, MBA, FCA, CISA	Independent Member	July 2009-June 2010	5 of 5 meetings
Mr Geoff Harry	BEcon, FCA, FCPA, GAICD	Independent Member	July 2009 – June 2010	4 of 5 meetings
Cr Steve Staikos	Mayor, Councillor	Internal Member	December 2009-June 2010	3 of 3 meetings
Cr Arthur Athanasopoulos	Mayor, Councillor	Internal Member	July 2009-November 2009	2 of 2 meetings
Cr Paul Peulich	Councillor	Internal Member	July 2009-June 2010	5 of 5 meetings

To achieve the outcomes set out in its Charter, the Audit Committee considered and commented on the following reports during 2009/10:

### Outcome 1: The enhancement of the credibility and objectivity of internal and external financial reporting.

- Draft 2008/09 Financial Statements (August 2009).
- 2008/09 Annual Accounts progress (September 2009).
- Appointment of HLB Mann Judd as new external audit contractors (September 2009).
- Internal Control CAATs Design – Internal Audit Report (September 2009).
- Audit Arrangement Letter – External Financial Audit (December 2009).
- External Audit Strategy and Timetable (March 2010).
- 2009/10 Annual Accounts Timetable (June 2010).
- 2009/10 External Audit Strategy (June 2010).
- Draft revised Internal Audit Plan (June 2010).
- Draft 2010/2011 Annual Budget and Council Plan (June 2010).

### Outcome 2: Effective management of financial and other risks and the protection of Council assets.

- Status of Internal Audit Recommendations (each meeting).
- Records Management Internal Audit Draft Terms of Reference (September 2009).
- Risk Framework Review Internal Audit Draft Terms of Reference (September 2009).
- Records Management – Internal Audit Report (December 2009).
- Childcare Services Compliance Framework – Internal Audit Report (December 2009).
- Procurement and Contract Management – Internal Audit Report (December 2009).
- Status on Procurement and Contract Management (December 2009).
- Risk Management Policy (March 2010).
- Internal Audit Report on Risk Framework Review (March 2010).
- Draft Audit Committee Annual Report to Council (June 2010).



**Outcome 3: Compliance with laws and regulations as well as use of best practice guidelines.**

- Revised Council Purchasing Policy (September 2009).
- Professional Indemnity Insurance and Application to Audit Committee Members (September 2009).
- Ombudsman's Investigation into the City of Port Phillip August 2009 (September 2009).
- Summary of Auditor General's 2008/09 Report on Local Government Performance (December 2009).
- Outcomes of ICT Disaster Recovery Exercise (December 2009).
- Audit Committee Good Practice Guide (March 2010).
- Auditor General's Report on the Use of Development Contributions by Local Government (March 2010).
- Auditor General's Report on Vehicle Fleet Management (March 2010).
- Auditor General's Report on Tendering and Contracting in Local Government (March 2010).

**Outcome 4: The effectiveness of the internal audit function.**

Council's current Internal Auditors are Deloitte who have extensive experience in the Local Government sector as Internal Auditors at other municipalities.

Deloitte commenced their contract in August 2008 for a three year period. Upon commencement of this contract, in consultation with Council's Senior Management, an organisational risk assessment was undertaken. This formed the basis of the Internal Audit Strategic Plan, which is reviewed by Internal Audit and Management and then adopted by the Audit Committee annually. The Internal Audit program that the Committee has overseen is in place to assist both Council and Management to achieve sound control over all Council activities. Internal Audit is not involved in the day to day internal transaction checking, but provides an independent and objective assurance that the appropriate processes are in place.

Prior to accepting each report submitted by the Internal Auditor, the Committee examines the recommendations made in each report and management's comments thereon.

To enable the Committee to closely monitor the implementation of Management's agreed actions to address the recommendations contained in the Internal Auditor's reports, a progress report from Management is provided to each meeting. It is particularly pleasing that during the year a large number of actions, including some very long standing ones of high or significant importance have been completed by management. Management's focus on them is acknowledged and appreciated.

**Outcome 5: The provision of an effective means of communication between the external auditor, internal audit, management and the Council.**

Council's current External Auditor is the Victorian Auditor-General. The Auditor-General has elected to contract this activity for 2009/10 to Mr Mark Peters of HLB Mann Judd. Mr Peters is responsible for providing a recommendation to the Auditor-General that the Annual Financial Statements of Council present fairly and in accordance with applicable Accounting Standards. Representatives of HLB Mann Judd met with the Audit Committee during June to brief the Committee on how they would be conducting the annual audit. It is usual practice to meet again with Mr Peters in August to allow him to report on the findings of his examination of Council's financial records. It is normal practice for the External Auditor to review the Internal Audit program to better understand the internal control framework that exists at Council.

# Victorian Local Government indicators

The Minister for Local Government under the authority of the Local Government Act 1989 requires every Council to present a report on the following indicators:

Category	Measure	Annual business plan target 2009/10	Actual result 2009/10	Actual result 2008/09
Overall performance	Community satisfaction rating for overall performance generally of the Council (indexed mean).	69%	67%	66%
Advocacy	Community satisfaction rating for Council's advocacy and community representation on key local issues (indexed mean).	62%	64%	63%
Engagement	Community satisfaction rating for Council's engagement in decision making on key local issues (indexed mean).	60%	63%	61%
All rates	Average rates and charges per assessment.	\$1271.94	\$1261.77	\$1185.34
Residential rates	Average rates and charges median residential assessment.	\$1130.04	\$1123.74	\$1063.53
Operating costs	Average operating expenditure per assessment.	\$2029.67	\$1988.31	\$1875.55
Capital expenditure	Average capital expenditure per assessment.	\$409.65	\$332.27	\$322.72
Infrastructure	Renewal	0.92	0.70	0.63
	Renewal and maintenance	1.45	1.24	1.27
Debts	Average liabilities per assessment	\$334.62	\$345.32	\$408.00
Operating result	Operating result prior to capital funding (deficit) per assessment	\$6.69	\$354.04	\$183.88



The City of Kingston was among 79 Victorian local Councils that celebrated 2010 as the Year of Women in Local Government. Councillors Donna Bauer and Rosemary West OAM were keen to help raise awareness of the value and contribution of women in Local Government and the need to provide opportunities for growth and development for all women regardless of age, position and circumstance.

# Asset Management

## Asset Management Strategy

Council's Asset Management Policy and Asset Management Strategy provides direction for the management of Council's diverse asset portfolio, which has a total replacement value approaching \$1.1 billion. A 10-year financial plan developed in 2006/07 aims to eliminate the asset management funding gap and works backlog.

The Asset Management Policy outlines the importance of asset management and establishes organisational responsibilities and objectives for managing Council's built assets.

Asset management plans are developed to consider issues that may affect the cost and delivery of services associated with asset management, including maintenance renewal, statutory compliance, strategy development plans, life cycle, disposal, service standards, risk management, and Occupational Health and Safety (OHS).

A significant component of the plans, which were endorsed by Council in March 2008, is the long-term cash flow projections for activities which take account of operational, renewal and development costs. These plans focus on data quality, asset condition, responsibility, maintenance costs and renewal expenditure requirements over the next 10 years. The next objective is to enhance the plans to take service and strategic requirements into account.

All Council's built assets are covered by the Asset Management Strategy. The first asset groups reviewed under the strategy are key asset groups with high value and high risk, and those which align with the State Government's reporting.

These asset groups are:

- Transport and drainage - road based infrastructure including roads, pavements, footpaths, kerbs, bridges and drains.
- Community facilities - Council buildings / community infrastructure.
- Recreational facilities - open space assets such as playgrounds and sports ground infrastructure including irrigation and fencing.

## National Asset Management Sustainability Framework (NAMSF)

The National Asset Management Sustainability Framework (NAMSF) was released early 2010 and consists of 143 questions designed to determine and benchmark a maturity ratings for financial management, reporting and asset management across the whole Local Government sector. This essentially replaces the STEP program which had been driven by the Municipal Association Victoria (MAV) for the past six years. The MAV will continue to support Victorian Council's Asset Management development through coordination of state response to NAMSF.

Kingston's asset management policy, strategy and asset management plans are consistent with the objectives of NAMSF. However, during 2010/11 a detailed review of documentation will be necessary to tighten procedural linkages between corporate financial management, reporting and asset management to satisfy NAMSF requirements.

## Asset Management System

During 2009/10 Council made a considerable effort to verify asset data and make it clearer in preparation for a corporate Asset Management System, which was tendered late 2009. A decision on this tender is expected to be made in first half of 2010/11. The establishment of centralised corporate asset management software systems will provide significant operational and administrative benefits to Council and will also greatly assist improvement of Kingston's NAMSF maturity rating.

# National Competition Policy Compliance 2009/10

A key objective of the National Competition Policy (NCP) is the promotion of more efficient public resource allocation decisions by all levels of government. When NCP was introduced in 1995, the Commonwealth Government developed principles requiring reform of government monopolies, separation of a government's regulatory and business functions, removal of legislative restrictions on competition and the adoption of pricing reforms to recognise and offset the public ownership advantages enjoyed by government businesses.

The National Competition Policy requires Council to be compliant in three areas:

- Trade Practices (Competition Code, Competition Policy Reform Act 1995);
- Local Laws; and
- Competitive Neutrality.

Council continues to recognise its obligations to comply with the Trade Practices Act Part IV (Competition Code in Victoria). During 2009/2010, there were no complaints to Council nor any referrals or investigations by the Australian Competition and Consumer Commission related to Trade Practices matters.

Council is required to review its Local Laws to ensure they do not restrict competition. The primary purpose of a review is to determine whether a restriction exists and if so, ascertain if the benefits to the community of any restriction identified outweigh the costs and that the objective of the Local Law can only be achieved through such a restriction. All Local Laws were reviewed during 2009/10, however there were no new Local Laws introduced and no changes made to existing Local Laws during that timeframe. See page 143 for a list of Local Laws that apply within the City of Kingston.

Council recognises its obligations towards competitive neutrality in accordance with the requirements of the revised statement of Victorian Government Policy, National Competition Policy and Local Government December 2008. Council's compliance involves public interest considerations being taken into account in deciding whether competitive neutrality should apply. Council believes that all principles of Competitive Neutrality have been correctly applied and no complaints were received during the year ended 30 June, 2010.

## National Competition Policy Compliance – 2009/10

### Certification by Chief Executive Officer

Kingston City Council has complied with the requirements of the National Competition Policy (NCP) for the period 1 July 2009 to 30 June 2010, in accordance with the requirements outlined in *National Competition Policy and Local Government – A Revised Statement of Victorian Government Policy, December 2008 (2008 Statement)*; as set out below:

<p><b>A. Trade Practices Compliance</b></p> <p>State whether the Council is compliant or non-compliant. If non-compliant, advise of the actions to be taken.</p>	Compliant
<p><b>B. Local Laws Compliance</b></p> <p>State whether the Council is compliant or non-compliant. List any local laws made or revised during 2009/10 which imposed a restriction on competition.</p>	Compliant
<p><b>C. Competitive Neutrality Compliance</b></p> <p>State whether the Council is compliant or non-compliant. Advise of any relevant business (if non-compliant, state) it considers to be affected.</p>	Compliant

I certify that:

- this statement has been prepared in accordance with the 2009/10 National Competition Policy reporting guidelines, which is pursuant to the 2008 Statement; and
- this statement presents fairly the Council's implementation of the National Competition Policy.

Signed:



John Nevins - Chief Executive Officer

Date: 29/10

# Community consultation and representation

Kingston has a comprehensive program of consultation that occurs through various means.

## Councillor representation on Committees

Each December at a statutory meeting Councillors are appointed as Council representatives on a range of special interest committees and networks. They also regularly attend Village Committee meetings.

Councillor committee appointments for 2009/10 were:

External Committees / Organisations	2009/10 Appointee/s
Australian Mayoral Aviation Council	Mayor with Cr West (sub.)
Moorabbin Airport Consultative Committee	Cr Brownlees and Cr West with Cr Dundas (sub.)
Association of Bayside Municipalities (ABM)	Cr Dundas with Cr West (1st sub.) and Cr Bauer (2nd sub.)
Local Government Waste Management Forum	Cr Athanasopoulos with Cr Staikos (sub.)
Municipal Association of Victoria (MAV)	Cr Athanasopoulos with Cr West (sub.)
Patterson Lakes Advisory (Melbourne Water) Committee	Cr Bauer
Victorian Local Governance Association (VLGA)	Cr Staikos with Cr Shewan (sub.)
Metropolitan Transport Forum	Cr Shewan with Cr West and Cr Peulich (subs.)
Inter Council Aboriginal Consultative Committee	Cr Staikos with Cr West (sub.)
MAV Strategic Environment Advisory Group	Cr Shewan with Cr West (sub.)
Victorian Local Sustainability Network	Cr Staikos with Cr Shewan (sub.)
Chelsea Community Renewal Project	Cr Bauer, Cr Ronke and Cr Shewan
Melbourne Water Eastern Treatment Plant Community Liaison Committee	Cr Bauer
Municipal Association of Victoria Planning Committee	Cr West
State Government Kingston Green Wedge Task Force	Cr Athanasopoulos and West

Internal Committees	2009/10 Appointee/s
Audit Committee	Mayor and Cr Peulich (Cr Dundas sub.)
Fine Food, Wine and Music by the Bay Festival	Cr Bauer, Cr Brownlees and Cr Ronke
Access and Equity Committee	Mayor and Cr Athanasopoulos (sub.)
World Globe to Globe Festival Committee	Cr Peulich and Cr Athanasopoulos (sub.)
Kingston Harvest Festival Committee	Cr Bauer and Cr Ronke/Cr Shewan (subs.)
Australia Day Committee	Cr Brownlees and Cr Bauer
Municipal Emergency Planning Committee	Cr Ronke
Friends of Manatuto Committee	Cr Ronke and Cr Staikos with Cr West (sub.)
Kingston Youth Festival	Cr Peulich and Cr Staikos
Kingston Youth Advisory Committee	Cr Peulich and Cr Staikos
Historical Societies Network	Cr Brownlees and Cr West with Cr Dundas (sub.)
Arts and Culture Reference Group	Cr Peulich, Cr Staikos and Cr Bauer
L F Payne Hall Usage Committee	Cr Bauer, Cr Ronke and Cr Shewan
Positive Ageing Steering Group	Cr Brownlees
Kingston Charitable Trust Community Grants Panel	Mayor, Cr Athanasopoulos and Cr Ronke (sub.)
Foreshore Sub-Committee	Cr Bauer, Cr Dundas, Cr Ronke, Cr Shewan and Cr West
Pompei Boat Public Art Steering Committee	Cr Brownlees and Cr Ronke

## Ask the Mayor

Residents are welcome to ask a question of the Mayor or make a suggestion on how a Council service could be improved through an online form available on Council's website. This helps Council to receive important feedback from the community. Requests made through 'Ask the Mayor' are responded to by the Mayor or by a relevant staff member, as appropriate. This service is intended only for broad suggestions and comments to the Mayor. Specific customer service enquiries should be directed to our Action Line on 1300 653 356 for resolution.

## Village Committees

Council's 10 Village Committees represent the following areas:

- Aspendale / Edithvale / Aspendale Gardens\*
- Chelsea / Chelsea Heights / Bonbeach\*
- Cheltenham\*
- Clarinda / Oakleigh South\*\*
- Clayton South\*\*
- Dingley / Heatherton\*\*
- Mentone / Parkdale\*
- Moorabbin / Highett\*\*
- Mordialloc\*
- Patterson Lakes / Carrum\*

(\*Meets monthly \*\*Meets bi-monthly).

Village Committees comprise residents, property owners and representatives of sporting, educational, business and other community organisations. They provide Council with feedback on major Council projects and goals and bring to Council's attention issues of local interest related to minor maintenance and service delivery. They also make recommendations to Council regarding Village Committee grants to local groups, organisations and capital projects.

Highlights of Village Committee meetings and feedback are included in Ordinary Council meeting agendas during the year. Members have fixed terms and Council invites members of the community to join Village Committees in September each year. To be eligible people need to work, live or own property in Kingston, or be associated with an educational, sporting or cultural community organisation in Kingston.

In 2009/10, 77 Village Committee meetings were held. There were no meetings held in December and January. Three special meetings were held by the Moorabbin/Highett Village Committee in 2010.

Village Committees are governed by Council's Village Committee Policy, a copy of which can be found on Council's website or on request from the Council Business Unit.

## Village Committee Chairpersons

Chairpersons are elected at the start of each calendar year by the other members of the Village Committee. The Chairpersons for 2009 and 2010 are:

- Aspendale/Edithvale/Aspendale Gardens - Kevin Griffiths, Ken Carney•
- Chelsea/Chelsea Heights - Leanne Stray, Nigel McGillivray •
- Cheltenham - Joseph Astbury•
- Clarinda/Oakleigh - David Catchpool, David Oakley\*
- Clayton South - David Oates, Chris Frangopoulos•
- Dingley/Heatherton - Allan Harris•
- Mentone/Parkdale - Reg Marlow, Claire Houston•
- Moorabbin - Robyn Cochrane, Daniel Leipnik\*
- Mordialloc - Allan Locke•
- Patterson Lakes/Carrum/Bonbeach - Glen Baker, Patrick King\*

Current Chairpersons are denoted by \*.

## Network Groups

Council has established and/or supports a range of community networks. These networks help to build strong communities and contribute to advocacy, policy development, local community projects and service improvements. These networks include: Access and Equity Committee, Faith Network, Senior Citizens Network, Community House Network, Service Club Network, historical societies, Kingston Conservation and Environment Coalition, life saving clubs, golf and bowling clubs, neighbourhood houses, municipal bands and schools.

## Charter of Human Rights (the Charter)

Effective January 1, 2008, as a result of the Charter of Human Rights and Responsibilities Act 2006, all Councils must consider relevant human rights when making a decision and must act in a manner that is compatible with human rights.

The Charter applies to all people in Victoria (but not corporations). It protects 20 Basic Human Rights (e.g. cultural rights, recognition and equality before the law, freedom of expression), and these rights are aimed at assisting people to live with freedom, respect, equality and dignity. Laws and policies can put reasonable restrictions on human rights, but the limitations should be capable of being reasonably justified.

Some initiatives of Council in relation to the Charter of Human Rights in 2009/10 included:

- Ongoing review of Local Law amendments and policies in relation to the Charter.
- Addition an online learning module to assist training new employees in Human Rights.

As at the end of June 2010, no Charter related complaints had been made to Council. If any complaint is lodged, the divisional representatives on the Charter Working Group will be available to assist employees to resolve it.

## Citizenship Ceremonies

During 2009/10, 818 people received Australian Citizenship in five separate ceremonies organised by Council. Four were held at Kingston City Hall and one was held at LF Payne Chelsea Hall.

Kingston's Mayor of the day attended all five ceremonies (including a special Australia Day ceremony on 26 January, 2010) to confer citizenship on the new citizens. Local members of State and Federal Parliament and Kingston's Junior Mayor assisted at the ceremonies. Families and friends of the new citizens were also invited to the ceremonies to join in the celebrations.

Kingston would like to thank the following Rotary Clubs, community bands and singers for their assistance during Citizenship Ceremonies in 2009/10:

- Rotary Club of Moorleigh – Moorabbin.
- Chelsea Concert Band.
- Southern Area Concert Band.
- Leana Papaelia.
- Samantha Palinkas.
- Ashish Nair.
- Moorabbin Brass Band.
- Suzette Herft.

Citizenship Ceremonies are co-ordinated by Council's Customer Service department in liaison with the Australian Electoral Commission which co-ordinates the enrolment process for new citizens.

### FURTHER READING:

[www.kingston.vic.gov.au/charterhumanrights](http://www.kingston.vic.gov.au/charterhumanrights)

[www.justice.vic.gov.au](http://www.justice.vic.gov.au)

[www.humanrightscommission.vic.gov.au](http://www.humanrightscommission.vic.gov.au)

The Department of Immigration and Citizenship [www.immi.gov.au](http://www.immi.gov.au)

Kingston's Australia Day Breakfast at Kingston City Hall.



# Community Grants

The City of Kingston invites not-for-profit community groups that are based in Kingston, or who service the area, to apply annually for financial assistance through Community Grants to deliver services, programs, events and other activities of community benefit.

In 2009/10, Council distributed \$1,106,694 in Community Grants to assist not-for-profit organisations to deliver services. Council received 340 applications for funding through the program, and of these 92.64% of applications were successfully funded.

Requests for community support in 2009/10 were high, with a large number of tennis clubs applying for funding to upgrade watering systems for courts, lifesaving clubs asking for funding to purchase rescue equipment and seniors groups applying for funding towards celebrating culturally specific activities.

The successful Community Grant applicants in 2009/10 included 103 Village Committee applications, 31 Triennial grant applications, 27 City Wide grant applications, 152 individual applications, 47 schools awards and 19 Access and Equity Grants.

## Triennial Event Grants

In 2009/10, \$701,312 was distributed as Triennial Event Grants to support Kingston organisations that provide key services to the Kingston Community. These groups included Community Centres, Neighbourhood Houses, Community Advice Bureaus and Emergency Services.

## Village Committee Grants

The Village Committee grants are offered to groups and organisations to support initiatives that provide local outcomes in Kingston's 10 Village Committee areas. In 2009/10, Village Committee Grants totalling \$177,590 were distributed to the community.

## City Wide Grants

The City Wide grants are offered to groups and organisations to support initiatives that primarily have a Kingston-wide focus. In 2009/10, Council distributed a total of \$125,986 through the City Wide grants program.

## Individual Development Grants

Development Grants are offered to assist Kingston residents to achieve their full potential in a particular pursuit through arts and culture, sports and recreation, environmental or humanitarian initiatives and academic achievement. Of the 152 individual applications received in the 2009/10 funding period, 150 individuals shared in a total of \$32,678.

## Access and Equity Grants

In 2009/10, \$19,967 was allocated in grants by the Access and Equity Advisory Committee. These grants are designed to assist community groups and organisations deliver services and programs to people with disabilities and people from multicultural and indigenous backgrounds. They aim to:

- Celebrate and support the diversity of the City of Kingston through financial support to community groups and social clubs.
- Provide support for new groups starting up with members who are residents of the City of Kingston.
- Facilitate the participation of multicultural, disability and indigenous communities in the social and economic life of Kingston.

### FURTHER READING:

Community Grants [www.kingston.vic.gov.au/communitygrants](http://www.kingston.vic.gov.au/communitygrants)



Cr Trevor Shewan congratulates Bonbeach Life Saving Club President, Debra Jordan, on their grant for two new rescue boards displayed by life savers David Gazzo and Carmen Puskas.



# Customer Service management

Council places a strong focus on Customer Service and responding to the needs of the community in a timely, efficient and courteous manner. During 2009/10 Council launched an organisation wide project to review processes and procedures to ensure residents continue to receive excellent Customer Service.

Kingston's Customer Service Centres are located at:

- **Cheltenham:** 1230 Nepean Highway, Cheltenham. Melways Ref: 86 J2. Open Monday to Friday, 8.30am to 5.30pm.
- **Mentone:** 34 Brindisi Street, Mentone. Melways Ref: 86 K6. Open Monday to Friday, 9am to 5pm.
- **Chelsea:** 1 Chelsea Road, Chelsea (co-located with library). Melways Ref: 97 B1. Open Monday to Friday, 10am to 4.30pm.

Council's Customer Service team assists with:

- All first contact telephone calls and counter enquiries.
- All payments.
- Rate enquiries (including Pension Rebate application forms).
- Animal control and registrations.
- Beach resident parking passes.
- Garbage details and bookings for tree pruning collections.
- Vehicle crossover permits.
- Road opening permits.
- Health and immunisation information.
- Bookings for school holiday program and kindergarten enrolments.
- Bookings for street stalls and halls.
- Arrangements of Council services such as Meals on Wheels, Home Help and Handyman.
- Permit applications for Local Laws, building, and planning.

Residents are welcome to visit Customer Service Centres during opening hours, however if a resident wishes to speak to a particular Council officer it is advisable to telephone in advance and make an appointment.



Glenn Stewart has been leading Council's Influencing our Reputation project focussed on improving customer service across the organisation.

## Customer contacts

In 2009/10 Council's Customer Service team received approximately 235,600 customer contacts over the counters and via telephone. This included:

- 150,598 telephone calls actioned.
- 85,079 counter customer queries actioned.
- 2,399 New Residents Kits provided.
- 863 Community Directories provided.
- 1,454 meetings provided for.
- 289,539 external mail items processed for collection.

Customer contacts resulted in approximately 29,000 requests for action.

- 15,097 waste requests.
- 3,811 Local Laws requests.
- 2,789 tree pruning requests.
- 1,595 reserve maintenance requests.
- 1,042 traffic engineering requests.

# Our Customer Service Charter

Kingston Council has a Service Charter that sets out how residents can contact us, the service standards they can expect, how they can help us and who to contact if things go wrong.

## Contacting Council

- Kingston's Customer Service Action Line can be contacted on weekdays between 8.30am and 5.30pm on 1300 653 356, except for public holidays. For emergency situations, simply call our Customer Service Action Line on 1300 653 356 and you will be transferred to a duty officer.
- We will provide up-to-date Customer Information sheets, which will be written in plain language on our most popular services. This information will be available in all Customer Service Centres, and through Council's website [www.kingston.vic.gov.au](http://www.kingston.vic.gov.au).

## Our service guarantees

- We will answer all general telephone enquiries within 7 rings.
- We will return your telephone messages at a mutually agreed time, but not later than one day.
- All Kingston staff will take responsibility for putting telephone and personal enquiries in direct contact with the appropriate staff member.
- All Kingston staff will identify themselves and their service teams to customers.
- We will provide a substantive response to all written enquiries either in writing or by phone within 10 working days from receipt. We will provide either a resolution to your inquiry or a progress report.

## Working Together

Residents can help us to help you by:

- Letting us know if you cannot keep an appointment.
- Having relevant information ready when you make an inquiry, such as details of invoice, date of service required.
- We encourage you to inform us of suggested improvements to both Council services and facilities.



Angela Granter is one of 1,342 Council employees who are committed to Council's Customer Service Charter.

## Complaints Management

Complaints management is an integral part of monitoring service excellence. Residents wishing to make a complaint should ring 1300 653 356 in the first instance, speak or write to the officer concerned, or visit one of our Council offices. If a resident is not satisfied with the response provided by the officer concerned, a further complaint can be made to Council's Complaints Manager who will investigate whether due process has been followed in handling the matter. If the matter is unable to be resolved to the resident's satisfaction, they may contact the Ombudsman Victoria on (03) 9613 6222 or [ombudvic@ombudsman.vic.gov.au](mailto:ombudvic@ombudsman.vic.gov.au). This is a free service. For further information, refer to Council's website [www.kingston.vic.gov.au/contactus](http://www.kingston.vic.gov.au/contactus)

As at 30 June, 2010 22 complaints actionable by the Complaints Manager had been responded to (see page 116 for Outcome 5 'Satisfaction with Service Contact' Triple Bottom Line indicator). These complaints related to a variety of issues and services including adherence to process and quality of response from the service areas. A number of issues were not able to be resolved to the customer's satisfaction and led to informal follow up from the Ombudsman's office. No adverse reports on the handling of complaints were received following these informal reviews.

# Local Laws and Health

Kingston's Local Laws and Health Department is responsible for education and enforcement of State Acts, Regulations and Codes of Practices related to Animal Management, Fire Prevention, Environment Protection, Public Health, Food Production and Sale, Council's Local Laws, Prosecutions, Parking Enforcement, Children's Crossing and complaint investigation and resolution.

## Local Laws

Kingston has seven Local Laws which can be viewed at all Customer Service Centres and on Council's website:

- Local Law No. 1 Public Health
- Local Law No. 2 Roads and Traffic
- Local Law No. 3 Management of Council Property
- Local Law No. 4 Foreshore Reserves
- Local Law No. 5 Environment and Amenities
- Local Law No. 6 Birds, Animals, Poultry, Rodents and Bees
- Local Law No. 7 Meeting Procedures

The Local Laws department comprises three teams who cover Local Laws, Environmental Health Services and Parking and Prosecutions. The major achievements in Local Laws in 2009/10 included:

- Reviewing Kingston's Domestic Animal Management Plan which was introduced in September 2008.
- Preparing the Neighbourhood Safer Places (NSP) Plan for Kingston as part of fire prevention and community safety activities. The Plan was considered by Council in May 2010 and meets Council's new statutory compliance responsibility.
- Conducting extensive education programs (53 sessions) throughout the municipality aimed at improved child safety. Major themes were Responsible Pet Ownership and Road Safety for Children.

Legislative changes to the Public Health and Wellbeing Act and changes to the Food Act impacted on the Local Laws department in 2009/10.

### FURTHER READING:

[www.kingston.vic.gov.au](http://www.kingston.vic.gov.au)

Kingston's Local Laws Education Officer, Monika Pocervina encourages residents to be responsible pet owners.





### *Together we are building a financially sustainable city*

With good planning, the community can be assured that Kingston Council has the financial resources to achieve the objectives set out in the Council Plan in all areas of community well being, sustainable environment, prosperous community, asset management and quality leadership and governance.

Photograph: Kingston Heath Reserve in Centre Dandenong Road, Cheltenham is one of the most popular parks in Kingston. It has several sports fields, a dogs off-lead area, public toilets, car parking, long walking trails and the Kingston Botanic Gardens.

# Introduction to the Performance Statement

Kingston City Council for the year ended 30 June, 2010.

Section 132 of the Local Government Act 1989 requires local government authorities to develop a performance accountability mechanism which allows for a consistent approach in the collection and reporting of information regarding financial performance, operating costs and community satisfaction.

The use of performance indicators by local government provides:

- an improved capacity to objectively measure council performance leading to a better set of relationships between state and local government; and
- better informed local communities.

A summary of the results are outlined in the table and commentary in the following pages.

## Overview of 2009/10 Results

The published performance standards identified areas of customer satisfaction or financial goals by which Council sought to measure its performance. The following commentary explains major variations in actual results to the targets set by Council in the annual Council Plan.

The operating Profit is \$24.0 million, that is, \$21.5 million favourable to the budgeted profit of \$2.5 million. This positive result is influenced by the following:

- Cash Developer Contributions of \$1.1 million, \$0.3 million ahead of budget.
- Developer Asset donations from new estates of \$13.7 million exceeded budget expectations by \$12.7 million. This consists of:
  1. \$3.6 million for land,
  2. \$3.5 million for roads, kerbs and footpaths,
  3. \$1.7 million for drainage,
  4. \$4.6 million for land under roads,
  5. \$0.3 million for buildings.

- Cash Contributions budgeted transfer to reserves of \$0.8 million was taken directly to accumulated surplus, not to the Income Statement as budgeted. This is an accounting treatment issue only.
- Grants and Subsidies received in advance amounting to \$1.6 million for 2010/11 financial year (including Capital Grants of \$0.6 million). Accounting Standards require this revenue to be taken into account in the 2009/10 financial year.
- Found Assets of \$1.3 million are being recognised as Other Income for the first time in 2009/10 following a change in accounting treatment and include buildings (\$0.3 million), land (\$0.1 million), and drainage (\$0.9 million). Other Income also includes total income of \$1.2 million as an adjustment for previous fair value revaluations of investment property which were recorded in the asset revaluation reserve rather than profit.
- Council's total Capital expenditure was \$26.9 million of which \$21.0 million was capitalised. The balance of \$5.9 million was expensed to the Income Statement which was \$0.5 million unfavourable to the budget of \$5.4 million.

Adjusting for these items would indicate an 'underlying' Operating Profit of \$6.6 million and this result yields an underlying favourable variance of \$4.1 million. This variance includes the following items:

Rate Income	\$0.8m F
Interest Income on Investments and Rates	\$1.0m F
User Fees	\$1.4m F
Net movement in other Operating Accounts	\$0.9m F
<b>Total</b>	<b>\$4.1m F</b>

# Performance Statement

Kingston City Council for the year ended 30 June, 2010.

## Statutory Business Plan

## Actual performance compared to Annual Business Plan (ABP)

Indicators	Actual Result 2009/2010	ABP Target 2009/2010	Difference	F/U <sup>1</sup>	Actual Result 2008/2009	ABP Target 2008/2009	Difference
<b>Key Strategic Activity 1: Safe Accessible and appropriate infrastructure assets that meet community needs now and in the future</b>							
Average capital expenditure per assessment	\$332.27	\$409.65	(\$77.39)	U	\$322.72	\$402.64	(\$79.92)
Renewal and maintenance gap ratio	1.24	1.45	(0.21)	U	1.27	1.45	(0.18)
Safe Road & Pedestrian Travel #	364	<503	139	F	438	<503	65
Resident Satisfaction about adequate open space <sup>2</sup>	NA	82%	-	-	NA	NA	-
Resident Satisfaction about attractive places to spend time <sup>2</sup>	NA	82%	-	-	NA	NA	-
<b>Key Strategic Activity 2: A sustainable environment that enhances the appeal and quality of life in Kingston</b>							
Community satisfaction index rating for Appearance of Public Places	82%	68%	14%	F	77%	75%	2%
<b>Key Strategic Activity 3: Healthy and Secure Community</b>							
Community satisfaction index rating for Enforcement of Local Laws	78%	64%	14%	F	73%	75%	(2%)
Community satisfaction index rating for Recreation Facilities	89%	72%	17%	F	89%	85%	4%
<b>Key Strategic Activity 4: A Prosperous Community</b>							
Community satisfaction index rating for Economic Support Services	74%	90%	(16%)	U	75%	80%	(5%)
<b>Key Strategic Activity 5: Quality Leadership and Governance</b>							
Average rates & charges Median Residential Assessment	\$1,123.74	\$1,130.04	(\$6.30)	F	\$1,063.53	\$1,068.59	(\$5.06)
Average Liabilities per assessment	\$393.49	\$334.62	\$58.87	U	\$408.00	\$296.87	\$111.13
Operating results prior to capital funding (deficit) per assessment	\$301.11	\$6.69	\$294.42	F	\$183.88	\$30.59	\$153.28
Average operating expenditure per assessment	\$1,989.74	\$2,029.67	(\$39.93)	F	\$1,875.55	\$1,953.07	(\$77.52)
Current assets to current liabilities (Working Capital) ratio	131.64%	138.52	6.88%	U	132.88% <sup>3</sup>	147.0%	(14.12%)
Total debt to revenue ratio	1.55%	1.64%	(0.09%)	F	3.24%	3.48%	(0.24%)
Debt servicing costs to total revenue ratio	0.16%	0.16%	(0.00%)	F	0.26%	0.26%	(0.00%)
Community satisfaction index rating for overall performance generally of the Council over the last twelve month (Indexed Mean)	67%	69%	(2%)	U	66%	71%	(5%)
Community satisfaction index rating with the Council for its advocacy and community representation on key local issues (Indexed Mean)	64%	62%	2%	F	63%	69%	(6%)
Community satisfaction index rating for Council's engagement in decision making on key local issues (Indexed Mean)	63%	60%	32%	F	61%	63%	(2%)
Community satisfaction index rating for Council's interaction and responsiveness in dealing with the public. (Indexed Mean)	73%	80%	(7%)	U	72%	80%	(8%)

# Source VicRoads <sup>1</sup> F = Favourable U = Unfavourable <sup>2</sup> No longer measured <sup>3</sup> Restated to reflect hostel bonds being treated as current assets

# Summary of the Performance Statement results

Kingston City Council for the year ended 30 June, 2010.

## Key Strategic Activity 1

### Average Capital Expenditure per Assessment

Average capital expenditure per assessment of \$332.27 is \$77.39 below target.

The renewal and maintenance gap ratio of 1.24 is 0.21 unfavourable to budget due to lower than planned expenditure on renewal and maintenance for infrastructure and buildings.

## Key Strategic Activity 2

### A Sustainable Environment that enhances the appeal and quality of life in Kingston

The community satisfaction index rating for Appearance of Public Places of 82% has exceeded expectations by 14% and is up 5% on 2008/09. This fantastic result demonstrates an appreciation for Council's commitment to excellent standards in the maintenance of parks and gardens, care of street trees, maintenance of amenities in parks and maintenance of beaches, lakes, rivers and surrounding areas.

## Key Strategic Activity 3

### Healthy and Secure Community

The community satisfaction index rating for Enforcement of Local Laws of 78% is 14% ahead of target and is up 5% on 2008/09. This result is ahead of other councils within the survey and highlights the importance the Community places on enforcement of animal & noise local laws and parking restrictions.

The community satisfaction index rating for Recreation Facilities is 89% this year, which is 17% ahead of expectations and on a par with the excellent result achieved in 2008/09. This result reflects the high standard of Council's recreational activities, sporting facilities, playgrounds and libraries.

## Key Strategic Activity 4

### A Prosperous Community

The community satisfaction index rating for Economic Support Services is 74% which is 16% behind target and is down 1% on 2008/09. Council remains committed to the promotion of and consultation with local businesses in the municipality.

## Key Strategic Activity 5

### Quality Leadership and Governance

The average rates and charges Median Residential Assessment indicator is \$1,123.74 which is \$6.30 (0.6%) favourable to budget.

Average Liabilities per assessment of \$393.49 are \$58.87 unfavourable to budget reflecting a higher than expected level of trade creditors as at 30th June 2010 compared to budget however, \$14.51 lower than 2008/09.

Operating results prior to capital funding (deficit) per assessment of \$301.11 is \$294.42 favourable to budget due to the much higher actual operating surplus achieved.

Average operating expenditure per assessment of \$1,989.74 is \$39.93 favourable to the target driven by increased efficiencies of Council's operating expenditure.

Working Capital Ratio of 131.64% is 6.88% below target due to a change in accounting policy to classify Hostel trust deposits as current rather than non-current.

Total Debt to Revenue ratio of 1.55% is 0.09% ahead of target reflecting better than expected revenue – primarily due to \$12.7m higher than expected non-cash contributions (infrastructure assets) from developers for new estates.

Debt servicing costs to total revenue ratio of 0.16% is on budget.

The community satisfaction index rating for overall performance generally of 67% is 2% lower than target and 1% higher than 2008/09. This result is in line with other councils and reflects well on the continued quality of service provided by Council in the aftermath of the Global Financial Crisis.

The community satisfaction index rating with Council for its advocacy and community representation on key local issues of 64% is 2% ahead of target. This result is up 1% on 2008/09 and reflects the view that Council actively represents the interests of and communicates with the local community.

The community satisfaction index rating for Council's engagement in decision making on key local issues is 63% which is 3% below target and up 2% on 2008/09. This result reflects the level of satisfaction in the municipality on Council's consultation and communication strategies.

The community satisfaction index rating for Council's interaction and responsiveness in dealing with the public is 73% which is 7% below target and up 1% on 2008/09. This result reflects the level of satisfaction within the community on Council's communications and customer service areas.

# Summary of the Performance Statement results

Kingston City Council for the year ended 30 June, 2010.

## Common terms

The majority of the terms used in the performance statement are the same as those used in the financial statements, however some of the terms are different.

Short explanations of the 'different' terms used are listed below:

- a) **Assessments** - or rate notices.
- b) **Budget** - refers to the originally published budget of the council.
- c) **Capital expenditure** - is the amount of expenditure on new assets and non recurrent projects which enhances an existing asset to provide a higher level of service or which increases the life of the asset beyond that which it had originally.
- d) **Customer Satisfaction Ratings** - Data includes Indexed mean and Performance of an Acceptable Standard results from 350 respondents' answers in a survey. The survey was conducted by the independent research group, Wallis Consulting asking them to rate council's performance.

Many of the survey questions ask respondents to rate their Council's performance on a five-point scale from 'Excellent' to 'Needs a lot of Improvement'. To facilitate comparisons over time, and between different measures, or between Councils, the scales are shown as an 'indexed mean'. The 'Indexed Mean' is calculated

by taking the mean value for all respondents on the five point scale and multiplying by twenty to convert this mean to an index of up to 100, as per the table below:

Scale Results	Score	Indexed Score
Excellent – outstanding performance	5	100
Good – a high standard	4	80
Adequate – an acceptable standard	3	60
Needs some improvement	2	40
Needs a lot of improvement	1	20

Where the indexed mean has been used it has been notated in the indicator description. The Performance of an Acceptable Standard is the percentage of all scores ranking 60 - adequate / acceptable and above this ranking.

- e) **Rates and charges** – Declared – are those declared as being receivable, in the calculations for the adopted rates, at the beginning of the year.
- f) **Capital Funding** – is non-recurrent Grants and Subsidies.
- g) **Operating result** – Total Operating Income less Total Operating Expenditure.

Kingston's annual Seniors Festival helps older people in the community stay connected.





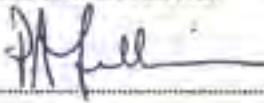
# Certification of the Performance Statement

Kingston City Council for the year ended 30 June, 2010.

## CERTIFICATION OF THE PERFORMANCE STATEMENT

In my opinion, the accompanying performance statement of Kingston City Council in respect of 2009/10 financial year is presented fairly in accordance with the Local Government Act 1989.

Principal Accounting Officer



P. Franklin

Dated:

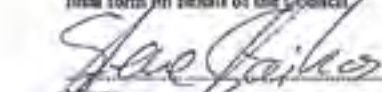
30/8/2010

In our opinion, the accompanying performance statement of Kingston City Council in respect of 2009/10 financial year is presented fairly in accordance with the Local Government Act 1989.

The statement outlines the performance targets and measures set out in relation to the achievement of the business plan in respect of that year described in Council's Corporate Plan and describes the extent to which the business plan was met in that year having regard to those targets and measures.

As at the time of signing, we are not aware of any circumstance which would render any particular in the statement to be misleading or inaccurate. We were authorised by the Council on 23 August 2010 to certify the Performance Statement in its final form on behalf of the Council.

Mayor  
S. Stalton



Dated:

1/8/10

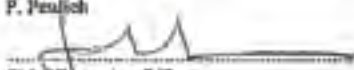
Councillor  
P. Paulich



Dated:

9/9/10

Chief Executive Officer  
J. A. Nevin



Dated:

1.9.10

# Independent Audit Report – Performance Statement

Kingston City Council for the year ended 30 June, 2010.

## VAGO

Victorian Auditor-General's Office

### INDEPENDENT AUDITOR'S REPORT

To the Councillors, Kingston City Council

#### *The Performance Statement*

The accompanying performance statement for the year ended 30 June 2010 of Kingston City Council which comprises the statement, the related notes and the Certification of the Performance Statement has been audited.

#### *The Councillors' Responsibility for the Performance Statement*

The Councillors of Kingston City Council are responsible for the preparation and fair presentation of the performance statement in accordance with the *Local Government Act 1989*. This responsibility includes establishing and maintaining internal controls relevant to the preparation and fair presentation of the performance statement that is free of material misstatement, whether due to fraud or error.

#### *Auditor's Responsibility*

As required by the *Local Government Act 1989*, my responsibility is to express an opinion on the performance statement based on the audit, which has been conducted in accordance with Australian Auditing Standards. These Standards require compliance with relevant ethical requirements relating to audit engagements and that the audit be planned and performed to obtain reasonable assurance whether the performance statement is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the performance statement. The audit procedures selected depend on judgement, including the assessment of the risks of material misstatement of the performance statement, whether due to fraud or error. In making those risk assessments, consideration is given to the internal control relevant to the entity's preparation and fair presentation of the performance statement in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the overall presentation of the performance statement.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

#### *Matters Relating to the Electronic Presentation of the Audited Performance Statement*

This auditor's report relates to the performance statement published in both the annual report and on the website of Kingston City Council for the year ended 30 June 2010. The Councillors are responsible for the integrity of the website. I have not been engaged to report on the integrity of the website. The auditor's report refers only to the statements named above. An opinion is not provided on any other information which may have been hyperlinked to or from these statements. If users of this report are concerned with the inherent risks arising from electronic data communications, they are advised to refer to the hard copy of the audited performance statement to confirm the information included in the audited performance statement presented on Kingston City Council website.

Level 24, 35 Collins Street, Melbourne Vic. 3000

Telephone 61 3 (0)3 7000 Facsimile 61 3 (0)3 7010 Email [comments@audit.vic.gov.au](mailto:comments@audit.vic.gov.au) Website [www.audit.vic.gov.au](http://www.audit.vic.gov.au)

Auditing in the Public Interest

# Independent Audit Report – Performance Statement

Kingston City Council for the year ended 30 June, 2010.

## VAGO

Victorian Auditor-General's Office

### Independent Auditor's Report (continued)

#### *Independence*

The Auditor-General's independence is established by the *Constitution Act 1975*. The Auditor-General is not subject to direction by any person about the way in which his powers and responsibilities are to be exercised. In conducting the audit the Auditor-General, his staff and delegates complied with all applicable independence requirements of the Australian accounting profession.

#### *Auditor's Opinion*

In my opinion, the performance statement of Kingston City Council in respect of the 30 June 2010 financial year presents fairly, in all material respects, in accordance with the *Local Government Act 1989*.

MELBOURNE  
13 September 2010

  
D D R Pearson  
Auditor-General

Level 24, 35 Collins Street, Melbourne Vic. 3000

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Auditing in the Public Interest

# Notes to the Standard Statements

Kingston City Council for the year ended 30 June, 2010.

## Basis of preparation of Standard Statements

Kingston City Council is required to prepare and include audited Standard Statements within its Annual Report. The Standard Statements include the Income Statement, Cash Flow Statement, Balance Sheet and a Statement of Capital Works, together with explanatory notes.

These statements and supporting notes form a special purpose financial report prepared to meet the requirements of the Local Government Act 1989 and Local Government (Finance and Reporting) Regulations 2004.

The Standard Statements have been prepared on accounting bases consistent with those used for the General Purpose Financial Statements and the Budget. The results reported in these statements are consistent with those reported in the General Purpose Financial Statements.

The Standard Statements are not a substitute for the General Purpose Financial Statements. They have not been prepared in accordance with all Australian Accounting Standards or other authoritative professional pronouncements.

The Standard Statements compare council's financial plan, expressed through its budget, with actual performance. The Local Government Act 1989 requires explanation of any material variances. One-off variances and all differences to budget by more than 10% are explained.

The budget figures included in the Statements are those adopted by Council on 16 June 2009. The budget was based on assumptions that were relevant at the time of adoption of the budget. The Council set guidelines and parameters for revenue and expense targets in this budget in order to meet council's business plan and financial performance targets for both the short and long term. The budget did not reflect any changes to equity resulting from asset revaluations, as their impacts were not considered predictable.

Detailed information on the actual financial results is contained in the General Purpose Financial Statements. The detailed budget can be obtained by contacting council or through the council's website. The Standard Statements must be read with reference to these documents.

## Income Statement

The Income Statement shows what has happened during the year in terms of revenue, expenses and other adjustments from all activities. The 'Surplus/(Deficit)' or 'bottom line' reflects the net contribution towards the financial position for the reporting period.

The Income Statement requires revenues to be separately disclosed where the item is of such a size, nature or incidence that its disclosure is relevant in explaining the performance of the Council.

# Standard Statements

Kingston City Council for the year ended 30 June, 2010.

## Income Statement

	2009/2010 Actual \$('000)	2009/2010 Budget \$('000)	2009/2010 Favourable/ (Unfav) Variance \$('000)	2009/2010 Favourable/ (Unfav) Variance %	Ref
<b>REVENUE from ordinary operations:</b>					
Rates and Charges	85,631	84,873	758	0.9%	
User Charges	23,797	22,329	1,468	6.6%	
Contributions, Reimbursements and Donations	15,114	2,164	12,950	598.4%	1
Grants and Subsidies – Operating	25,754	24,933	821	3.2%	
Grants – Capital	3,592	2,049	1,543	75.3%	2
Interest	2,170	1,200	970	80.8%	3
Other Revenue	3,005	382	2,623	686.6%	4
<b>TOTAL REVENUE</b>	<b>159,063</b>	<b>137,930</b>	<b>21,133</b>	<b>15.3%</b>	
<b>EXPENSES from ordinary activities</b>					
Employee Benefits	55,663	54,308	(1,355)	(2.5%)	
Materials and Services	61,591	63,390	1,799	2.8%	
Bad and Doubtful Debts	20	20	-	-	
Depreciation and Amortisation	17,319	17,500	181	1.0%	
Finance Costs	256	216	(40)	(18.5%)	5
<b>TOTAL EXPENSES</b>	<b>134,849</b>	<b>135,434</b>	<b>585</b>	<b>0.4%</b>	
Net Gain (Loss) on Disposal of Infrastructure, Property, Plant and Equipment	(97)	-	(97)	-	6
Fair value adjustment for investment property	(90)	-	(90)	-	7
<b>SURPLUS FOR THE PERIOD</b>	<b>24,027</b>	<b>2,496</b>	<b>21,531</b>	<b>862.6%</b>	

### Variance Explanation Report

Ref	Item	Explanation
1	Contributions, Reimbursements and Donations	Contributions are \$12.9 million favourable to budget due to the receipt of \$13.7 million in developer asset contributions for new estates which were \$12.7 million favourable to budget. Developer cash contributions totalled \$1.1 million and were \$0.3 million favourable to budget.
2	Grants – Capital	Capital grants has a favourable variance of \$1.5 million due to \$0.5 million received early for a number of 2010/11 projects plus \$0.2 million received for Patterson Lakes Community Centre which was budgeted for in 2008/09. The following unbudgeted amounts were also received: \$0.5 million from the Department of Planning and Community Development as part of the JTAPP community jobs fund and \$0.25 million received from the Department of Sustainability and Environment for stormwater drainage improvements along the Mentone Foreshore.
3	Interest	Interest Income is \$1.0 million favourable due to higher than anticipated cash holdings and the upward trend in official interest rates. Higher cash holding are due to additional Hostel accommodation bonds received during the financial year and partly due to grants received in advance.
4	Other Revenue	Other Revenue has a favourable variance of \$2.6 million due to unbudgeted new found assets which were not previously recognised worth \$1.3 million. Other Revenue also includes income of \$1.2 million for investment property revaluations which had previously been transferred to the asset revaluation reserve. This is a one-off adjustment and was not budgeted for.
5	Finance Costs	Finance Costs are unfavourable predominantly due to unbudgeted finance lease interest costs of \$5k and \$25k in accommodation bond refund interest.
6	Net Gain (Loss) on disposal of Infrastructure, Property, Plant and Equipment	The unfavourable variance is due to the demolition of a number of buildings (\$120k) which is offset by the profit on sale of vehicles (\$23k).
7	Fair value adjustment for Investment Property	All of Council's land and building assets were revalued this year. Per AASB 140, any revaluation movement for Investment Property must be recorded in the Income Statement. The net \$90k unfavourable variance is a result of a \$200k increment offset by \$290k decrement in investment properties as per the 2010 valuations.

# Standard Statements

Kingston City Council for the year ended 30 June, 2010.

## Cash Flow Statement

The Cash Flow Statement shows what has happened during the year in terms of cash. It explains what cash movements have resulted in the difference in the cash balance at the beginning and the end of the year.

The net cash flows from operating activities, shows how much cash remains, after paying for providing services to the community, which may be invested in things such as capital works.

The information in the Cash Flow Statement assists users in the assessment of the ability to generate cash flows, meet financial commitments as they fall due including the servicing of borrowings, fund changes in the scope or nature of activities and obtain external finance.

	2009/2010 Inflows/ (Outflows) Actual \$( '000)	2009/2010 Inflows/ (Outflows) Budget \$( '000)	2009/2010 Favourable/ (Unfav) Variance \$( '000)	2009/2010 Favourable/ (Unfav) Variance %	Ref
<b>Cash Flows from Operating Activities</b>					
<b>Receipts</b>					
Rates and Charges	85,120	84,873	247	0.3%	
Grants and Subsidies	29,346	26,982	2,364	8.8%	1
Contributions, Reimbursements & Donations	1,392	1,164	228	19.6%	2
Interest	1,951	1,200	751	62.6%	3
User Charges	23,415	22,329	1,086	4.9%	
Other Revenue	491	382	109	28.5%	4
	<b>141,715</b>	<b>136,930</b>	<b>4,785</b>	<b>3.5%</b>	
<b>Payments</b>					
Employee Benefits	(54,289)	(54,308)	19	0.0%	
Materials and Services	(61,056)	(63,410)	2,354	3.7%	
Finance Costs	(256)	(216)	(40)	(18.5%)	5
	<b>(115,601)</b>	<b>(117,934)</b>	<b>2,333</b>	<b>2.0%</b>	
<b>Net Cash Provided by Operating Activities</b>	<b>26,114</b>	<b>18,996</b>	<b>7,118</b>	<b>37.5%</b>	
<b>Cash Flows from Investing Activities</b>					
Proceeds from Asset Sales	33	130	(97)	(74.6%)	6
Payments for Property, Infrastructure, Plant and Equipment	(22,420)	(21,962)	(458)	(2.1%)	
<b>Net Cash (Used In) Investing Activities</b>	<b>(22,387)</b>	<b>(21,832)</b>	<b>(555)</b>	<b>(2.5%)</b>	
<b>Cash Flows from Financing Activities</b>					
Proceeds from Borrowings	-	-	-	-	
Repayment of Borrowings	(2,201)	(2,131)	(70)	(3.3%)	
Increase/(Repayment) of Trust Funds and Deposits	529	150	379	252.7%	7
<b>Net Cash used in Financing Activities</b>	<b>(1,672)</b>	<b>(1,981)</b>	<b>309</b>	<b>15.6%</b>	
<b>Net Increase (Decrease) in Cash and Cash Equivalents</b>	<b>2,055</b>	<b>(4,817)</b>	<b>6,872</b>	<b>142.7%</b>	
<b>Cash and Cash Equivalents at the Beginning of the Financial Year</b>	<b>33,686</b>	<b>30,975</b>	<b>2,711</b>	<b>8.8%</b>	
<b>Cash and Cash Equivalents at the End of the Financial Year</b>	<b>35,741</b>	<b>26,158</b>	<b>9,583</b>	<b>36.6%</b>	

# Standard Statements

Kingston City Council for the year ended 30 June, 2010.

## Cash Flow Statement

### Variance Explanation Report

Ref	Item	Explanation
1	Grants and Subsidies	Grants and Subsidies has a favourable variance of \$2.4 million largely due to \$1 million received in advance from the Victorian Grants Commission, plus a further \$0.5 million received in advance for various capital projects. An additional \$0.2 million was received for Patterson Lakes Community Centre which was budgeted for in 2008/09, plus an unbudgeted \$0.5 million received from DPCD from the JTAPP community jobs fund.
2	Contributions, Reimbursements & Donations	Contributions, Reimbursements & Donations has a favourable cash variance of \$0.2 million primarily due to higher than anticipated cash contributions from developers (\$0.3 million).
3	Interest	Interest received is \$0.8 million favourable due to higher than anticipated cash holdings along with the upward trend in official interest rates. Higher cash holding are due to additional Hostel accommodation bonds received during the financial year and partly due to grants received in advance.
4	Other Revenue	Other Receipts have a \$0.1 million favourable cash variance due to \$69k unbudgeted receipts for Kingston City Hall.
5	Finance Costs	Finance Costs are unfavourable predominantly due to unbudgeted finance lease interest costs of \$5k and \$25k in accommodation bond refund interest.
6	Proceeds from Asset Sales	The proceeds from the sale of infrastructure, property, plant & equipment of \$33k is from the sale of Plant assets. There were no property sales during 2009/10 which is allowed for in the budget.
7	Trust funds and Deposits	Trust Funds and Deposits have a favourable cash variance of \$0.4 million which is due to additional accommodation bonds received during the financial year.

# Standard Statements

Kingston City Council for the year ended 30 June, 2010.

## Balance Sheet

A Balance Sheet Statement shows a summary of the financial position as at the end of the financial year. It shows what Council owns as assets and what it owes as liabilities.

Net assets identify Council's net worth, which has been built up over many years.

Equity shows the accumulated surpluses built up over the years, the revaluation of fixed assets and the value of reserves.

The information in the Balance Sheet assists users in the assessment of the ability of assets to meet financial obligations.

	2009/2010 Actual \$('000)	2009/2010 Budget \$('000)	2009/2010 Favourable/ (Unfav) Variance \$('000)	2009/2010 Favourable/ (Unfav) Variance %	Ref
<b>CURRENT ASSETS</b>					
Cash and Cash Equivalents	35,741	26,158	9,583	36.6%	1
Trade and Other Receivables	6,502	4,244	2,258	53.2%	2
Other Assets	2,007	-	2,007	-	3
<b>Total Current Assets</b>	<b>44,250</b>	<b>30,402</b>	<b>13,848</b>	<b>45.5%</b>	
<b>NON CURRENT ASSETS</b>					
Trade and Other Receivables	65	60	5	8.3%	2
Property, Infrastructure, Plant and Equipment	2,216,674	1,708,677	507,997	29.7%	4
Investment Property	1,910	-	1,910	-	
Intangible Assets	7,726	-	7,726	-	
<b>Total Non Current Assets</b>	<b>2,226,375</b>	<b>1,708,737</b>	<b>517,638</b>	<b>30.3%</b>	
<b>TOTAL ASSETS</b>	<b>2,270,625</b>	<b>1,739,139</b>	<b>531,486</b>	<b>30.6%</b>	
<b>CURRENT LIABILITIES</b>					
Trade and Other Payables	9,912	8,243	(1,669)	(20.2%)	5
Interest Bearing Loans and Borrowings	2,286	2,267	(19)	(0.8%)	
Provisions	8,794	7,336	(1,458)	(19.9%)	6
Trust Funds and Deposits	12,622	4,102	(8,520)	(207.7%)	7
<b>Total Current Liabilities</b>	<b>33,614</b>	<b>21,948</b>	<b>(11,666)</b>	<b>(53.2%)</b>	
<b>NON CURRENT LIABILITIES</b>					
Interest Bearing Loans and Borrowings	204	204	-	-	
Provisions	2,239	1,590	(649)	(40.8%)	6
Trust Funds and Deposits	-	6,615	6,615	100.0%	7
Lease Incentive Liability	693	-	(693)	-	
<b>Total Non Current Liabilities</b>	<b>3,136</b>	<b>8,409</b>	<b>5,273</b>	<b>62.7%</b>	
<b>TOTAL LIABILITIES</b>	<b>36,750</b>	<b>30,357</b>	<b>(6,393)</b>	<b>(21.1%)</b>	
<b>NET ASSETS</b>	<b>2,233,875</b>	<b>1,708,782</b>	<b>525,093</b>	<b>30.7%</b>	
<b>EQUITY</b>					
Accumulated Surplus	1,187,834	782,472	405,362	51.8%	8
Asset Revaluation Reserve	1,038,214	920,881	117,333	12.7%	9
Other Reserves	7,827	5,429	2,398	44.2%	10
<b>TOTAL EQUITY</b>	<b>2,233,875</b>	<b>1,708,782</b>	<b>525,093</b>	<b>30.7%</b>	



# Standard Statements

Kingston City Council for the year ended 30 June, 2010.

## Balance Sheet

### Variance Explanation Report

Ref	Item	Explanation
1	Cash and Cash Equivalents	Cash and cash equivalents is higher than budgeted by \$9.6m. This is primarily due to higher than budgeted grants received (\$2.3 million), greater than anticipated cash contributions from Developers (\$0.3 million), higher interest income (\$1.0 million), lower than budgeted payments to suppliers (\$2.4 million) and higher than projected trust funds and deposits (\$2.0 million).
2	Trade and Other Receivables	Trade and Other Receivables are unfavourable to budget by \$2.3 million due to a higher than anticipated level of debtors. \$3.6 million of the receivables balance relates to rate debtors. Total receivables balance is consistent with the previous year.
3	Other Assets	Other Assets includes \$1.6 million in accrued income plus \$0.4 million in prepayments. These amounts have not been budgeted for.
4	Property, Infrastructure, Plant and Equipment	Infrastructure, property, plant and equipment is favourable to budget by \$508 million due to the recognition of Land Under Roads of \$399 million which was not budgeted for. The remaining \$119 million largely relates to the movement from asset revaluations, particularly land and buildings. The increase in revaluation is in line with the economic environment of increasing property prices.
5	Trade and Other Payables	Trade and Other Payables unfavourable variance of \$1.7 million is primarily due to under budgeted year end payables for Materials and Services expenditure.
6	Provisions	Provisions are unfavourable to budget by \$2.1 million due to an increase in the Annual leave provision by \$0.6 million and in Long Service Leave provision by \$1.2 million, this is partly due to increase in Treasury bond rates.
7	Trust Funds and Deposits	Trust Funds and Deposits unfavourable variance of \$1.9 million is due to additional accommodation bonds received during the financial year and the retention of current residents resulting in fewer bond refunds during the year. All accommodation bonds are now required to be recorded as current, whilst the budget has these bonds split between current and non-current trusts.
8	Accumulated Surplus	The favourable variance of \$405 million in Accumulated Surplus largely reflects the unbudgeted land under roads of \$395 million recognised for the first time in 2008/09, plus the \$24.0 million favourable surplus for the current year.
9	Asset Revaluation Reserve	The asset revaluation reserve is higher than budgeted by \$117 million. This is largely due to the full valuation of Council's land and building assets resulting in a higher increase in value than anticipated (\$175 million). This increase in revaluation is in line with the economic environment of increasing property prices.
10	Other Reserves	Other Reserves are \$2.4 million favourable primarily due to greater than anticipated cash contributions from developers (\$0.3 million) and \$0.4 million in hostel retention and interest which was largely unspent in 2009/10.

# Standard Statements

Kingston City Council for the year ended 30 June, 2010.

## Capital Works Standard Statement

The Capital Works Statement lists the different categories of capital projects compared to budget and highlights the percentage that was completed in the financial year.

These capital projects are also categorised by the nature of the expenditure as to whether it is related to expansion, renewal, upgrade, non-recurring expenditure or road infrastructure renewal.

	2009/2010 Actual \$('000)	2009/2010 Budget \$('000)	2009/2010 Completed %	Ref
Information Services	1,183	1,938	61%	
Building Infrastructure	1,386	2,065	67%	
Economic Development	1,287	1,662	77%	
Community Services	545	305	179%	1
Library & Education	103	80	129%	2
Leisure & Cultural Planning	6,328	5,576	113%	3
Leisure Centres	890	797	112%	4
Art & Major Halls	406	433	94%	
Coastal Reserves	1,496	1,658	90%	
Parks & Urban Design	2,490	3,041	82%	
Road Resurfacing	1,590	2,280	70%	5
Road Renewal	6,369	3,150	202%	5
Drainage	606	3,000	20%	5
Footpaths	1,962	800	245%	5
Car Parks	35	100	35%	5
Traffic Management	206	450	46%	5
<b>Total Capital Program</b>	<b>26,882</b>	<b>27,335</b>	<b>98%</b>	
Projects Represented by:				
Capital Expansion	4,721	5,302	89%	
Capital Renewal	8,172	9,498	86%	
Capital Upgrade	4,723	6,147	77%	
Non Recurring Project Expenditure	2,035	2,146	95%	
Road Infrastructure Renewal	7,231	4,242	170%	
<b>Total Capital Program</b>	<b>26,882</b>	<b>27,335</b>	<b>98%</b>	

# Standard Statements

Kingston City Council for the year ended 30 June, 2010.

## Capital Works

### Variance Explanation Report

Ref	Item	Explanation
1	Community Services	The overspend in Community Services capital works of \$0.2 million is largely due to unbudgeted expenditure works for Chelsea Community Renewal projects. This was offset by greater federal funding for the JTAPP jobs fund projects.
2	Library & Education	The overspend on Library & Education capital works of \$20k is due to additional spending on the Library Public Filtering Project.
3	Leisure & Cultural Planning	Leisure & cultural planning works was over budget by \$0.7 million due to unbudgeted spending on the Governor Road Shared Path (\$0.5 million), plus additional spend on upgrades to LF Payne and Kingston Hall (\$0.2 million) due to additional Federal funding for Community Infrastructure Renewal.
4	Leisure Centres	Capital works expenditure on leisure centres was over budget by \$0.1 million due to over-budgeted expenditure on the Waves Change Room Upgrade. This was offset by additional grant money being received for the project.
5	Road Resurfacing, Road Renewal, Drainage, Footpath, Car Park and Traffic Management	Total budget overspend on all drainage and transport works was a total of 10%. Funds were re-directed amongst infrastructure and from other projects to address priority works for the year and will result in lower expenditure budgeted in 2010/11.

## Human Resources Standard Statement

This Human Resources Statement identifies the total employee related expenditure and the number of total equivalent full time (EFT) staff numbers for the financial year.

	Actual YTD to Jun 10	Budget YTD to Jun 10	Increase/ (Decrease) %
Employee Costs \$000	55,663	54,308	2.5%
Employee Numbers (EFT)	804	784	2.6%

# Certification of the Standard Statements

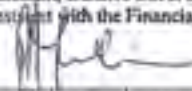
Kingston City Council for the year ended 30 June, 2010.

## CERTIFICATION OF THE STANDARD STATEMENTS

In my opinion, the accompanying standard statements of Kingston City Council in respect of 2009/10 financial year are presented fairly in accordance with the *Local Government Act 1989 and the Local Government (Finance & Reporting) Regulations 2004*.

The of Income Statement, Cash Flow Statement, Balance Sheet and Capital Works Standard Statements, are consistent with the Budget and are prepared on bases consistent with the Financial Statements.

Principal Accounting Officer



P.A. Franklin

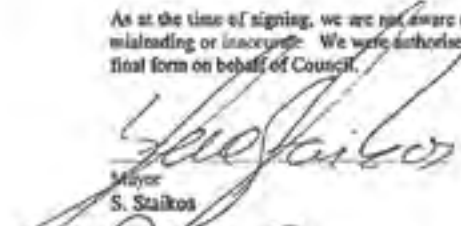
Dated:

30/8/2010

In our opinion, the accompanying standard statements of Kingston City Council in respect of 2009/10 financial year are presented fairly in accordance with the *Local Government Act 1989 and the Local Government (Finance & Reporting) Regulations 2004*.

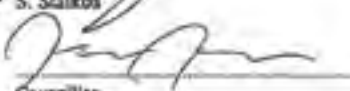
As at the time of signing, we are not aware of any circumstance which would render any particular in the statements to be misleading or inaccurate. We were authorised by the Council on 23 August 2010 to certify the Standard Statements in their final form on behalf of Council.

Mayor  
S. Staikos



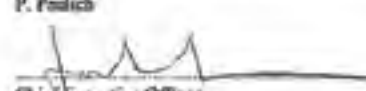
Dated: 1/9/10

Councillor  
P. Paulich



Dated: 4/9/10

Chief Executive Officer  
J.A. Nevins



Dated: 1.9.10

*Together we're meeting the community's ever-changing needs and expectations*

With careful financial management, we have been able to balance the provision of services, the creation of new infrastructure and maintenance of existing valuable community assets. This year was another strong year for Council and our overall financial position continued to improve.

Photograph: An aerial view of Kingston.

# Financial Statements

Kingston City Council for the year ended 30 June, 2010.

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# Comprehensive Income Statement

Kingston City Council for the year ended 30 June, 2010.

	Note	2010 \$('000)	2009 \$('000)
<b>Income</b>			
Rates and Charges	3	85,631	79,572
Grants - Recurrent	4	25,754	26,263
Grants - Non-recurrent	4	3,592	3,716
Contributions - Cash	5	1,392	2,224
Contributions - Non-monetary assets	5	13,722	5,311
User Fees, Charges and Fines	6	23,797	22,374
Interest Income	7	2,170	1,839
Other Income	7	3,005	838
<b>Total Income</b>		<b>159,063</b>	<b>142,137</b>
<b>Expenses</b>			
Employee Benefits	9	55,663	50,935
Materials and Services	10	61,591	58,727
Bad and Doubtful Debts	11	20	13
Depreciation and Amortisation	12	17,319	15,864
Finance Costs	13	256	367
Net Loss on disposal of infrastructure, property, plant and equipment	8	97	171
Fair value adjustment for investment property	20	90	-
<b>Total Expenses</b>		<b>135,036</b>	<b>126,077</b>
<b>PROFIT</b>		<b>24,027</b>	<b>16,060</b>
<b>Other Comprehensive Income</b>			
Net asset revaluation increment (decrement)	19/27	152,335	(35,002)
<b>COMPREHENSIVE RESULT</b>	2	<b>176,362</b>	<b>(18,942)</b>

The above comprehensive income statement should be read in conjunction with the accompanying notes.

# Balance Sheet

Kingston City Council for the year ended 30 June, 2010.

	Note	2010 \$ ('000)	2009 \$ ('000)
<b>CURRENT ASSETS</b>			
Cash and Cash Equivalents	14	35,741	33,686
Trade and Other Receivables	16	6,502	6,090
Non-current Assets Classified as Held for Sale	17	-	-
Other Assets	18	2,007	448
<b>Total Current Assets</b>		<b>44,250</b>	<b>40,224</b>
<b>NON CURRENT ASSETS</b>			
Trade and Other Receivables	16	65	59
Infrastructure, Property, Plant and Equipment	19	2,216,674	2,042,778
Investment Property	20	1,910	2,000
Intangible Assets	21	7,726	8,081
<b>Total Non Current Assets</b>		<b>2,226,375</b>	<b>2,052,918</b>
<b>TOTAL ASSETS</b>		<b>2,270,625</b>	<b>2,093,142</b>
<b>CURRENT LIABILITIES</b>			
Trade and Other Payables	22	9,912	8,832
Provisions	23	8,794	7,645
Leased Plant Liability	24	19	71
Interest Bearing Loans and Borrowings	24	2,267	2,131
Trust Funds and Deposits	25	12,622	11,592
<b>Total Current Liabilities</b>		<b>33,614</b>	<b>30,271</b>
<b>NON CURRENT LIABILITIES</b>			
Provisions	23	2,239	2,015
Leased Plant Liability	24	-	19
Interest Bearing Loans and Borrowings	24	204	2,471
Trust Funds and Deposits	25	-	-
Lease Incentive Liability	26	693	853
<b>Total Non Current Liabilities</b>		<b>3,136</b>	<b>5,358</b>
<b>TOTAL LIABILITIES</b>		<b>36,750</b>	<b>35,629</b>
<b>NET ASSETS</b>		<b>2,233,875</b>	<b>2,057,513</b>
<b>EQUITY</b>			
Accumulated Surplus		1,187,834	1,164,457
Asset Revaluation Reserve	27,28	1,038,214	885,879
Other Reserves	27,28	7,827	7,177
<b>TOTAL EQUITY</b>		<b>2,233,875</b>	<b>2,057,513</b>

The above balance sheet should be read in conjunction with the accompanying notes.



## Statement of Changes in Equity

Kingston City Council for the year ended 30 June, 2010.

	Note	Total \$ ('000)	Accumulated Surplus \$ ('000)	Asset Re- valuation Reserve \$ ('000)	Asset Re- placement Reserve \$ ('000)	Asset De- velopment Reserve \$ ('000)	Other Reserves \$ ('000)
Balance at 1 July 2009		2,057,513	1,164,457	885,879	1,551	5,005	622
Profit for the year		24,027	24,027	-	-	-	-
Net asset revaluation increment (decrement)	27,28	152,335	-	152,335	-	-	-
Transfers to Other Reserves	27,28	-	(1,549)	-	388	1,066	94
Transfer from Other Reserves	27,28	-	899	-	(255)	(634)	(9)
<b>Balance as at 30 June 2010</b>		<b>2,233,875</b>	<b>1,187,834</b>	<b>1,038,214</b>	<b>1,684</b>	<b>5,436</b>	<b>707</b>

The above statement of changes in equity should be read with the accompanying notes.

## Statement of Changes in Equity

Kingston City Council For the Year Ended 30 June, 2009

	Note	Total \$ ('000)	Accumulated Surplus \$ ('000)	Asset Re- valuation Reserve \$ ('000)	Asset Re- placement Reserve \$ ('000)	Asset De- velopment Reserve \$ ('000)	Other Reserves \$ ('000)
Balance at 1 July 2008		2,076,455	1,150,320	920,881	1,311	3,379	565
Profit for the year		16,060	16,060	-	-	-	-
Net asset revaluation increment (decrement)	27,28	(35,002)	-	(35,002)	-	-	-
Transfer to Other Reserves	27,28	-	(2,165)	-	404	1,691	70
Transfer from Other Reserves	27,28	-	242	-	(164)	(65)	(13)
<b>Balance as at 30 June 2009</b>		<b>2,057,513</b>	<b>1,164,457</b>	<b>885,879</b>	<b>1,551</b>	<b>5,005</b>	<b>622</b>

The above statement of changes in equity should be read with the accompanying notes.

# Cash Flow Statement

Kingston City Council for the year ended 30 June, 2010.

	Note	2010 \$('000) Inflows/ (Outflows)	2009 \$('000) Inflows/ (Outflows)
<b>Cash Flows from Operating Activities</b>			
Rates and Charges		85,120	78,712
Grants and Subsidies		29,346	29,980
User Fees, Charges and Fines		23,415	22,421
Contributions, Reimbursements and Donations		1,392	2,224
Interest		1,951	1,783
Other Receipts		491	838
Payments to Suppliers		(61,056)	(59,563)
Payments to Employees		(54,289)	(49,729)
<b>Net cash provided by operating activities</b>	<b>30</b>	<b>26,370</b>	<b>26,666</b>
<b>Cash flows from investing activities</b>			
Payments for Infrastructure, Property, Plant and Equipment		(22,420)	(21,664)
Proceeds from Sale of Infrastructure, Property, Plant and Equipment	8	33	1,157
<b>Net cash used in investing activities</b>		<b>(22,387)</b>	<b>(20,507)</b>
<b>Cash flows from financing activities</b>			
Finance Costs		(256)	(367)
Repayment of Interest Bearing Loans and Borrowings		(2,201)	(2,069)
Trust Funds and Deposits		529	1,557
<b>Net cash used in financing activities</b>		<b>(1,928)</b>	<b>(879)</b>
Net increase in cash and cash equivalents		2,055	5,280
Cash and cash equivalents at the beginning of the financial year		33,686	28,406
<b>Cash and cash equivalents at the end of the financial year</b>	<b>31</b>	<b>35,741</b>	<b>33,686</b>
<b>Restrictions on Cash Assets</b>	<b>15</b>	<b>24,558</b>	<b>23,096</b>

The above cash flow statement should be read with the accompanying notes.

# Notes to the Financial Statements

Kingston City Council for the year ended 30 June, 2010.

## NOTE

### 1 Significant Accounting Policies

#### Introduction

Kingston City Council was established by an Order of the Governor in Council on 15th December 1994 and is a body corporate. The Council's main office is located at 1230 Nepean Highway, Cheltenham Victoria.

This financial report is a general purpose financial report that consists of a Comprehensive Income Statement, Balance Sheet, Statement of Changes in Equity, Cash Flow Statement, and notes accompanying these financial statements. The general purpose financial report complies with Australian Accounting Standards, other authoritative pronouncements of the Australian Accounting Standards Board, the Local Government Act 1989, and the Local Government (Finance and Reporting) Regulations 2004.

#### (a) Basis of Accounting

This financial report has been prepared on the accrual and going concern basis under the historical cost convention, except where specifically stated in 1(b), 1(g), 1(h), 1(i), 1(t).

Unless otherwise stated, all accounting policies are consistent with those applied in the prior year. Where appropriate, comparative figures have been amended to accord with current presentation, and disclosure has been made of any material changes to comparatives.

All entities controlled by Council that have material assets or liabilities, such as Special Committees of Management, have been included in this financial report. All transactions between these entities and the Council have been eliminated in full.

#### (b) Recognition and Measurement of Assets

##### Acquisition

The purchase method of accounting is used for all acquisitions of assets, being the fair value of assets provided as consideration at the date of acquisition plus any incidental costs attributable to the acquisition. Fair value is the amount for which the asset could be exchanged between knowledgeable willing parties in an arm's length transaction.

Where assets are constructed by Council, cost includes all materials used in construction, direct labour, borrowing costs incurred during construction, and an appropriate share of directly attributable variable and fixed overheads.

The following classes of assets have been recognised and are reported on further in Notes 19, 20 and 21. In accordance with Council policy the threshold limits listed below have been applied when recognising assets within an applicable asset class and are consistent with the threshold limits in the prior year. Expenditure below the threshold limit is recorded as an expense in the year of recognition.

Class of Asset	Limit at which Recognised	
	Purchase/Construction \$ ('000)	Asset Improvement \$ ('000)
Plant	5	N/A
Land and Buildings		
- Land	-	N/A
- Land Under Roads	10	N/A
- Buildings	-	20
- Leasehold Improvements	-	20
- Land Improvements (excluding Buildings)	N/A	20
Equipment	2	N/A
Transport		
- Roads	-	50
- Kerb and Channel	-	50
- Bridges	-	50
- Footpaths	-	50
- Street Furniture	10	10
- Traffic Control	10	10
Drainage Works	-	25
Heritage and Culture	1	25
Investment Property	-	N/A
Intangibles - Bed Licenses	-	N/A
Intangibles - Software	50	N/A

# Notes to the Financial Statements

Kingston City Council for the year ended 30 June, 2010.

## NOTE

### 1 Significant Accounting Policies (continued)

#### (b) Recognition and Measurement of Assets (continued)

##### *Intangible Asset – Bed Licences*

Approved provider aged care places (bed licences) are recorded at fair value at 30 June 2010 with consideration to likely encumbrances (e.g. retention of the licences in the Kingston area and protection for existing residents) that would be placed on the sale, should Council determine to sell bed licences at a future time. Bed Licences are issued by the Federal Government to approved providers and can also be purchased from other third parties. Holders of licences receive Federal Government funding in accordance with predetermined rates.

##### *Intangible Asset – Software*

Purchased software is recognised as an intangible asset if it meets the recognition threshold of \$50,000. Purchased software is measured at cost less accumulated amortisation and impairment costs over a finite life not exceeding five years. The purchase price and any directly attributable costs of preparing the software for operation are included in the cost of the intangible asset. All expenditure below the threshold and ongoing maintenance and fees related to the software is expensed when incurred. Operating software integral to the operation of a PC is recorded as property, plant and equipment.

##### *Revaluation*

Subsequent to the initial recognition of assets, non-current physical assets (other than Plant, Equipment, Asset Improvements, software and Library Books), are measured at their fair value, being the amount for which the assets could be exchanged between knowledgeable willing parties in an arms length transaction. At balance date, the Council reviewed the carrying value of the individual classes of assets measured at fair value to ensure that each asset materially approximated its fair value. Where the carrying value materially differed from the fair value at balance date the class of asset is revalued. In addition, Council usually undertakes a formal valuation of land and building assets on a regular basis ranging from 2 to 4 years. A formal revaluation of land and building assets was performed in 2010.

Constructed assets, namely Transport and Drainage Works, are recognised in this general purpose financial report and have been valued at the written down current cost of replacement of the asset in accordance with Australian Accounting Standard AAS 27 "Financial Reporting by Local Governments". Valuations for Transport and Drainage Works have been determined as at 30 June 2010.

Where the assets are revalued, the revaluation increments are credited directly to the related asset revaluation reserve except to the extent that an increment reverses a prior year decrement for that class of asset that had been recognised as an expense in which case the increment is recognised as revenue up to the amount of the expense. Revaluation decrements are recognised as an expense except where prior increments are included in the asset revaluation reserve for that class of asset in which case the decrement is taken to the reserve to the extent of the remaining increments. Within the same class of assets, revaluation increments and decrements within the year are offset.

##### *Land Under Roads*

In accordance Australian Accounting Standard AASB 1051 Land Under Roads, Council has elected to recognise the value of land under roads it controlled as at 30 June 2008 at fair value. Land under roads acquired after 30 June 2008 is brought to account using the cost basis.

#### (c) Depreciation and Amortisation of Non-Current Assets

Buildings, land improvements, plant and equipment, infrastructure, heritage assets, and intangibles (software) having limited useful lives are systematically depreciated over their useful lives to the Council in a manner which reflects consumption of the service potential embodied in those assets. Estimates of remaining useful lives and residual values are made on a regular basis with major asset classes reassessed annually. Depreciation rates and methods are reviewed annually. Straight line depreciation is charged based on the residual useful life as determined each year.

Major Depreciation and Amortisation periods are listed below:

##### **Transport:**

Roads - Sub base	100 years
Roads - Sheet	25 years
Kerb and Channel	80 years
Footpaths	60 years
Bridges	100 years
Street Furniture, Traffic Control	10 years

##### **Drainage Works:**

Drains	100 years
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##### **Heritage and Culture:**

Artefacts, Artworks, Monuments	100 years
Library Books	5 years

# Notes to the Financial Statements

Kingston City Council for the year ended 30 June, 2010.

## NOTE

### 1 Significant Accounting Policies (continued)

#### (c) Depreciation and Amortisation of Non-Current Assets (continued)

##### Equipment:

Computers	3 years
Furniture, Office Equipment	5 years

##### Plant:

Plant	3 to 10 years
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##### Land and Buildings:

Buildings	20 to 100 years
Leasehold Improvements	10 years
Land Improvements (excluding Buildings)	10 to 50 years

##### Intangibles:

Purchased Software	5 years
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Bed Licences have an infinite life and are not amortised

The depreciation periods are consistent with those that applied in the previous year.

#### (d) Cash and Cash Equivalents

For the purposes of the cash flow statement, cash and cash equivalents include cash on hand, deposits at call, and other highly liquid investments with original maturities of three months or less, net of outstanding bank overdrafts.

#### (e) Investments

Investments are measured at cost.

#### (f) Trust Funds and Deposits

Amounts received as tender deposits and retention amounts controlled by Council are recognised as Trust funds until they are returned or forfeited (refer to note 25).

All accommodation Bond liabilities are recorded as Current Liabilities. Refer Note 25.

#### (g) Impairment of assets

At each reporting date, the Council reviews the carrying value of its assets to determine whether there is any indication that these assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, is compared to the assets carrying value. Any excess of the assets carrying value over its recoverable amount is expensed to the comprehensive income statement unless the asset is carried at the revalued amount in which case, the impairment loss is recognised directly against the revaluation surplus in respect of the same class of asset to the extent that the impairment loss does not exceed the amount in the revaluation surplus for that same class of asset.

#### (h) Investment Property

Investment property is land or buildings which are held to generate long-term rental yields. All tenant leases are on arms length basis. Investment property is measured initially at cost, including transaction costs. After initial recognition, investment property is carried at fair value, determined annually by independent valuers. Changes to fair value are recorded in the comprehensive income statement in the period that they arise.

#### (i) Non-current Assets Classified as Held for Sale

A non-current asset classified as held for sale is measured at the lower of its carrying amount and fair value less costs to sell. Non-current assets are classified as held for sale if their carrying amount will be recovered through a sale transaction rather than through continuing use. This condition is regarded as met only when the asset's sale is highly probable and is expected to be completed within 12 months from the date of classification.

#### (j) Allocation between current and non-current

In the determination of whether an asset or liability is current or non-current, consideration is given to the time when each asset or liability is expected to be settled. The asset or liability is classified as current if it is expected to be settled within the next twelve months, being the Council's operational cycle, or if the Council does not have an unconditional right to defer settlement of a liability for at least 12 months after the reporting date.

#### (k) Reportable Segment - Residential Aged Care Facilities

In compliance with the requirements of the Aged Care Act 1997 and the Department of Health and Ageing funding policy regarding Conditional Adjustment Payments, Council reports activities of Residential Aged Care facilities as a reportable segment in the notes accompanying the Financial Report. Refer Note 44.

# Notes to the Financial Statements

Kingston City Council for the year ended 30 June, 2010.

## NOTE

### 1 Significant Accounting Policies (continued)

#### (l) Employee Benefits

##### *Wages and Salaries*

Liabilities for wages and salaries and rostered days off are recognised and measured as the amount unpaid at balance date and include appropriate oncosts such as workers compensation and payroll costs.

##### *Annual Leave*

Annual leave entitlements are accrued on a pro rata basis in respect of services provided by employees up to balance date. Annual leave expected to be paid within 12 months is measured at nominal value based on the amount, including appropriate oncosts, expected to be paid when settled. Annual leave expected to be paid later than one year has been measured at the present value of the estimated future cash outflows to be made for these accrued entitlements. Commonwealth bond rates are used for discounting future cash flows.

##### *Long Service Leave*

Long service leave entitlements payable are assessed at balance date having regard to expected employee remuneration rates on settlement, employment related oncosts and other factors including accumulated years of employment, on settlement, and experience of employee departure per year of service. Long service leave expected to be paid within 12 months is measured at nominal value based on the amount expected to be paid when settled. Long service leave expected to be paid later than one year has been measured at the present value of the estimated future cash outflows to be made for these accrued entitlements. Commonwealth bond rates are used for discounting future cash flows.

##### *Classification*

An employee benefit liability is classified as a current liability if the Council does not have an unconditional right to defer settlement of the liability for at least 12 months after the end of the period. This would include all annual leave and unconditional long service leave entitlements.

##### *Superannuation*

A liability is recognised in respect of Council's present obligation to meet the unfunded obligations of defined benefit superannuation schemes to which its employees are members. The liability is defined as the Council's share of the scheme's unfunded position, being the difference between the present value of employees' accrued benefits and the net market value of the scheme's assets at balance date.

The superannuation expense for the reporting year is the amount of the statutory contribution the Council makes to the superannuation plan which provides benefits to its employees together with any movements (favourable/unfavourable) in the position of any defined benefits schemes. Details of these arrangements are recorded in note 33.

##### *Sick Leave*

No provision is made for sick leave, as the cumulative entitlement is not paid on termination.

#### (m) Leases

##### *Finance Leases*

Leases of assets where substantially all the risks and benefits incidental to ownership of the asset, but not the legal ownership, are transferred to the Council are classified as finance leases. Finance leases are capitalised, recording an asset and a liability equal to the present value of the minimum lease payments, including any guaranteed residual value. Lease payments are allocated between the reduction of the lease liability and the interest expense. Leased assets are amortised on a straight line basis over their estimated useful lives to the Council where it is likely that the Council will obtain ownership of the asset or over the term of the lease, whichever is the shorter. (Note 34). Leased assets are currently being amortised over a three year period.

##### *Operating Leases*

Lease payments for operating leases are required by the accounting standard to be recognised on a straight line basis, rather than expensed in the years in which they are incurred. (Note 37).

##### *Leasehold Improvements*

Leasehold improvements are recognised at cost and are amortised over the unexpired period of the lease or the estimated useful life of the improvement, whichever is the shorter. At balance date, leasehold improvements are amortised over a 10 year period.

#### (n) Revenue Recognition

##### *Rates, Grants and Contributions*

Rates, grants and contributions (including developer contributions) are recognised as revenues when the Council obtains control over the assets comprising these receipts.

Control over assets acquired from rates is obtained at the commencement of the rating year as it is an enforceable debt linked to the rateable property or, where earlier, upon receipt of the rates.

A provision for doubtful debts on rates has not been established as unpaid rates represent a charge against the rateable property that will be recovered when the property is next sold.

# Notes to the Financial Statements

Kingston City Council for the year ended 30 June, 2010.

## NOTE

### 1 Significant Accounting Policies (continued)

#### (n) Revenue Recognition (continued)

Control over granted assets is normally obtained upon their receipt (or acquittal) or upon earlier notification that a grant has been secured, and are valued at their fair value at the date of transfer.

Income is recognised when the Council obtains control of the contribution or the right to receive the contribution, it is probable that the economic benefits comprising the contribution will flow to the Council and the amount of the contribution can be measured reliably.

Where grants or contributions recognised as revenues during the financial year were obtained on condition that they be expended in a particular manner or used over a particular period and those conditions were undischarged at balance date, the unused grant or contribution is disclosed in Note 4. The note also discloses the amount of unused grant or contribution from prior years that was expended on Council's operations during the current year.

A liability is recognised in respect of revenue that is reciprocal in nature to the extent that the requisite service has not been provided at balance date.

#### *User Fees and Fines*

User fees and fines (including parking fees and fines) are recognised as revenue when the service has been provided, the payment is received, or when the penalty has been applied, whichever first occurs. A provision for doubtful debts is recognised when collection in full is no longer probable.

#### *Sale of Infrastructure, Property, Plant and Equipment*

The profit or loss on sale of an asset is determined when control of the asset has irrevocably passed to the buyer.

#### *Interest and Rents*

Interest and rents are recognised as revenue on a proportional basis when the payment is due, the value of the payment is notified, or the payment is received, whichever first occurs.

#### *Trade and Other Receivables*

Receivables are carried at amortised cost using the effective interest rate method. A provision for doubtful debts is recognised when there is objective evidence that an impairment loss has occurred.

#### (o) Goods and Services Tax (GST)

Revenues, expenses, and assets are recognised net of the amount of goods and services tax (GST), except where the amount of GST incurred is not recoverable from the taxation authority, it is recognised as part of the cost of acquisition of an asset or as part of an item of expense; or for Trade and Other Receivables or Trade and Other Payables which are recognised inclusive of GST. Cash flows are presented in the Cash Flow Statement on a gross basis, except for the GST component of investing and financing activities, which are disclosed as operating cash flows.

#### (p) Repairs and Maintenance

Routine maintenance, repair costs, and minor renewal costs are expensed as incurred. Where the repair relates to the replacement of a component of an asset and the cost exceeds the capitalisation threshold the cost is capitalised and depreciated. The carrying value of the replaced asset is expensed.

#### (q) Borrowing Costs

Borrowing costs are recognised as an expense in the period in which they are incurred, except where they are capitalised as part of a qualifying asset constructed by Council. Except where specific borrowings are obtained for the purpose of specific asset acquisition, the weighted average interest rate applicable to borrowings at balance date, excluding borrowings associated with superannuation, is used to determine the borrowing costs to be capitalised. Borrowing costs include interest on borrowings, and finance lease charges.

#### (r) Change in Accounting Policies

Unless otherwise stated, all accounting policies are consistent with those applied in the prior year. Where appropriate, comparative figures have been amended to accord with current presentation, and disclosure has been made of any material changes to comparatives.

#### (s) Provision for Doubtful Debts

Provision for doubtful debts is calculated by conducting a debt by debt review taking into regard the age of each debt and the probability of collection.

#### (t) Financial Guarantees

Financial guarantee contracts are recognised as a liability at the time the guarantee is issued. The liability is initially measured at fair value, and if there is a material increase in the likelihood that the guarantee may have to be exercised, at the higher of the amount determined in accordance with AASB 137 Provisions, Contingent Liabilities and Contingent Assets and the amount initially recognised less cumulative amortisation, where appropriate. In the determination of fair value, consideration is given to factors including the probability of default by the guaranteed party and the likely loss to Council in the event of default.

# Notes to the Financial Statements

Kingston City Council for the year ended 30 June, 2010.

## NOTE

### 1 Significant Accounting Policies (continued)

#### (u) Rounding

Unless otherwise stated, amounts in the financial report have been rounded to the nearest thousand dollars.

#### (v) Pending Accounting Standards

The following Australian Accounting Standards have been issued or amended and are applicable to the Council but are not yet effective.

They have not been adopted in preparation of the financial statements at reporting date.

Standard / Interpretation	Summary	Applicable for annual reporting periods beginning or ending on	Impact on Local Government financial statements
AASB 2009-5 Further Amendments to Australian Accounting Standards arising from the Annual Improvements Project. [AASB 5, 8, 101, 107, 117, 118, 136 & 139]	Some amendments will result in accounting changes for presentation, recognition or measurement purposes, while other amendments will relate to terminology and editorial changes.	Beginning 1 Jan 2010	Terminology and editorial changes. Impact minor.
AASB 2009-8 Amendments to Australian Accounting Standards – Group Cash-settled Share-based Payment Transactions. [AASB 2]	The amendments clarify the scope of AASB 2.	Beginning 1 Jan 2010	No impact. AASB 2 does not apply to Local Government; consequently this Standard does not apply.
AASB 2009-9 Amendments to Australian Accounting Standards – Additional Exemptions for First-time Adopters [AASB 1]	Applies to entities adopting Australian Accounting Standards for the first time, to ensure entities will not face undue cost or effort in the transition process in particular situations.	Beginning 1 Jan 2010	No impact. Relates only to first time adopters of Australian Accounting Standards.
AASB 2009-10 Amendments to Australian Accounting Standards – Classification of Rights Issues [AASB 132]	The Standard makes amendments to AASB 132, stating that rights issues must now be classed as equity rather than derivative liabilities.	Beginning 1 Feb 2010	No impact. Local Government do not issue rights, warrants and options, consequently the amendment does not impact on the statements.
AASB 9 Financial Instruments	This standard simplifies requirements for the classification and measurement of financial assets resulting from Phase 1 of the IASB's project to replace IAS 39 Financial Instruments: Recognition and Measurement (AASB 139 Financial Instruments: Recognition and Measurement).	Beginning 1 Jan 2013	Detail of impact is still being assessed.
AASB 2009-11 Amendments to Australian Accounting Standards arising from AASB 9 [AASB 1, 3, 4, 5, 7, 101, 102, 108, 112, 118, 121, 127, 128, 131, 132, 136, 139, 1023 & 1038 and Interpretations 10 & 12]	This gives effect to consequential changes arising from the issuance of AASB 9.	Beginning 1 Jan 2013	Detail of impact is still being assessed.
AASB 2009-12 Amendments to Australian Accounting Standards [AASBs 5, 8, 108, 110, 112, 119, 133, 137, 139, 1023 & 1031 and Interpretations 2, 4, 16, 1039 & 1052]	This Standard amends AASB 8 to require an entity to exercise judgement in assessing whether a government and entities know to be under the control of that government are considered a single customer for purposes of certain operating segment disclosures. This Standard also makes numerous editorial amendments to other AASBs.	Beginning 1 Jan 2011	AASB 8 does not apply to Local Government therefore no impact expected. Otherwise, only editorial changes arising from amendments to other standards, no major impact. Impacts of editorial amendments are not expected to be significant.



# Notes to the Financial Statements

Kingston City Council for the year ended 30 June, 2010.

NOTE

## 1 Significant Accounting Policies (continued)

### (v) Pending Accounting Standards

Standard / Interpretation	Summary	Applicable for annual reporting periods beginning or ending on	Impact on Local Government financial statements
AASB 2009-13 Amendments to Australian Accounting Standards arising from Interpretation 19. [AASB 1]	Consequential amendment to AASB 1 arising from publication of Interpretation 19	Beginning 1 Jul 2010	Local Governments do not extinguish financial liabilities with equity instruments, therefore requirements of Interpretation 17 and related amendments have no impact
AASB 2009-14 Amendments to Australian Interpretation – Prepayments of a Minimum Funding Requirement [AASB Interpretation 14]	Amendment to Interpretation 14 arising from the issuance of Prepayments of a Minimum Funding Requirement	Beginning 1 Jan 2011	Expected to have no significant impact

### (w) Contingent Assets and Contingent Liabilities and Commitments

Contingent assets and contingent liabilities are not recognised in the Balance Sheet, but are disclosed by way of a note and, if quantifiable, are measured at nominal value. Contingent assets and liabilities are presented inclusive of GST receivable or payable respectively. Refer note 36.

Commitments are not recognised in the Balance Sheet, but are also disclosed by way of note. Commitments are disclosed at their nominal value and inclusive of the GST payable. Refer note 35.

## 2 Underlying Result

A key measure of financial sustainability is the Underlying Result. The Underlying Result identifies whether Council is generating enough revenue to cover operating expenses (including the cost of replacing assets reflected in depreciation expenditure). It is represented by the comprehensive result adjusted for any asset revaluations, non cash developer contributions and found assets, as well as any other one-off or non-recurrent transactions. These are transactions that affect profit and/or the comprehensive result, but the values tend to fluctuate significantly from year to year. Therefore, the Underlying Result should remain relatively consistent from year to year and best represents Council's ability to remain sustainable and continue with normal day-to-day operations.

	2010 \$ ('000)	2009 \$ ('000)
<b>Comprehensive Result</b>	<b>176,362</b>	<b>(18,942)</b>
Net Asset Revaluation Movement	(152,335)	35,002
<b>Profit</b>	<b>24,027</b>	<b>16,060</b>
One-off / Non-recurring adjustments:		
Non-Cash Developer Contributions	(13,722)	(5,311)
Found Assets	(1,338)	-
Non-recurring Grants	(3,592)	(3,716)
<b>Underlying Result</b>	<b>5,375</b>	<b>7,033</b>

## 3 Rates and Charges

Council uses Capital Improved Value (CIV) as the basis of valuation of all properties within the municipal district. CIV approximates the market value of land and improvements.

The valuation base used to calculate general rates for 2009/10 was \$32.9 billion (2008/09 \$32.6 billion). The 2009/2010 declared rate in the dollar was 0.21011 cents (2008/09 0.19804 cents).

A Municipal charge is levied at the rate of \$106 (2008/09 \$100) per rateable property and a Waste Service fee is levied at the rate of \$96 to \$172 (2008/09 \$90 to \$161) per rateable property, for Waste Service choices A to F.

During 2009/2010 Council utilised for rating purposes within the municipal district, the general revaluation dated 1 January 2008. This valuation was first applied to the rating period commencing 1 July 2008. The date of the most recent general revaluation of land for rating purposes within the municipal district was 1 January 2010, and the valuation will be first applied in the rating year commencing 1 July 2010. Property values have increased by approximately 10% since the 2008 revaluation. Valuations were prepared by registered valuers K.A. Reed Group Pty Ltd under contract to Council.

# Notes to the Financial Statements

Kingston City Council for the year ended 30 June, 2010.

NOTE

## 3 Rates and Charges (continued)

	2010 \$ ('000)	2009 \$ ('000)
General Rates	70,129	65,256
Municipal Charges	7,098	6,580
Waste Service Fee	8,404	7,736
	85,631	79,572

## 4 Grants

Grants were received in respect of the following:

	2010 \$ ('000)	2009 \$ ('000)
<b>RECURRENT</b>		
<b>Corporate Services</b>		
Victorian Grants Commission	2,721	3,315
VGC Other (Local Roads Funding)	1,121	1,206
	<b>3,842</b>	<b>4,521</b>
<b>Environmental Sustainability</b>		
Beach Cleaning	99	110
Conservation Strategy	3	21
Heritage	6	5
Storm Water	15	35
Regional Strategic Planning	-	2
Victorian SES	42	10
School Crossings	151	154
Tobacco Act Education and Enforcement	21	10
Mordialloc Creek	-	250
Home Maintenance	437	424
	<b>774</b>	<b>1,021</b>
<b>Community Sustainability</b>		
Aged Hostels	3,009	3,145
Leisure	63	90
Graffiti Free Kingston Grant	23	16
Being Active Eating Well	212	185
Commonwealth Aged Care Packages (CACP)	1,970	1,943
Community Connection Program (CCP)	421	502
Child Care	507	419
Family Day Care	1,236	1,515
Family Support and Stronger Families	110	110
After School Care	179	177
Food Services	220	214
Home Care – Domestic/Specific	3,100	2,393
Home Care – Personal/General	1,745	1,777
Home Care – Respite Care	842	918
Immunisations	149	188
Library	819	781
AccessCare Southern	4,132	3,913
Maternal and Child Health	776	737

# Notes to the Financial Statements

Kingston City Council for the year ended 30 June, 2010.

NOTE

## 4 Grants (continued)

	2010 \$('000)	2009 \$('000)
Nursing	198	318
Social Support	224	214
Vacation Care	129	162
Veterans Affairs	517	566
Youth Development	41	48
Freeza Youth Events	30	39
Community Engagement	485	263
Other	1	8
	<b>21,138</b>	<b>20,641</b>
<b>Cross-Organisational</b>		
Various Capital Projects – Grants	-	80
	-	<b>80</b>
<b>Total Recurrent</b>	<b>25,754</b>	<b>26,263</b>
<b>NON-RECURRENT</b>		
Roads to Recovery	569	-
Waves Change Room Refurbishment	150	-
Dolomore Reserve Hammer Throw Cages	41	-
Stormwater Drainage Improvements - Mentone	250	-
Climate Change Projects (HACC)	-	11
Cycling and Waling Paths	145	-
Leisure and Social Planning	266	169
Various Capital Projects – Grants (Non Recurrent)	34	362
Patterson Lakes Community Centre	191	525
Bay To Rail Project		200
JTAPP Bicentennial Park	483	-
Mordialloc Creek	-	136
Kingston Hall	-	100
Kingston Heath Soccer Facility	1,463	1,463
North Aspendale Renourishment		600
Moorabbin Bowls Club Artificial Green		150
<b>Total Non-Recurrent</b>	<b>3,592</b>	<b>3,716</b>
<b>Total Grants</b>	<b>29,346</b>	<b>29,979</b>
<b>Represented By:</b>		
Commonwealth Funded Grants	11,353	12,898
State Funded Grants	17,598	16,832
Other	395	249
<b>Total Grants</b>	<b>29,346</b>	<b>29,979</b>

# Notes to the Financial Statements

Kingston City Council for the year ended 30 June, 2010.

NOTE

## 4 Grants (continued)

### Conditions on Grants

Grants recognised as revenue during the year that they were obtained on a condition that they be expended in a specified manner that had not occurred at balance date were:

	2010 \$('000)	2009 \$('000)
VGC Funding (i)	1,000	915
Bay to Rail Project Stage 2	-	200
North Aspendale Renourishment	-	600
Kingston Heath Soccer Facility Federal Grant	-	1,463
Chelsea Cycling and Walking Project	-	38
Sportsground Water Efficiency Program	54	50
Patterson Lakes Library Public Filtering Project	-	47
Aspendale Tennis Club Court Surface Conversion	29	-
Seniors Access IT Project	105	-
Dolomore Reserve Hammer Cages	41	-
Environment/Stormwater Projects	250	136
Edithvale Recreation Reserve	65	-
Variety Club Grant for Liberty Swing	25	-
Chelsea Sportswomen's Centre	50	-
	<b>1,619</b>	<b>3,449</b>

Grants which were recognised as revenue in prior years and were expended during the current year in the manner specified by the grantor were:

Transport (Roads to Recovery)	-	491
Drainage Upgrade Project	-	41
Patterson Lakes Community Centre	-	200
Heritage Projects	-	6
Climate Change Projects	-	50
Home and Community Care (HACC)	-	207
Warm Season Grass Conversion	-	32
Environment/Stormwater Projects	136	158
Best Practice Incentive Program - Organics	-	85
McLeod Rd Bus Shelter	-	17
Aspendale Gardens Community Centre Water Tank	-	45
VGC Funding	915	-
Bay to Rail Project Stage 2	200	-
North Aspendale Renourishment	600	-
Kingston Heath Soccer Facility Federal Grant	1,463	-
Chelsea Cycling and Walking Project	38	-
Drought Relief for Community Sport and Recreation	50	20
Patterson Lakes Library Public Filtering Project	47	-
	<b>3,449</b>	<b>1,352</b>
<b>Net increase in restricted assets resulting from grant revenues for the year</b>	<b>(1,830)</b>	<b>2,097</b>

(i) The 2010/11 first quarter payment from the Victorian Grants Commission was received in June 2010.

# Notes to the Financial Statements

Kingston City Council for the year ended 30 June, 2010.

NOTE

## 5 Contributions

	2010 \$('000)	2009 \$('000)
<b>CASH</b>		
Monetary Donations/Contributions from Developers	1,066	1,691
Various Capital Projects - Contributions	37	294
Community Sustainability	93	98
Environmental Sustainability	169	122
Other	27	19
<b>Total Cash Contributions</b>	<b>1,392</b>	<b>2,224</b>
<b>NON MONETARY*</b>		
Land Under Roads	4,640	320
Road Asset Contributions from Developers	3,490	568
Drainage Asset Contributions from Developers	1,736	153
Land Asset Contributions from Developers	3,613	4,270
Building Asset Contributions from Developers	243	-
<b>Total non-monetary Contributions</b>	<b>13,722</b>	<b>5,311</b>
<b>Total Contributions</b>	<b>15,114</b>	<b>7,535</b>

\* Non monetary contributions consists of property and infrastructure developer contributions from New Estates at The Village Stage 5C and 5D, Clayton South and Waterways Stage 13, 16, 17 and 18.

## 6 User Fees, Charges and Fines

	2010 \$('000)	2009 \$('000)
Aged Services	4,357	4,319
Family and Children's Services	2,373	2,086
Leisure and Recreation	6,085	6,104
Local Law Permits, Fees, and Fines	3,935	3,694
Planning and Building	2,817	2,165
Rental Income and Hire of Facilities	2,661	2,483
Other	1,569	1,523
	<b>23,797</b>	<b>22,374</b>

## 7 Other Income

	2010 \$('000)	2009 \$('000)
Interest on cash and investments	1,509	1,205
Interest on Rates	661	634
Found Assets (i)	1,338	-
Other (ii)	1,667	838
	<b>5,175</b>	<b>2,677</b>

(i) Found Assets are being recognised as Other Income for the first time in this financial report and includes buildings (\$308,250), land (\$130,000), drainage (\$889,967) and roads (\$9,722). Found Assets are not newly purchased assets for the year, these represent assets which are discovered to be under the control of Council due to improved measurement techniques or more accurate data becoming available.

(ii) Other includes total income of \$1,175,573 as an adjustment for previous fair value revaluations of investment property which were recorded in the asset revaluation reserve rather than profit.

# Notes to the Financial Statements

Kingston City Council for the year ended 30 June, 2010.

NOTE

## 8 Disposal of Property, Plant and Equipment

	2010 \$('000)	2009 \$('000)
Proceeds from Disposal	33	1,156
Less: Written down value	(130)	(1,327)
Profit/(Loss) on Disposal of Infrastructure, Property, Plant and Equipment	<b>(97)</b>	<b>(171)</b>
Comprising:		
Profit on Disposal of Property, Plant and Equipment (i)	23	581
Loss on Disposal of Property, Plant and Equipment (ii)	(120)	(752)
	<b>(97)</b>	<b>(171)</b>

(i) Includes profit on the sale of 7 vehicles in 2009/10.

(ii) Includes the demolition of a number of buildings including shelters and an equipment store room.

## 9 Employee Benefits

	2010 \$('000)	2009 \$('000)
Wages and Salaries – Permanent Staff	43,477	39,344
Superannuation	3,875	3,928
Wages and Salaries – Casual Staff	4,389	3,872
Annual Leave and Long Service Leave	2,657	2,442
Fringe Benefits Tax and WorkCover	1,227	1,313
Redundancy	38	36
	<b>55,663</b>	<b>50,935</b>
<b>Average Employee Numbers During the Financial Year (Equivalent Full Time)</b>	<b>804</b>	<b>765</b>

## 10 Materials and Services

	2010 \$('000)	2009 \$('000)
Infrastructure Works	14,207	12,607
Community Buildings (i)	1,152	-
Waste and Cleansing	7,749	7,462
Aged Services	7,709	7,822
Parks, Gardens and Reserves	6,931	7,114
Leisure and Culture	5,412	5,200
Accommodation Expense	4,090	3,753
Information Systems and Telecommunications	2,698	2,722
Family Services	3,072	2,992
Enforcement	2,077	1,924
Procurement and Fleet Management	2,053	1,886
Council Business (ii)	665	1,042
Organisational Development and Governance	1,333	1,303
Finance and Legal	1,607	1,813
Other (iii)	836	1,087
	<b>61,591</b>	<b>58,727</b>

(i) Community Buildings is a new department established in 2009/10

(ii) Council Business expenditure for 2008/09 includes \$429k expenditure related to the November 2008 Council election.

(iii) Other includes expenditure in divisions such as Corporate Services and Organisational Development and Governance.

# Notes to the Financial Statements

Kingston City Council for the year ended 30 June, 2010.

## NOTE

### 11 Bad and Doubtful Debts

	2010 \$('000)	2009 \$('000)
Other Debtors	20	13
	<b>20</b>	<b>13</b>

### 12 Depreciation and Amortisation

	2010 \$('000)	2009 \$('000)
Land Improvements	171	87
Buildings	3,917	3,487
Building Improvements	74	36
Leasehold Improvements	231	222
Drainage Works	2,492	2,099
Transport	7,870	7,489
Equipment	883	957
Heritage and Culture	15	17
Library Books	1,013	827
Plant	343	346
Software Amortisation	244	231
Finance Lease Amortisation	66	66
	<b>17,319</b>	<b>15,864</b>

### 13 Finance Costs

	2010 \$('000)	2009 \$('000)
Interest - Borrowings	251	356
Interest – Finance Lease	5	11
	<b>256</b>	<b>367</b>

### 14 Cash and Cash Equivalents

	2010 \$('000)	2009 \$('000)
Cash on Hand	20	20
Cash at Bank	21,071	25,016
Interest Bearing Deposits	14,650	8,650
	<b>35,741</b>	<b>33,686</b>

Users of this financial report should refer to note 15 for restrictions on cash assets and note 35 for details of existing Council commitments.

# Notes to the Financial Statements

Kingston City Council for the year ended 30 June, 2010.

## NOTE

### 15 Restricted Assets

Council has the following cash and cash equivalents (Note 14) that are subject to legislative restrictions.

	2010 \$('000)	2009 \$('000)
Asset Development Reserve	5,436	5,004
Long Service Leave (i)	6,500	6,500
Trust Fund and Deposits (ii)	12,622	11,592
<b>Total Restricted Assets</b>	<b>24,558</b>	<b>23,096</b>

(i) Restricted asset for long service leave is based on the Local Government (Long Service Leave) Regulations 2002 and does not necessarily equate to the long service leave liability disclosed in Note 23 due to a different basis of calculation prescribed by the regulation.

(ii) Refer to note 25 for details of all Trust Funds and Deposits.

### 16 Trade and Other Receivables

	2010 \$('000)	2009 \$('000)
<b>Current</b>		
Rate Debtors	3,591	3,086
Net GST Receivable	1,248	945
Other Debtors	1,510	1,849
Less Provision for Doubtful Debts	(160)	(137)
Parking Infringement Debtors	1,113	877
Less Provision for Doubtful Debts	(800)	(530)
	<b>6,502</b>	<b>6,090</b>
<b>Non-Current</b>		
Rate Debtors	65	59
Other Debtors	9	12
Less Provision for Doubtful Debts	(9)	(12)
	<b>65</b>	<b>59</b>
<b>Total Trade and Other Receivables</b>	<b>6,567</b>	<b>6,149</b>
<b>Ageing of Trade and Other Receivables</b>		
The ageing of the council's trade and other receivables at reporting date was:		
1-30 Days	2,169	1,870
31-60 Days	156	557
61-90 Days	394	336
90-365 Days (i)	3,783	3,325
Over 1 Year	65	61
<b>Total Trade and Other Receivables</b>	<b>6,567</b>	<b>6,149</b>
(i) Balance comprises all rate debtors of \$3,591,246 (\$3,085,910 in 2009)		
<b>Movement in Provision for Doubtful Debts</b>		
Balance at the Beginning of the year	679	806
+ New provisions recognised during the year	288	13
- Amounts provided but recovered during the year	(16)	(140)
<b>Balance at the end of the year</b>	<b>951</b>	<b>679</b>



# Notes to the Financial Statements

Kingston City Council for the year ended 30 June, 2010.

NOTE

## 17 Non-Current Assets Held for Sale

	2010 \$('000)	2009 \$('000)
Land	-	-
	-	-
Reconciliation of Asset Movements		
Assets Held for Sale at 1 July	-	1,100
Reclassification of Assets	-	-
Disposals	-	(1,100)
<b>Assets Held for Sale at 30 June</b>	<b>-</b>	<b>-</b>

## 18 Other Assets

	2010 \$('000)	2009 \$('000)
<b>Current</b>		
Prepayments	357	275
Accrued Income (i)	1,650	173
<b>Total</b>	<b>2,007</b>	<b>448</b>

(i) Accrued income includes \$1,201,097 State Government pension rebate income not invoiced to the Department of Human Services for the 2009/10 year. This amount was invoiced and paid in July 2010.

## 19 Infrastructure, Property, Plant and Equipment

<b>SUMMARY</b>	2010 \$('000)	2009 \$('000)
At Cost	439,534	427,000
Less Accumulated Depreciation	(20,072)	(17,508)
	419,462	409,492
At Fair Value as at 30 June	1,406,856	1,215,922
Less Accumulated Depreciation	(124,319)	(113,067)
At Council Valuation as at 30 June	754,106	764,295
Less Accumulated Depreciation	(239,431)	(233,864)
	1,797,212	1,633,285
<b>Total</b>	<b>2,216,674</b>	<b>2,042,778</b>

# Notes to the Financial Statements

Kingston City Council for the year ended 30 June, 2010.

NOTE

## 19 Infrastructure, Property, Plant and Equipment (continued)

DETAIL	2010 \$('000)	2009 \$('000)
<b>Motor Vehicles</b>		
- at Cost	2,556	2,598
Less: Accumulated Depreciation	(1,717)	(1,591)
	<b>839</b>	<b>1,007</b>
<b>Leased Plant</b>		
- at Cost	221	221
Less: Accumulated Amortisation	(199)	(133)
	<b>22</b>	<b>88</b>
<b>Leasehold Improvements</b>		
- at Cost	2,652	2,280
Less: Accumulated Depreciation	(1,040)	(809)
	<b>1,612</b>	<b>1,471</b>
<b>Land</b>		
- at Fair Value (i)	1,138,248	980,618
	<b>1,138,248</b>	<b>980,618</b>
<b>Land Improvements</b>		
- at Cost	9,653	4,505
Less: Accumulated Depreciation	(259)	(88)
	<b>9,394</b>	<b>4,417</b>
<b>Land Under Roads (ii)</b>		
At Cost	399,860	395,220
	<b>399,860</b>	<b>395,220</b>
<b>Buildings</b>		
- at Fair Value (i)	266,970	233,440
Less: Accumulated Depreciation	(123,995)	(112,680)
	<b>142,975</b>	<b>120,760</b>
<b>Building Improvements</b>		
- at Cost	2,943	2,575
Less: Accumulated Depreciation	(114)	(40)
	<b>2,829</b>	<b>2,535</b>
<b>Equipment</b>		
- at Cost	10,726	9,298
Less: Accumulated Depreciation	(8,130)	(7,247)
	<b>2,596</b>	<b>2,051</b>
<b>Transport</b>		
- at Fair Value (iii)	509,629	516,827
Less: Accumulated Depreciation	(132,040)	(126,682)
	<b>377,589</b>	<b>390,145</b>
<b>Drainage Works</b>		
- at Fair Value (iii)	244,477	247,467
Less: Accumulated Depreciation	(107,391)	(107,182)
	<b>137,086</b>	<b>140,285</b>

# Notes to the Financial Statements

Kingston City Council for the year ended 30 June, 2010.

NOTE

## 19 Infrastructure, Property, Plant and Equipment (continued)

	2010 \$('000)	2009 \$('000)
<b>Heritage and Culture</b>		
- at Fair Value	1,637	1,864
Less: Accumulated Depreciation	(324)	(387)
	<b>1,313</b>	<b>1,477</b>
<b>Library Books</b>		
- at Cost	10,204	9,326
Less: Accumulated Depreciation	(8,613)	(7,600)
	<b>1,591</b>	<b>1,726</b>
<b>Works in Progress - at Cost</b>	<b>720</b>	<b>978</b>
<b>Total Infrastructure, Property, Plant and Equipment</b>	<b>2,216,674</b>	<b>2,042,778</b>

- (i) Valuations of Land (excluding land under roads) and Buildings were independently determined by K. A. Reed (Group) Pty Ltd. A full valuation was undertaken for all land and buildings as at 30 June 2010.
- (ii) Land Under Roads is valued at deemed cost. Deemed cost is based on Council valuations as at 30 June 2008 for land under roads in existence at that date and at the date acquired for subsequent acquisitions using site values adjusted for: 'englobo' (discounting back to the raw land value before development or subdivision) values, access rights and private interests of other parties and entitlements of infrastructure assets and services.
- (iii) Transport and Drainage assets are stated at written down current cost of replacement at 30 June 2010. Valuations of Transport and Drainage Works were determined by Mr W. W. Ashdown Dip CE; BE (Civil); Grad Dip ME; MIE Aust; IME. (Council Valuation)
- (iv) All other purchased assets are valued at cost.

# Notes to the Financial Statements

Kingston City Council for the year ended 30 June, 2010.

NOTE

## 19 Infrastructure, Property, Plant and Equipment (continued)

Reconciliation of Asset Movements by Class

2010	Balance at beginning of financial year \$('000)	Acquisition of assets \$('000)	Asset Donations and Developer Contributions \$('000)	Revaluation increments (decrements) \$('000)	Depreciation and amortisation \$('000)	Written down value of disposals \$('000)	Reclassification of assets \$('000)	Balance at end of financial year \$('000)
Land	980,618	878	3,613	153,139	-	-	-	1,138,248
Buildings	120,760	3,838	243	22,171	(3,917)	(120)	-	142,975
Land Improvements	4,417	5,148	-	-	(171)	-	-	9,394
Land Under Roads	395,220	-	4,640	-	-	-	-	399,860
Building Improvements	2,535	368	-	-	(74)	-	-	2,829
Leasehold Improvements	1,471	372	-	-	(231)	-	-	1,612
Plant (Motor Vehicles)	1,007	185	-	-	(343)	(10)	-	839
Leased Plant	88	-	-	-	(66)	-	-	22
Heritage and Culture	1,477	-	-	(149)	(15)	-	-	1,313
Library Books	1,726	878	-	-	(1,013)	-	-	1,591
Equipment	2,051	1,428	-	-	(883)	-	-	2,596
Transport	390,145	9,502	3,491	(17,679)	(7,870)	-	-	377,589
Drainage	140,285	1,291	1,735	(3,733)	(2,492)	-	-	137,086
Works in Progress	978	-	-	-	-	-	(258)	720
<b>Total property, plant and equipment, infrastructure</b>	<b>2,042,778</b>	<b>23,888</b>	<b>13,722</b>	<b>153,749</b>	<b>(17,075)</b>	<b>(130)</b>	<b>(258)</b>	<b>2,216,674</b>

Reconciliation of Asset Movements by Class

2009	Balance at beginning of financial year \$('000)	Acquisition of assets \$('000)	Asset Donations and Developer Contributions \$('000)	Revaluation increments (decrements) \$('000)	Depreciation and amortisation \$('000)	Written down value of disposals \$('000)	Reclassification of assets \$('000)	Balance at end of financial year \$('000)
Land	1,031,598	1,226	4,270	(55,976)	-	(500)	-	980,618
Buildings	127,016	4,874	-	(6,893)	(3,487)	(750)	-	120,760
Land Improvements	2,406	2,098	-	-	(87)	-	-	4,417
Land Under Roads	394,900	320	-	-	-	-	-	395,220
Building Improvements	1,270	1,301	-	-	(36)	-	-	2,535
Leasehold Improvements	1,634	59	-	-	(222)	-	-	1,471
Plant (Motor Vehicles)	1,025	411	-	-	(346)	(83)	-	1,007
Leased Plant	154	-	-	-	(66)	-	-	88
Heritage and Culture	1,442	52	-	-	(17)	-	-	1,477
Library Books	1,571	982	-	-	(827)	-	-	1,726
Equipment	2,227	781	-	-	(957)	-	-	2,051
Transport	382,249	6,396	567	8,422	(7,489)	-	-	390,145
Drainage	118,150	4,006	153	20,075	(2,099)	-	-	140,285
Works in Progress	890	916	-	-	-	-	(828)	978
<b>Total property, plant and equipment, infrastructure</b>	<b>2,066,532</b>	<b>23,422</b>	<b>4,990</b>	<b>(34,372)</b>	<b>(15,633)</b>	<b>(1,333)</b>	<b>(828)</b>	<b>2,042,778</b>

# Notes to the Financial Statements

Kingston City Council for the year ended 30 June, 2010.

NOTE

## 20 Investment Property

	2010 \$('000)	2009 \$('000)
Investment Property (at fair value as at 30 June)	1,910	2,000
	<b>1,910</b>	<b>2,000</b>
Balance at beginning of financial year	2,000	2,010
Acquisitions	-	-
Disposals	-	-
Fair value adjustments	(90)	(10)
<b>Balance at the end of financial year</b>	<b>1,910</b>	<b>2,000</b>
<b>Rental Revenue</b>		
Rental revenue received for Investment Property	282	129

Investment Property Assets consist of buildings at Peter Scullin Reserve, Mordialloc that are leased by a third party to operate a commercial restaurant and land and buildings at 42 Florence Street Mentone that are leased by a third party for office accommodation.

Valuations of Investment Properties were independently determined by K. A. Reed (Group) Pty Ltd as at 30 June 2010.

## 21 Intangible Assets

	2010 \$('000)	2009 \$('000)
Aged Care Bed Licences (i)	7,000	7,240
Software – Purchased (ii)	726	841
	<b>7,726</b>	<b>8,081</b>
<b>Gross Carrying Amount</b>		
Balance at beginning of financial year	8,393	7,854
Revaluation	(240)	-
Additions	129	539
<b>Balance at end of financial year</b>	<b>8,282</b>	<b>8,393</b>
<b>Accumulated Amortisation</b>		
Balance at beginning of financial year	312	82
Amortisation Expense	244	230
<b>Balance at end of financial year</b>	<b>556</b>	<b>312</b>
<b>Net Book Value</b>	<b>7,726</b>	<b>8,081</b>

- (i) Bed Licence valuations as at 30 June 2010 have been determined by Mr Kevin Bice, a valuation expert in Health and Aged Care from Charter Keck Cramer (Strategic Property Consulting).
- (ii) Purchased software includes the capitalisation of all direct costs associated with the implementation of the new Technology One finance system and the Pathway Rates, Debtors and Receipting system.

# Notes to the Financial Statements

Kingston City Council for the year ended 30 June, 2010.

NOTE

## 22 Trade and other Payables

	2010 \$('000)	2009 \$('000)
Trade Creditors	6,031	5,120
Salary Accruals	1,394	1,305
Other Accruals	2,487	2,407
	<b>9,912</b>	<b>8,832</b>

## 23 Provisions

	2010 \$('000)	2009 \$('000)
<b>Employee Benefits</b>		
<b>Current (i)</b>		
Annual Leave	4,436	4,086
Long Service Leave	4,358	3,559
	<b>8,794</b>	<b>7,645</b>
<b>Non-Current (ii)</b>		
Long Service Leave	2,239	2,015
	<b>2,239</b>	<b>2,015</b>
<b>Total Provisions</b>	<b>11,033</b>	<b>9,660</b>

The following assumptions were adopted in measuring the present value of employee benefits:

	2010	2009
Weighted Average Increase in Employee Costs	4.75%	4.75%
Weighted Average Discount Rates	4.74%	4.99%
Weighted Average Settlement Period	6.52	6.90 years
Average Employee Numbers During the Financial Year (Equivalent Full Time)	804	765

- i) Current  
All annual leave and long service leave entitlements representing 10 or more years of continuous service:
- ii) Non-current  
Long service leave representing less than 10 years of continuous service measured at present value using the assumptions noted above.

# Notes to the Financial Statements

Kingston City Council for the year ended 30 June, 2010.

NOTE

## 24 Interest-Bearing Loans and Borrowings

	2010 \$('000)	2009 \$('000)
<b>Loans</b>		
Current		
Loans - secured	2,267	2,131
	<b>2,267</b>	<b>2,131</b>
Non-Current		
Loans - secured	204	2,471
	<b>204</b>	<b>2,471</b>
<b>Total Loans (i)</b>	<b>2,471</b>	<b>4,602</b>
The maturity profile for Council's loans is:		
Not Later than One Year	2,267	2,131
Later than One Year and Not Later than Five Years	204	2,471
	<b>2,471</b>	<b>4,602</b>

Loans are secured over the general rates of the Kingston City Council.

(i) Since 1997/98, Council has been in a phase of debt reduction. This trend has continued throughout 2009/10 with no new borrowings and Council have been able to maintain a robust capital program by using cash as an alternate funding source.

### Finance Leases

Council had the following obligations under finance leases for the lease of equipment (the sum of which is recognised as a liability after deduction of future lease finance charges):

	2010 \$('000)	2009 \$('000)
<b>Finance Leases</b>		
<b>Current</b>		
Leased Plant Liability	19	71
	<b>19</b>	<b>71</b>
<b>Non Current</b>		
Leased Plant Liability	-	19
	<b>-</b>	<b>19</b>
<b>Total Finance Leases</b>	<b>19</b>	<b>90</b>
The maturity profile for Council's Finance Leases is:		
Not later than One Year:	19	71
Later than One Year and Not Later than Five Years	-	19
<b>Total Finance Leases</b>	<b>19</b>	<b>90</b>
<b>Total Interest Bearing Loans and Borrowings:</b>	<b>2,490</b>	<b>4,692</b>

# Notes to the Financial Statements

Kingston City Council for the year ended 30 June, 2010.

NOTE

## 25 Trust Fund and Deposits

	2010 \$('000)	2009 \$('000)
Trust monies are held for the following purposes:		
<b>Current</b>		
Aged Hostel Ingoing Fee	10,954	10,018
Contract Deposits	1,308	1,086
Carroll Road Rehabilitation Site Deposit	-	115
Regional Strategic Plan	238	250
Shirley Burke Hall Maintenance Deposit	70	120
Other refundable Deposits	52	3
	<b>12,622</b>	<b>11,592</b>
<b>Non-Current</b>		
Aged Hostel Ingoing Fee (i)	-	-
	-	-
<b>Total Trust Fund and Deposits</b>	<b>12,622</b>	<b>11,592</b>

(i) All hostel bond balances are now recorded as current liabilities due to the lack of certainty as to the date of refund. A total of \$6.9 million was reported as non-current in 2009 – this has been adjusted and is now recorded as current for comparative purposes.

## 26 Lease Incentive Liability

	2010 \$('000)	2009 \$('000)
Lease Incentive Liability	1,600	1,600
Amortisation	(907)	(747)
	<b>693</b>	<b>853</b>

Council received a lease incentive (office fit-out contribution) to enter into the lease of its offices at 1230 Nepean Highway, Cheltenham in 2004/05. The liability is amortised over the term (10 years) of the lease on a straight-line basis.

## 27 Reserves

	2010 \$('000)	2009 \$('000)
Asset Revaluation Reserve (i)	1,038,214	885,879
<b>Other Reserves</b>		
Asset Replacement Reserve	1,684	1,552
Asset Development Reserve	5,436	5,004
Drainage Contributions	88	88
Special Rates	72	72
Aged Care Reserve	547	461
	<b>7,827</b>	<b>7,177</b>
	<b>1,046,041</b>	<b>893,056</b>

The Asset Revaluation Reserve recognises the changes in non-current asset values following any reassessment of the carrying amount to the fair value of those assets.

The Asset Replacement Reserve is an appropriation to partially fund future replacement of assets at Council's Aged Hostels.



# Notes to the Financial Statements

Kingston City Council for the year ended 30 June, 2010.

NOTE

## 27 Reserves (continued)

The Asset Development Reserve recognises the cash contributions made by Developers, as well as pursuant to the requirements of the Subdivision of Land Act. Other Reserves represent appropriations provided by the community to be used for specific purposes. Total contributions of \$1,065,937 were received in 2009/10.

- (i) The asset revaluation reserve movement predominately relates to revaluation increments for Council's land and buildings (\$175,309,538) revaluation decrement for transport and drainage assets (-\$21,412,114). The reserve was also decreased by a total of \$1,175,573 to reverse previous fair value adjustments for investment property which should have been recorded against profit.

See Note 28 for Reserve Movements and Note 19 for movements within classes of assets.

## 28 Reserve Movements

a) Year Ended 30 June 2010	Balance 30 June 2009 \$( '000)	Increment \$( '000)	Decrement \$( '000)	Balance 30 June 2010 \$( '000)
<b>Asset Revaluation Reserve</b>				
- Transport	292,412	-	(17,678)	274,734
- Drainage	114,596	-	(3,733)	110,863
- Land	408,145	153,138	-	561,283
- Buildings	58,488	22,171	-	80,659
- Bed Licenses	5,706	-	(240)	5,466
- Investment Property	1,176	-	(1,176)	-
- Heritage and Culture	1,390	-	(147)	1,243
- Other	3,966	-	-	3,966
	<b>885,879</b>	<b>175,309</b>	<b>(22,974)</b>	<b>1,038,214</b>
<b>Asset Replacement Reserve</b>	<b>1,551</b>	<b>388</b>	<b>(255)</b>	<b>1,684</b>
<b>Asset Development Reserve</b>	<b>5,004</b>	<b>1,066</b>	<b>(634)</b>	<b>5,436</b>
<b>Other Reserves</b>				
- Drainage Contributions	88	-	-	88
- Special Rates	72	10	(9)	72
- Aged Care	461	86	-	547
	<b>622</b>	<b>96</b>	<b>(9)</b>	<b>707</b>
<b>Total Reserves</b>	<b>893,056</b>	<b>176,859</b>	<b>(23,872)</b>	<b>1,046,041</b>

# Notes to the Financial Statements

Kingston City Council for the year ended 30 June, 2010.

NOTE

## 28 Reserve Movements (Continued)

b) Year Ended 30 June 2009	Balance 30 June 2008 \$('000)	Increment \$('000)	Decrement \$('000)	Balance 30 June 2009 \$('000)
<b>Asset Revaluation Reserve</b>				
- Transport	283,990	8,422	-	292,412
- Drainage	94,521	20,075	-	114,596
- Land	464,741	-	(56,596)	408,145
- Buildings	65,381	-	(6,893)	58,488
- Bed Licenses	5,706	-	-	5,706
- Investment Property	1,186	-	(10)	1,176
- Heritage and Culture	1,390	-	-	1,390
- Other	3,966	-	-	3,966
	<b>920,881</b>	<b>28,497</b>	<b>(63,499)</b>	<b>885,879</b>
<b>Asset Replacement Reserve</b>				
	<b>1,311</b>	<b>240</b>	<b>-</b>	<b>1,551</b>
<b>Asset Development Reserve</b>				
	<b>3,379</b>	<b>1,625</b>	<b>-</b>	<b>5,004</b>
Other Reserves				
- Drainage Contributions	88	-	-	88
- Special Rates	69	3	-	72
- Aged Care	408	54	-	462
	<b>565</b>	<b>57</b>	<b>-</b>	<b>622</b>
Total Reserves	926,136	30,419	(63,499)	893,056

## 29 Adjustments directly to equity

	2010 \$('000)	2009 \$('000)
Adjustment arising from recognising land under roads	-	394,900
Gains/(losses) from identifying assets not previously recognised/previously recognised:		
Buildings	-	3,690
Land	-	(20,889)
Transport	-	301
Drainage	-	733
	<b>-</b>	<b>378,735</b>

Assets not previously recognised (found assets) are recognised as revenue under 'other income' in 2010. Total value for 2010 is \$1,337,940 (Refer to note 7).

# Notes to the Financial Statements

Kingston City Council for the year ended 30 June, 2010.

NOTE

## 30 Reconciliation of Cash Flows from Operating Activities to Profit for the year

	2010 \$('000)	2009 \$('000)
Profit	24,027	16,060
Depreciation / Amortisation	17,319	15,864
(Profit)/Loss on sale of Property, Infrastructure, Plant and Equipment (refer Note 8)	97	171
Developer Asset Contributions and Donated Assets	(13,722)	(5,311)
Found Assets (refer Note 7)	(1,338)	-
Fair value adjustments for investment property	(1,086)	-
Borrowing Costs (included in profit but not in operation activities)	256	
<b>Changes in Assets and Liabilities:</b>		
(Increase)/Decrease in Trade and Other Receivables	(418)	(1,166)
Increase/(Decrease) in Accrued Income	(1,477)	(55)
Increase/(Decrease) in Trade and other Payables	998	(348)
(Decrease)/Increase in Other Liabilities	341	244
Increase/(Decrease) in Employee Benefits	1,373	1,207
<b>Net cash provided by operating activities</b>	<b>26,370</b>	<b>26,666</b>

## 31 Reconciliation of Cash and Cash Equivalents

	2010 \$('000)	2009 \$('000)
Cash and Cash Equivalents (see Note 14)	35,741	33,686
	<b>35,741</b>	<b>33,686</b>

## 32 Financing Arrangements

	2010 \$('000)	2009 \$('000)
Bank Overdraft	5,000	5,000
Used Facilities	-	-
<b>Unused Facilities</b>	<b>5,000</b>	<b>5,000</b>

The municipality has an arrangement for offset of overdraft against bank balances including on-call accounts. As at balance date there was no use of the overdraft facility.

## 33 Superannuation

Council makes employer superannuation contributions in respect of its employees to Vision Super. Obligations for contributions are recognised as an expense in profit or loss when they are due. The Fund has two categories of membership, accumulation and defined benefit, each of which is funded differently.

Details of Employer contributions to superannuation funds during the year are as follows:

	2010 \$('000)	2009 \$('000)
Accumulation Superannuation Fund (Vision Super Saver)	3,770	3,228
Defined Benefits Superannuation Fund	396	335
	4,166	3,563

# Notes to the Financial Statements

Kingston City Council for the year ended 30 June, 2010.

NOTE

## 33 Superannuation (continued)

There was a total of \$55,837.65 payable to Vision Super at balance date for June 2010 contributions for the Accumulation Superannuation Fund. No liability exists for the Defined Benefit Fund as at 30th June 2010.

### (a) Accumulation Superannuation Fund

The Fund's accumulation category, Vision Super Saver, receives both employer and employee contributions on a progressive basis. Council contributions are normally based on a fixed percentage of employee earnings (9% required under Superannuation Guarantee Legislation). No further liability accrues to the employer as the superannuation benefits accruing to employees are represented by their share of the net assets of the Fund.

### (b) Defined Benefits Superannuation Fund

The Fund's Defined Benefit Plan is a multi-employer sponsored plan which closed to new members in 1993. As the Fund's assets and liabilities are pooled and are not allocated by employer, the Fund's Actuary is unable allocate benefit liabilities, assets and costs between employers. As provided under paragraph 32 (b) of AASB 119, Council does not use defined benefit accounting for these contributions. Council currently has 85 (June 2009, 86) active members participating in the Fund.

Council makes employer contributions to the defined benefit category of the Fund at rates determined by the Trustee on the advice of the Fund's Actuary. On the basis of the results of the most recent full actuarial investigation conducted by the Fund's actuary as at 31 December 2008, Council makes the following contributions:

- 9.25% of members' salaries (same as previous year);
- the difference between resignation and retrenchment benefits paid to any retrenched employees (same as previous year).

The Fund surplus or deficit (ie the difference between fund assets and liabilities) is calculated differently for funding purposes (ie calculating required contributions) and for the calculation of accrued benefits as required in AAS 25 to provide the values needed for the AASB 119 disclosure in the council's financial statements. AAS 25 requires that the present value of the defined benefit liability to be calculated based on benefits that have accrued in respect of membership of the plan up to the measurement date, with no allowance for future benefits that may accrue. The actuarial investigation concluded that although the Net Market Value of Assets was in excess of Accrued Benefits at 31 December 2008, based on the assumptions adopted, there was a shortfall of \$71 million when the funding of future benefits was also considered. However, Council was advised that no additional contributions are required for 30 June 2010. The Actuary has commenced undertaking the next actuarial investigation to ascertain if additional contributions would be required. The Actuarial review will be as at 30 June 2010.

The result of the actuarial review is expected to be finalised during October 2010. Should the review identify a funding shortfall requiring additional contributions, the Council will be notified of any amount payable by November 2010 for payment on 1 July 2011. A further actuarial review will be undertaken as at 30 June 2011. Based on the result of this further review, a detailed funding plan will be developed and implemented to achieve the target of fully funding the Fund by 31 December 2013.

The liability for accrued benefits for the total Fund for Vision Super was determined in the 31 December 2008 actuarial review pursuant to the requirements of Australian Accounting Standard AAS25 as follows:

<b>Vision Super Total Fund:</b>	<b>31 Dec 08 \$('000)</b>
Total Fund Net Market Value of Assets for Vision Super	3,630,432
Accrued Benefits	3,616,422
Difference between Assets and Accrued Benefits	14,010
Total Fund Vested Benefits	3,561,588

The financial assumptions used to calculate the Accrued Benefits for the defined benefit category of the Fund were:

Net Investment Return	8.50% p.a.
Salary Inflation	4.25% p.a.
Price Inflation	2.75% p.a.

Due to fluctuations in the value of assets underlying the fund and movements in the liabilities of the fund Council may be required to make an additional contribution to the fund. At this point in time the amount, and the likelihood of payment is not certain. Further detail of this matter is disclosed at note 36.

# Notes to the Financial Statements

Kingston City Council for the year ended 30 June, 2010.

NOTE

## 34 Finance Lease Commitments

At the reporting date, the municipality had the following obligations under finance leases for gym equipment:

	2010 \$('000)	2009 \$('000)
Not later than one year	19	76
Later than one year and not later than five years	-	19
	<b>19</b>	<b>95</b>

Classified as:

<b>Current</b>		
Principal	19	71
Interest	-	5
<b>Non Current</b>		
Principal	-	18
Interest	-	1
	<b>19</b>	<b>95</b>

## 35 Commitments for Capital and Recurrent Expenditure

At the reporting date, the municipality had entered into contracts for the following:

All totals include GST.

	2010 \$('000)	2009 \$('000)
<b>Capital Expenditure</b>		
- Buildings	640	321
- Transport	2,621	4,446
<b>Capital Expenditure</b>	<b>3,261</b>	<b>4,767</b>

These capital expenditures are due for payment not later than 1 year.

<b>Recurrent Expenditure</b>		
- Infrastructure Works (i)	6,544	4,580
- Parks, Gardens and Reserves (ii)	11,039	3,953
- Waste and Cleansing	30,263	35,933
- Community Sustainability	2,877	5,039
- Corporate Services	6,969	9,876
<b>Recurrent Expenditure</b>	<b>57,692</b>	<b>59,381</b>
Not later than one year	19,528	17,344
Later than one year but not later than five years	33,365	33,009
Later than 5 years	4,799	9,028
	<b>57,692</b>	<b>59,381</b>

(i) Includes new contract for Paving and Concrete Kerb and Channel Works with value of \$0.7million p.a until 30 June 2013. Total new commitments of \$1.8 million.

(ii) Council's Open Space Mowing contract expired on 30th June 2010. This contract has been extended for another three years until 30th June 2013 with a value of \$1.9 million p.a. Council's Foreshore Cleansing Contract expired on 31 October 2009 – this was extended for another two years with a value of \$1.1 million p.a. A new contract for Programmed Street Tree Maintenance was also entered into in November 2009 with an annual value of \$0.6 million.

# Notes to the Financial Statements

Kingston City Council for the year ended 30 June, 2010.

NOTE

## 36 Contingent Liabilities and Contingent Assets

### Contingent Liabilities

#### a) Contingent Liabilities Arising from Public Liability

As a local authority with ownership of numerous parks, reserves, roads and other land holdings, the Council is regularly met with claims and demands allegedly arising from incidents which occur on land belonging to the Council. There are a number of outstanding claims against the Council in this regard. The Council carries \$400 million of public liability insurance and had an excess of \$10,000 on this policy in 2009/2010. Therefore, the maximum liability of the Council in any single claim is the extent of its excess. The primary insurer is Civic Mutual Plus. There are no claims, which Council is aware of which would fall outside the terms of the Council's policy.

#### b) Contingent Liability Arising from Professional Indemnity

As a local authority with statutory regulatory responsibilities, including the responsibility of issuing permits and approvals, the Council is met with claims and demands for damages allegedly arising from the actions of Council or its officers. The Council carries \$300 million of professional indemnity insurance and had an excess of \$10,000 on this policy in 2009/2010. Therefore, the maximum liability of the Council in any single claim is the extent of its excess. The primary insurer is Civic Mutual Plus. There are no instances or claims, which Council is aware of which would fall outside the terms of the Council's policy.

#### c) The Council has guaranteed the following loan and overdraft facility.

Council has guaranteed an overdraft facility up to \$30,000 in favour of the Commonwealth Bank of Australia supporting an overdraft limit of \$30,000 to Southern Community Broadcasters Inc.

#### d) Other Contingent Liabilities

Council has obligations under a defined benefit superannuation scheme that may result in the need to make additional contributions to the scheme to ensure that the liabilities of the fund are covered by the assets of the fund. As a result of the increased volatility in financial markets the likelihood of making such contributions in future periods has increased. At this point in time it is not known if additional contributions will be required, their timing or potential amount

### Contingent Assets

Developer contributions of drainage and transport assets to be received in respect of estates currently under development at 30 June 2010 total \$542,304 (\$1,114,369 at 30 June 2009).

#### Year Ended 30 June 2010

2010/2011 \$('000)	2011/2012 \$('000)	2012/2013 \$('000)	Total \$('000)
379	123	40	542

#### Year Ended 30 June 2009

2009/2010 \$('000)	2010/2011 \$('000)	2011/2012 \$('000)	Total \$('000)
524	471	119	1,114

## 37 Operating Leases

	2010 \$('000)	2009 \$('000)
(a) Operating Leases Actual Rental Expenses (excl GST)	3,694	4,281

#### (b) Operating Leases Expense Commitments

At the reporting date, the municipality had the following obligations under non-cancellable operating leases (these obligations are not recognised as liabilities):

These amounts include GST.

	2010 \$('000)	2009 \$('000)
Not later than one year	3,958	3,675
Later than one year and not later than five years	10,691	11,967
Later than five years	1,177	2,142
	<b>15,826</b>	<b>17,784</b>

# Notes to the Financial Statements

Kingston City Council for the year ended 30 June, 2010.

NOTE

## 37 Operating Leases (continued)

### (c) Operating Leases Future Revenue

The Council has entered into commercial property leases. These properties held under operating leases have remaining non-cancellable lease terms of between 1 and 50 years. All leases include a CPI based revision of the rental charge annually.

At the reporting date, the municipality as lessor, had the following anticipated minimum revenues under non-cancellable operating leases:

	2010 \$('000)	2009 \$('000)
Not later than one year (i)	735	1,467
Later than one year and not later than five years	1,865	2,318
Later than five years	2,311	2,760
	<b>4,911</b>	<b>6,545</b>

- (i) Future lease revenue has decreased following the expiry of the 5 year lease with Fujitsu for part of 1230 Nepean Hwy Cheltenham. This was extended until April 2010 when Fujitsu vacated the building. There is no new tenant as at 30th June 2010.

## 38 Related Party Transactions

### (a) Identity of Responsible Persons

The Councillors of the City of the Kingston during the year were:

A Athanasopoulos	Mayor	(1 July 2009 – 2 December 2009)
	Councillor	(3 December 2009 – 30 June 2010)
S Staikos	Mayor	(3 December 2009 – 30 June 2010)
	Councillor	(1 July 2009 – 2 December 2009)
J M Ronke	Councillor	(1 July 2009 – 30 June 2010)
R A West OAM	Councillor	(1 July 2009 – 30 June 2010)
R Brownlees	Councillor	(1 July 2009 – 30 June 2010)
L Dundas	Councillor	(1 July 2009 – 30 June 2010)
T Shewan	Councillor	(1 July 2009 – 30 June 2010)
D Bauer	Councillor	(1 July 2009 – 30 June 2010)
P Peulich	Councillor	(1 July 2009 – 30 June 2010)

The Chief Executive Officer of the City of Kingston during the year was:

J A Nevins	Chief Executive Officer
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### (b) Remuneration of Responsible Persons

Income Range:	2010 No.	2009 No.
\$ 1,000-\$ 9,999	-	3
\$ 10,000-\$ 19,999	-	7
\$ 20,000-\$ 29,999	7	2
\$ 50,000-\$ 59,999	1	-
\$ 60,000-\$ 69,999	1	1
\$ 300,000-\$ 349,999	1	1
	<b>10</b>	<b>14</b>

	\$('000)	\$('000)
Total Remuneration for the reporting year for Responsible persons included above amounted to*:	<b>624</b>	<b>598</b>

\*Total includes 9% super.

- (i) No retirement benefits have been made by the Council to a Responsible Person (2008/2009: Nil).
- (ii) No loans have been made, guaranteed or secured by the Council to a Responsible Person during the reporting year (2008/2009: Nil)
- (iii) Other related party transactions have been considered and there are no matters to report (2008/09 nil).

# Notes to the Financial Statements

Kingston City Council for the year ended 30 June, 2010.

NOTE

## 38 Related Party Transactions (continued)

### (c) Senior Officer Remuneration

A Senior Officer other than a Responsible Person is an officer of Council who has management responsibilities and reports directly to the Chief Executive Officer or whose total annual remuneration exceeds \$120,000.

The number of Senior Officers other than the Responsible Persons are shown below in their relevant income bands:

Income Range:	2010 No.	2009 No.
\$120,000-\$129,999	2	5
\$130,000-\$139,999	5	1
\$140,000-\$149,999	3	3
\$150,000-\$159,999	2	2
\$170,000-\$179,999	-	1
\$180,000-\$189,999	1	1
\$190,000-\$199,999	1	1
\$200,000-\$219,999	2	-
	<b>16</b>	<b>14</b>

	\$( '000)	\$( '000)
Total Remuneration for the reporting year of Senior Officers included above amounted to:	2,469	2,047

## 39 Financial Instruments

### (a) Terms, conditions, and accounting policies

Council's accounting policies, including the terms and conditions of each class of financial asset and financial liability at balance date areas follows:

Financial Instruments	Note	Accounting Policies	Terms and Conditions
<b>(i) Financial Assets</b>			
Cash and Cash Equivalents	14	Cash on hand and at bank are valued at face value. Investment funds are valued at cost. Interest revenues are recognised as they accrue.  Investments are held to maximise interest returns of surplus cash.	Cash on hand and at call returned an interest rate of between 3.5 % to 4.0% (2008/09 4.0% to 7.15%). Funds returned a fixed interest rate of between 2.5% to 6.1% (2008/09 3.3% to 8.0%)
Other Debtors	16	Other Debtors are carried at nominal amounts due less any provision for doubtful debts. A provision for doubtful debt is recognised when there is objective evidence that collection in full is no longer possible. Collectability of overdue amounts is assessed on an on-going basis.	Other Debtors are unsecured and interest free. Credit terms are usually up to 60 days.
<b>(ii) Financial Liabilities</b>			
Trade and Other Payables	22	Liabilities are recognised for amounts to be paid in the future for goods received and services provided to Council, whether or not invoices have been received.	Creditors are unsecured and not subject to interest charges. Liabilities are normally settled within 30 days of invoice receipt.
Interest-Bearing Loans and Borrowings	24	Borrowings are carried at the principal amount outstanding. General Loans are subject to borrowing limits imposed by State Government under Loan Council approval arrangements. Interest is charged as it accrues.  Finance leases are accounted for at their principal amount with the lease payments discounted to present value using the interest rates implicit in the leases.	Borrowings are secured by a mortgage over the rate revenue of Council. The interest rate for individual loans is fixed for the period of the loan. Loans are repayable in equal instalments comprising interest plus principal. Interest is payable in arrears. Interest rates for general loans are in the range of 6.4% to 6.28% (2008/09 6.4% to 6.28%).  As at balance date, the Council had a finance lease with a lease term of 3 years expiring in September 2010.  The weighted average rate implicit in the lease is 9% (9% in 2008/2009).



# Notes to the Financial Statements

Kingston City Council for the year ended 30 June, 2010.

NOTE

## 39 Financial Instruments (continued)

### (b) Interest Rate Risk

Council's exposure to interest rate risks and the effective interest rates of financial assets and financial liabilities are as follows:

Year Ended 30 June 2010

Financial Instrument	Note	Floating Interest Rate \$('000)	Fixed Interest Maturing In:			Non Interest Bearing \$('000)	Carrying Amount \$('000)	Weighted Average Interest Rate %
			1 Year or Less \$('000)	Over 1 to 5 Years \$('000)	Over 5 Years \$('000)			
<b>(i) Financial Assets</b>								
Cash and Cash Equivalents	14	35,721	-	-	-	20	35,741	4.38%
Other Debtors	16	-	-	-	-	2,598	2,598	-
<b>Total</b>		<b>35,721</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>2,618</b>	<b>38,339</b>	<b>-</b>
<b>(ii) Financial Liabilities</b>								
Trade and other Payables	22	-	-	-	-	9,912	9,912	-
Trust Funds and Deposits	25	-	-	-	-	12,622	12,622	-
Interest-Bearing Loans and Borrowings	24	-	2,286	204	-	2,490	2,490	6.28%
<b>Total</b>		<b>-</b>	<b>2,286</b>	<b>204</b>	<b>-</b>	<b>25,024</b>	<b>25,024</b>	<b>-</b>
<b>Net Financial Assets (Liabilities)</b>		<b>35,721</b>	<b>(2,286)</b>	<b>(204)</b>	<b>-</b>	<b>(22,406)</b>	<b>13,315</b>	<b>-</b>

Council's exposure to interest rate risks and the effective interest rates of financial assets and financial liabilities were as follows:

Year Ended 30 June 2009

Financial Instrument	Note	Floating Interest Rate \$('000)	Fixed Interest Maturing In:			Non Interest Bearing \$('000)	Carrying Amount \$('000)	Weighted Average Interest Rate %
			1 Year or Less \$('000)	Over 1 to 5 Years \$('000)	Over 5 Years \$('000)			
<b>(i) Financial Assets</b>								
Cash and Cash Equivalents	14	33,666	-	-	-	20	33,686	4.42%
Other Debtors	16	-	-	-	-	2,659	2,659	-
<b>Total</b>		<b>33,666</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>2,679</b>	<b>36,345</b>	<b>-</b>
<b>(ii) Financial Liabilities</b>								
Trade and other Payables	22	-	-	-	-	8,832	8,832	-
Trust funds and deposits	25	-	-	-	-	11,592	11,592	-
Interest-Bearing Loans and Borrowings	24	-	2,202	2,490	-	-	4,692	6.28%
<b>Total</b>		<b>-</b>	<b>2,202</b>	<b>2,490</b>	<b>-</b>	<b>20,424</b>	<b>25,116</b>	<b>-</b>
<b>Net Financial Assets (Liabilities)</b>		<b>33,666</b>	<b>(2,202)</b>	<b>(2,490)</b>	<b>-</b>	<b>(17,745)</b>	<b>11,229</b>	<b>-</b>

# Notes to the Financial Statements

Kingston City Council for the year ended 30 June, 2010.

NOTE

## 39 Financial Instruments (continued)

### (c) Net Fair Value

The aggregate net fair values of financial assets and financial liabilities as at balance date are as follows:

Financial Instrument	Note	2010		2009	
		Carrying Amount \$('000)	Net Fair Value \$('000)	Carrying Amount \$('000)	Net Fair Value \$('000)
<b>(i) Financial Assets</b>					
Cash and Cash Equivalents	14	35,741	35,741	33,686	33,686
Other Debtors	16	2,598	2,598	2,659	2,659
		<b>38,339</b>	<b>38,339</b>	<b>36,345</b>	<b>36,345</b>
<b>(ii) Financial Liabilities</b>					
Trade and other Payables	22	9,912	9,912	8,832	8,832
Trust funds and deposits	25	12,622	12,622	11,592	11,592
Interest-Bearing Loans and Borrowings	24	2,490	2,490	4,692	4,692
		<b>25,024</b>	<b>25,024</b>	<b>25,116</b>	<b>25,116</b>

The following methods and assumptions have been used to determine the net fair value of financial assets and financial liabilities:

Cash, Other Debtors, Other Financial Assets and Trade and other Payables, Trust funds and Deposits - the carrying amount approximates fair value because of the short term to maturity.

Interest-Bearing Loans and Borrowings - the carrying amount approximates the net fair value.

### (d) Credit Risk

The maximum exposure to credit risk at balance date in relation to each class of recognised financial asset is represented by the carrying amount of those assets as indicated in the Balance Sheet.

### (e) Risks and Mitigation

#### Market Risk

Market risk is the risk that the fair value or future cash flows of our financial instruments will fluctuate because of changes in market prices. The Council's exposures to market risk are primarily through interest rate risk with only insignificant exposure to other price risks and no exposure to foreign currency risk. Components of market risk to which we are exposed are discussed below.

#### Interest rate risk

Interest rate risk refers to the risk that the value of a financial instrument or cash flows associated with the instrument will fluctuate due to changes in market interest rates. Interest rate risk arises from interest bearing financial assets and liabilities that we use. Non derivative interest bearing assets are predominantly short term liquid assets. Our interest rate liability risk arises primarily from long term loans and borrowings at fixed rates which exposes us to fair value interest rate risk.

Our loan borrowings are sourced from major Australian banks by a tender process. Finance leases are sourced from major Australian financial institutions. Overdrafts are arranged with major Australian banks. We manage interest rate risk on our net debt portfolio by:

- ensuring access to diverse sources of funding;
- reducing risks of refinancing by managing in accordance with target maturity profiles; and
- setting prudential limits on interest repayments as a percentage of rate revenue.

Council manages interest rate risk through operating and capital budgeting strategies to ensure an appropriate use of debt and investing surplus funds and sourcing borrowings through competitive processes.

Investment of surplus funds is made with approved financial institutions under the Local Government Act 1989. We manage interest rate risk by adopting an investment policy that ensures:

- conformity with State and Federal regulations and standards,
- capital protection,
- appropriate liquidity,
- diversification by credit rating, financial institution and investment product,
- monitoring of return on investment,
- benchmarking of returns and comparison with budget.

Maturity will be staggered to provide for interest rate variations and to minimise interest rate risk.

# Notes to the Financial Statements

Kingston City Council for the year ended 30 June, 2010.

NOTE

## 39 Financial Instruments (continued)

### (e) Risks and Mitigation (continued)

#### Credit Risk

Credit risk refers to the risk that a counter party will default on its contractual obligation resulting in financial loss to Council. We have exposure to credit risk on all financial assets included in our balance sheet. To help manage this risk:

- we have a policy for establishing credit limits for the entities we deal with;
- we may require collateral where appropriate; and
- we only invest surplus funds with financial institutions which have a recognised credit rating specified in our investment policy.

Trade and Other receivables consist of a large number of customers, spread across the consumer, business and government sectors. Credit risk associated with the Council's financial assets is minimal because apart from the Victorian Government we do not have any significant credit risk exposure to a single customer or groups of customers. Ongoing credit evaluation is performed on the financial condition of our customers and, where appropriate, an allowance for doubtful debts is raised. Details of the ageing of receivables and doubtful debt movements are disclosed in note 16.

The carrying amount of financial assets recorded in the Balance Sheet, net of any provision for losses, represents Council's maximum exposure to credit risk. We may also be subject to credit risk for transactions which are not included in the balance sheet, such as when we provide a guarantee for another party. Details of our contingent liabilities are disclosed in note 36.

#### Liquidity Risk

Liquidity risk is the risk that Council may encounter difficulty in meeting obligations associated with financial liabilities.

To help reduce these risks we:

- have a liquidity policy which targets a minimum and average level of cash and cash equivalents to be maintained;
- have readily accessible standby facilities and other funding arrangements in place;
- have a liquidity portfolio structure that requires surplus funds to be invested within various bands of liquid instruments;
- monitor budget to actual performance on a regular basis; and
- set limits on borrowings relating to the percentage of loans to rate revenue and percentage of loan principal repayments to rate revenue.

The Councils exposure to liquidity risk is deemed insignificant based on prior periods' data and current assessment of risk.

The table below lists the contractual maturities for Financial Liabilities. These amounts represent undiscounted gross payments including both principal and interest amounts.

	6 months Or less \$('000)	6-12 months \$('000)	1-2 years \$('000)	2-5 years \$('000)	> 5 years \$('000)	Contracted Cash Flow \$('000)	Carrying Amount \$('000)
<b>2010</b>							
Trade and Other Payables	9,912	-	-	-	-	9,912	9,912
Trust Funds and Deposits	5,539	7,083	-	-	-	12,622	12,622
Interest Bearing Loans and Borrowings	1,198	1,178	201	5	-	2,582	2,582
<b>Total Financial Liabilities</b>	<b>16,649</b>	<b>8,261</b>	<b>201</b>	<b>5</b>	<b>-</b>	<b>25,116</b>	<b>25,116</b>

	6 months Or less \$('000)	6-12 months \$('000)	1-2 years \$('000)	2-5 years \$('000)	> 5 years \$('000)	Contracted Cash Flow \$('000)	Carrying Amount \$('000)
<b>2009</b>							
Trade and Other Payables	8,832	-	-	-	-	8,832	8,832
Trust Funds and Deposits	4,643	6,949	-	-	-	11,592	11,592
Interest Bearing Loans and Borrowings	1,197	1,178	2,357	206	-	4,938	4,938
<b>Total Financial Liabilities</b>	<b>14,672</b>	<b>8,127</b>	<b>2,357</b>	<b>206</b>	<b>-</b>	<b>25,362</b>	<b>25,362</b>

# Notes to the Financial Statements

Kingston City Council for the year ended 30 June, 2010.

NOTE

## 39 Financial Instruments (continued)

### (f) Sensitivity Disclosure Analysis

Taking into account past performance, future expectations, economic forecasts, and management's knowledge and experience of the financial markets, the Council believes the following movements are 'reasonably possible' over the next 12 months (Base rates are sourced from Reserve Bank of Australia):

- A parallel shift of +2% and -2% in market interest rates (AUD) from year-end rates of 4.5%.

The table below discloses the impact on net operating result and equity for each category of financial instruments held by the Council at year-end, if the above movements were to occur.

2010	Carrying Amount Subject to Interest \$('000)	Interest rate risk			
		-2% 200 basis points		2% 100 basis points	
		Profit \$('000)	Equity \$('000)	Profit \$('000)	Equity \$('000)
<b>Financial assets:</b>					
Cash and cash equivalents	35,721	(714)	(714)	714	714
Financial Liabilities:					
Interest-bearing loans and borrowings	2,490	50	50	(50)	(50)

2009	Carrying Amount Subject to Interest \$('000)	Interest rate risk			
		-2% 200 basis points		2% 100 basis points	
		Profit \$('000)	Equity \$('000)	Profit \$('000)	Equity \$('000)
<b>Financial assets:</b>					
Cash and cash equivalents	33,666	(673)	(673)	673	673
Financial Liabilities:					
Interest-bearing loans and borrowings	4,692	94	94	(94)	(94)

## 40 Financial Ratios

	2010	2009	2008
<b>Debt Servicing Ratio</b>			
Debt Servicing Costs	256	367	493
Total Revenue	159,063	142,137	129,741
	<b>0.16%</b>	<b>0.26%</b>	<b>0.38%</b>

This ratio identifies the capacity of Council to service its outstanding debt. A decrease indicates an improvement in the ratio.

<b>Debt Commitment Ratio</b>			
Debt servicing and redemption costs	2,458	2,436	2,440
Rate revenue	85,631	79,572	73,635
	<b>2.87%</b>	<b>3.06%</b>	<b>3.31%</b>

This ratio identifies Council's debt redemption strategy. The ratio expresses the percentage of rate revenue utilised to pay interest and redeem debt principal. A decrease indicates an improvement in the ratio.

<b>Revenue Ratio</b>			
Rate revenue	85,631	79,572	73,635
Total Revenue	159,063	142,137	129,741
	<b>53.83%</b>	<b>55.98%</b>	<b>56.76%</b>

This ratio identifies Council's dependence on non-rate income. An increase indicates an improvement in Council's ability to raise revenue from its own sources.

# Notes to the Financial Statements

Kingston City Council for the year ended 30 June, 2010.

NOTE

## 40 Financial Ratios (continued)

	2010	2009	2008
<b>Debt Exposure Ratio</b>			
Total indebtedness	36,750	35,630	34,837
Total realisable assets	1,163,514	1,002,574	647,603
	3.16%	3.55%	5.38%

This ratio enables assessment of Council's solvency and exposure to debt. A decrease indicates an improvement in the ratio.

	2010	2009	2008
<b>Working Capital Ratio</b>			
Current assets	44,250	40,225	34,943
Current liabilities (i)	33,614	30,272	27,613
	131.64%	132.88%	126.54%

This ratio assesses Council's ability to meet current commitments. An increase indicates an improvement in the ratio.

	2010	2009	2008
<b>Adjusted Working Capital Ratio</b>			
Current assets	44,250	40,225	34,943
Reduced Current liabilities (i) (ii)	29,256	26,713	24,385
	151.25%	150.58%	143.29%

This ratio assesses Council's ability to meet current commitments. An increase indicates an improvement in the ratio.

(i) Current Liabilities adjusted to include all hostel bond balances as current. Comparative figures also adjusted.

(ii) Current liabilities have been reduced to reflect the long service leave that is shown as a current liability because Council does not have an unconditional right to defer settlement of the liability for at least twelve months after the reporting date, but is not likely to fall due within 12 months after the end of the period.

### Definitions:

"Current Assets"	means cash or other assets of the entity that would in the ordinary course of the operations of Council be consumed or converted into cash within twelve months after the end of the last reporting period of Council.
"Current Liabilities"	means the total current liabilities as shown in the Balance Sheet
"Reduced Current Liabilities"	means the total current liabilities reduced to reflect the long service leave that is shown as a current liability because council does not have an unconditional right to defer settlement of the liability until at least 12 months after the reporting date, but is not likely to fall due within 12 months after the end of the period
"Debt Redemption"	includes the principal component of repayments on loans and finance leases and capital items purchased on vendor terms, and contributions to sinking funds.
"Debt Servicing Costs"	includes interest and charges on loans, overdrafts, finance leases, and interest on payments for capital items purchased on vendor terms.
"Rate Revenue"	includes revenue from general rates, municipal charges, special rates, special charges, service rates, and service charges.
"Total Indebtedness"	means total liabilities, both current and non-current, as shown in the Balance Sheet.
"Total Realisable Assets"	means total current and non-current assets, as shown in the Balance Sheet, that are not subject to any restriction and are able to be realised. Any liability represented by a restricted asset (note 15) is excluded from total indebtedness.
"Total Revenue"	means total revenue as shown in the Income Statement.

# Notes to the Financial Statements

Kingston City Council for the year ended 30 June, 2010.

NOTE

## 41 Capital Expenditure

Capital Expenditure Areas:	Note	2010 \$('000)	2009 \$('000)
Land		748	726
Land Improvements		5,148	2,098
Buildings		3,530	4,874
Building Improvements		368	1,301
Plant		183	387
Library Books		878	982
Equipment		1,428	781
Transport (i)		9,494	6,396
Drainage (i)		401	4,006
Other		371	112
<b>Total Capital Works (ii)</b>		<b>22,549</b>	<b>21,663</b>

Represented by:	Note	2010 \$('000)	2009 \$('000)
New Library Books		878	982
Capital Expansion	(a)	7,260	7,953
Capital Renewal	(b)	9,986	8,777
Capital Upgrade	(c)	4,425	3,951
<b>Total Capital Works</b>		<b>22,549</b>	<b>21,663</b>

(i) Road and footpath works were a focus in the 2009/10 capital works program.

(ii) Council's total capital works program in 2009/10 was a record budget of \$26.9 million (\$24.9 million in 2008/09). This leads to a greater official capitalisation amount.

### Property, plant and equipment, infrastructure movement

The movement between the previous year and the current year in property, plant and equipment, infrastructure as shown in the Balance Sheet links to the net of the following items:

	Note	2010 \$('000)	2009 \$('000)
Total capital works		22,549	21,663
Other additions (including Found Assets)	7	1,338	1,760
Contributions – non-monetary assets	5	13,722	4,991
Asset revaluation movement	28	153,750	(34,372)
Depreciation/amortisation	12	(17,076)	(15,635)
Written down value of assets sold		(130)	(1,333)
Reclassification of Assets		(258)	(828)
<b>Net movement in property, plant and equipment, infrastructure</b>	<b>19</b>	<b>173,895</b>	<b>(23,754)</b>

#### (a) Renewal

Expenditure on an existing asset which returns the service potential or the life of the asset up to that which it had originally. It is periodically required expenditure, relatively large (material) in value compared with the value of the components or sub-components of the asset being renewed. As it reinstates existing service potential, it has no impact on revenue, but may reduce future operating and maintenance expenditure if completed at the optimum time.

# Notes to the Financial Statements

Kingston City Council for the year ended 30 June, 2010.

## NOTE

### 41 Capital Expenditure (continued)

#### (b) Upgrade

Expenditure that enhances an existing asset to provide a higher level of service or expenditure, that will increase the life of the asset beyond that which it had originally. Upgrade expenditure is discretionary and often does not result in additional revenue unless direct user charges apply. It will increase operating and maintenance expenditure in the future because of the increase in the council's asset base.

#### (c) Expansion

Expenditure that extends an existing asset, at the same standard as is currently enjoyed by residents, to a new group of users. It is discretionary expenditure which increases future operating and maintenance costs, because it increases council's asset base, but may be associated with additional revenue from the new user group.

### 42 Auditors Remuneration

Materials and Services comprise:

	2010 \$('000)	2009 \$('000)
Audit Fee to Conduct External Audit - Auditor General	53	52
Internal Audit Fees (i)		
WHK Horwath	-	4
Deloitte Touche Tohmatsu	109	93
	<b>162</b>	<b>149</b>

(i) Internal Audit fees are paid to firms contracted to provide internal audit services on behalf of Council.

### 43 Events Occurring After Balance Date

Council has not received any information after the reporting date about conditions that existed at the reporting date which requires disclosure.

In addition, there are no material non-adjusting events after the reporting date which requires disclosure.

### 44 Reportable Segment - Residential Aged Care Facilities

#### Residential Aged Care Facilities

#### Income Statement For the Year Ended 30 June 2010

	Corben 2010 \$('000)	Northcliffe 2010 \$('000)	Nixon 2010 \$('000)	Consolidated 2010 \$('000)	Corben 2009 \$('000)	Northcliffe 2009 \$('000)	Nixon 2009 \$('000)	Consolidated 2009 \$('000)
<b>INCOME</b>								
Grants and Subsidies	925	1,126	958	3,009	1,073	1,187	885	3,145
User Charges	689	707	497	1,893	656	709	428	1,793
Interest	286	165	150	601	174	111	82	367
Retentions and Bond Interest	163	87	113	363	159	155	91	405
<b>Total Income</b>	<b>2,063</b>	<b>2,085</b>	<b>1,718</b>	<b>5,866</b>	<b>2,062</b>	<b>2,162</b>	<b>1,486</b>	<b>5,710</b>
<b>EXPENSE</b>								
Employee Benefits	1,423	1,553	1,404	4,380	1,357	1,434	1,285	4,076
Materials and Services	367	418	368	1,153	341	296	267	904
Corporate Overhead	147	192	115	454	147	192	115	454
Depreciation and Amortisation	197	14	63	274	74	109	121	304
<b>Total Expenses</b>	<b>2,134</b>	<b>2,177</b>	<b>1,950</b>	<b>6,261</b>	<b>1,919</b>	<b>2,031</b>	<b>1,788</b>	<b>5,738</b>
<b>PROFIT (LOSS) FOR THE PERIOD</b>	<b>(71)</b>	<b>(92)</b>	<b>(232)</b>	<b>(395)</b>	<b>143</b>	<b>131</b>	<b>(302)</b>	<b>(28)</b>

# Notes to the Financial Statements

Kingston City Council for the year ended 30 June, 2010.

NOTE

## 44 Reportable Segment - Residential Aged Care Facilities (continued)

Residential Aged Care Facilities  
Balance Sheet As at 30 June 2010

	Corben 2010 \$('000)	Northcliffe 2010 \$('000)	Nixon 2010 \$('000)	Consolidated 2010 \$('000)	Corben 2009 \$('000)	Northcliffe 2009 \$('000)	Nixon 2009 \$('000)	Consolidated 2009 \$('000)
<b>CURRENT ASSETS</b>								
Cash and Cash Equivalents	5,963	2,356	1,657	9,976	5,044	3,189	1,455	9,688
<b>Total Current Assets</b>	<b>5,963</b>	<b>2,356</b>	<b>1,657</b>	<b>9,976</b>	<b>5,044</b>	<b>3,189</b>	<b>1,455</b>	<b>9,688</b>
<b>NON CURRENT ASSETS</b>								
Infrastructure, Property, Plant and Equipment	4,920	4,990	4,181	14,091	4,404	4,285	3,892	12,581
Intangible Assets	2,530	2,850	1,620	7,000	2,530	3,000	1,710	7,240
<b>Total Non Current Assets</b>	<b>7,450</b>	<b>7,840</b>	<b>5,801</b>	<b>21,091</b>	<b>6,934</b>	<b>7,285</b>	<b>5,602</b>	<b>19,821</b>
<b>TOTAL ASSETS</b>	<b>13,413</b>	<b>10,196</b>	<b>7,458</b>	<b>31,067</b>	<b>11,978</b>	<b>10,474</b>	<b>7,057</b>	<b>29,509</b>
<b>CURRENT LIABILITIES</b>								
Trade and Other Payables	22	15	19	56	16	12	12	40
Employee Benefits	166	146	168	480	147	118	119	384
Trust Funds	5,954	2,183	2,818	10,955	5,074	2,730	2,215	10,019
<b>Total Current Liabilities</b>	<b>6,142</b>	<b>2,344</b>	<b>3,005</b>	<b>11,491</b>	<b>5,237</b>	<b>2,860</b>	<b>2,346</b>	<b>10,443</b>
<b>NON CURRENT LIABILITIES</b>								
Employee Benefits	140	111	81	332	116	104	89	309
Trust Funds	-	-	-	-	-	-	-	-
<b>Total Non Current Liabilities</b>	<b>140</b>	<b>111</b>	<b>81</b>	<b>332</b>	<b>116</b>	<b>104</b>	<b>89</b>	<b>309</b>
<b>TOTAL LIABILITIES</b>	<b>6,282</b>	<b>2,455</b>	<b>3,086</b>	<b>11,823</b>	<b>5,353</b>	<b>2,964</b>	<b>2,435</b>	<b>10,752</b>
<b>NET ASSETS</b>	<b>7,131</b>	<b>7,741</b>	<b>4,372</b>	<b>19,244</b>	<b>6,625</b>	<b>7,510</b>	<b>4,622</b>	<b>18,757</b>
<b>EQUITY</b>								
Accumulated Surplus	1,587	2,262	1,172	5,021	1,656	2,354	1,405	5,415
Asset Revaluation Reserve	5,008	4,793	2,994	12,795	4,414	4,406	2,971	11,791
Asset Replacement Reserve	536	686	206	1,428	555	750	246	1,551
<b>TOTAL EQUITY</b>	<b>7,131</b>	<b>7,741</b>	<b>4,372</b>	<b>19,244</b>	<b>6,625</b>	<b>7,510</b>	<b>4,622</b>	<b>18,757</b>



# Notes to the Financial Statements

Kingston City Council for the year ended 30 June, 2010.

NOTE

## 44 Reportable Segment - Residential Aged Care Facilities (continued)

### Residential Aged Care Facilities

#### Cash Flow Statement For the Year Ended 30 June 2010

	Corben 2010 \$('000)	Northcliffe 2010 \$('000)	Nixon 2010 \$('000)	Consolidated 2010 \$('000)	Corben 2009 \$('000)	Northcliffe 2009 \$('000)	Nixon 2009 \$('000)	Consolidated 2009 \$('000)
	Inflows/ (Outflows)	Inflows/ (Outflows)	Inflows/ (Outflows)	Inflows/ (Outflows)	Inflows/ (Outflows)	Inflows/ (Outflows)	Inflows/ (Outflows)	Inflows/ (Outflows)
<b>Cash flows from operating activities</b>								
Grants and Subsidies	925	1,126	958	3,009	1,039	1,170	842	3,051
User Charges	689	707	497	1,893	656	709	428	1,793
Interest	285	165	150	601	174	111	82	367
Payments to Employees	(1,398)	(1,553)	(1,384)	(4,335)	(1,357)	(1,434)	(1,285)	(4,076)
Payments to Suppliers	(317)	(372)	(318)	(1,007)	(341)	(296)	(267)	(904)
Other Payments	(107)	(192)	(115)	(414)	(147)	(192)	(115)	(454)
<b>Net cash provided by (used in) operating activities</b>	<b>77</b>	<b>(119)</b>	<b>(212)</b>	<b>(253)</b>	<b>24</b>	<b>68</b>	<b>(315)</b>	<b>(223)</b>
<b>Cash flows from investing activities</b>								
Payments for property, infrastructure, plant and equipment	(40)	(166)	(187)	(393)	(18)	(20)	(16)	(54)
<b>Net cash (used in) investing activities</b>	<b>(40)</b>	<b>(166)</b>	<b>(187)</b>	<b>(393)</b>	<b>(18)</b>	<b>(20)</b>	<b>(16)</b>	<b>(54)</b>
<b>Cash flows from financing activities</b>								
Trust Funds	880	(547)	602	935	1,353	127	28	1,508
<b>Net cash provided by financing activities</b>	<b>880</b>	<b>(547)</b>	<b>602</b>	<b>935</b>	<b>1,353</b>	<b>127</b>	<b>28</b>	<b>1,508</b>
Net increase in cash and cash equivalents	918	(832)	203	289	1,359	175	(303)	1,231
Cash and cash equivalents at the beginning of the financial year	5,044	3,189	1,455	9,688	3,685	3,014	1,758	8,457
<b>Cash and cash equivalents at the end of the financial year</b>	<b>5,962</b>	<b>2,357</b>	<b>1,658</b>	<b>9,977</b>	<b>5,044</b>	<b>3,189</b>	<b>1,455</b>	<b>9,688</b>

## 45 Income, Expenses and Assets by Function/ Activity

The activities relating to the municipality's components are as follows:

### Community Sustainability

Community Sustainability includes the departments of Family, Youth and Children's Services, Community Services, Libraries and Education Services, Leisure and Culture, Community Buildings and AccessCare Southern. The Family, Youth and Children's Services department provides a diverse range of high quality services to meet the needs of families with children from birth to twenty five years. Community Services provides community-based support services to all people in the municipality including aged and disability support, community engagement and hostel care. Library Services provides support and education through the provision of library and information services to the community. The Leisure and Culture Department provides direction and support in the planning, co-ordination and delivery of services in the leisure, sport and cultural service areas as well as plan and delivers major festivals in Kingston. AccessCare Southern is responsible for the delivery of a number of Victorian and Commonwealth funded aged and disability services.

# Notes to the Financial Statements

Kingston City Council for the year ended 30 June, 2010.

NOTE

## 45 Income, Expenses and Assets by Function/ Activity (continued)

### Corporate Services

Corporate Services plays a pivotal role in co-ordinating Council's financial, property and information services requirements. The Finance department is responsible for the reporting and management of Council's finances and ensuring Council's compliance with statutory financial and reporting obligations, preparation of the annual budget and five year financial plan. The procurement and contracts department are responsible for procurement and the purchasing, maintenance and administration of Council's 200 vehicle fleet. The Information Services Department provides information systems and services that ensure the quality, security and accessibility of data and information to Council. Property Services manages Council's property portfolio including commercial and community leases, acquisitions, disposals, title management and the Lease Register. In addition to corporate activities, Corporate Services is responsible for the management of the Waves and Don Tatnell Leisure Centres.

### Executive Services and Organisational Development and Governance

Includes the Office of the CEO, People and Culture, Governance and Performance Planning, Customer Service and Council's Communications and Promotions programs. People and Culture develop policies and provide advice and support on all employee related issues including induction, training, professional development and performance management. Governance promote and improve the effectiveness and probity of governance processes, OHS, Council and Community planning and performance reporting. Customer Services is responsible for a community centric employee approach resulting in satisfying customer interactions. The Communications and Promotions department develop, administer, implement and manage strategies, programs and media relations to market Council services and programs and enhance the image and public perception of Kingston City Council.

### Environmental Sustainability

Environmental Sustainability is responsible for assessing demand, priorities, service level achievement, and delivery methods for both Council and external service providers in the key segment areas of economic development, environment and infrastructure, and resident needs, including the maintenance of parks, gardens, drains, roads and footpaths; cleansing of streets, the foreshore; administration of local laws; the maintenance of Council buildings; and building regulation, planning and control. Environmental Sustainability also has responsibility for ensuring that economic development within the municipality occurs within an environmentally sustainable framework.

### Central

This category represents items of a corporate nature such as rates income and depreciation.

Functions		Grants \$( '000)	Other \$( '000)	Total		Profit (Loss)		Total Assets \$( '000)	
				Income \$( '000)	%	Expenses \$( '000)	%		Arising From Operations \$( '000)
Community Sustainability	2009	20,642	8,127	28,769	20	40,518	32	(11,749)	-
	2010	21,136	8,193	29,329	19	45,017	33	(15,688)	-
Corporate Services (i)	2009	4,521	13,095	17,616	12	18,965	15	(1,349)	-
	2010	3,852	21,758	25,610	16	19,816	15	5,794	-
Executive and Organisational Development	2009	-	136	136	-	4,981	4	(4,845)	-
	2010	7	81	88	-	5,030	4	(4,942)	-
Environmental Sustainability	2009	1,021	8,670	9,691	7	39,861	32	(30,170)	-
	2010	773	8,940	9,713	6	39,810	30	(30,097)	-
Central (ii)	2009	3,796	81,958	85,754	60	21,581	17	64,173	2,093,142
	2010	3,578	90,745	94,323	59	25,363	19	68,960	2,270,625
<b>TOTAL</b>	2009	<b>29,980</b>	<b>111,986</b>	<b>141,966</b>	<b>100</b>	<b>125,906</b>	<b>100</b>	<b>16,060</b>	<b>2,093,142</b>
	2010	<b>29,346</b>	<b>129,717</b>	<b>159,063</b>	<b>100</b>	<b>135,036</b>	<b>100</b>	<b>24,027</b>	<b>2,270,625</b>

(i) Corporate Services 'Other Income' includes \$13.7 million of asset contributions from developers (2008/09: \$5.3 million).

(ii) 'Central' Other Revenue includes \$85.6 million of Rate Revenue (2008/09 \$79.6 million). 'Central' Expenses includes \$17.3 million of Depreciation and Amortisation expense (2008/09 \$15.9 million).

# Certification of the Financial Report

Kingston City Council for the year ended 30 June, 2010.

## CERTIFICATION OF THE FINANCIAL REPORT

In my opinion the accompanying financial report has been prepared in accordance with the *Local Government Act 1989*, the *Local Government (Finance & Reporting) Regulations 2004*, *Australian Accounting Standards* and other mandatory professional reporting requirements.

Principal Accounting Officer

  
P. A. Franklin

Dated:

30/8/2010

In my opinion, the accompanying financial report presents fairly the financial transactions of Kingston City Council for the year ended 30 June 2010 and the financial position of the Council as of that date.

As at the date of signing, we are not aware of any circumstances that would render any particulars in the financial report to be misleading or inaccurate. We have been authorised by the Council on 23 August 2010 to certify the Financial Report in its final form on behalf of the Council.

Mayor

  
K. Stalikou

Dated:

1/9/10

Councillor

  
P. Peulich

Dated:

2/9/10

Chief Executive Officer

  
J. A. Wexler

Dated:

1.9.10

# Independent Auditor's Report

Kingston City Council for the year ended 30 June, 2010.

## VAGO

### Victorian Auditor-General's Office INDEPENDENT AUDITOR'S REPORT

#### To the Councillors, Kingston City Council

##### *The Financial Report and Standard Statements*

The accompanying financial report for the year ended 30 June 2010 of Kingston City Council which comprises of comprehensive income statement, balance sheet, statement of changes in equity, cash flow statement, a summary of significant accounting policies and other explanatory notes to and forming part of the financial report, and the Certification of the Financial Report has been audited.

The accompanying standard statements for the year ended 30 June 2010 of the Council which comprises of income statement, cash flow statement, balance sheet, capital works standard statement, the related notes and the Certification of the Standard Statements have been audited.

##### *The Councillors' Responsibility for the Financial Report and Standard Statements*

The Councillors of Kingston City Council are responsible for the preparation and the fair presentation of:

- the financial report in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the financial reporting requirements of the *Local Government Act 1989*
- the standard statements in accordance with the basis of preparation as described in note 1 of the statements and the requirements of the *Local Government Act 1989*.

This responsibility includes:

- establishing and maintaining internal controls relevant to the preparation and fair presentation of the financial report and standard statements that are free from material misstatement, whether due to fraud or error
- selecting and applying appropriate accounting policies
- making accounting estimates that are reasonable in the circumstances.

##### *Auditor's Responsibility*

As required by the *Audit Act 1994*, my responsibility is to express an opinion on the financial report and standard statements based on the audit, which has been conducted in accordance with Australian Auditing Standards. These Standards require compliance with relevant ethical requirements relating to audit engagements and that the audit be planned and performed to obtain reasonable assurance whether the financial report and standard statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report and standard statements. The audit procedures selected depend on judgement, including the assessment of the risks of material misstatement of the financial report and standard statements, whether due to fraud or error. In making those risk assessments, consideration is given to the internal control relevant to the entity's preparation and fair presentation of the financial report and standard statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of the accounting policies used, and the reasonableness of accounting estimates made by the Councillors, as well as evaluating the overall presentation of the financial report and standard statements.

Level 24, 25 Collins Street, Melbourne Vic 3000

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*Auditing in the Public Interest*

# Independent Auditor's Report

Kingston City Council for the year ended 30 June, 2010.

## VAGO

### Victorian Auditor-General's Office Independent Auditor's Report (continued)

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

#### *Matters Relating to the Electronic Presentation of the Audited Financial Report and Standard Statements*

This auditor's report relates to the financial report and standard statements published in both the annual report and on the website of Kingston City Council for the year ended 30 June 2010. The Councillors of Kingston City Council are responsible for the integrity of the website. I have not been engaged to report on the integrity of the website. The auditor's report refers only to the statements named above. An opinion is not provided on any other information which may have been hyperlinked to or from these statements. If users of this report are concerned with the inherent risks arising from electronic data communications, they are advised to refer to the hard copy of the audited financial report to confirm the information included in the audited financial report presented on Kingston City Council website.

#### *Independence*

The Auditor-General's independence is established by the *Constitution Act 1975*. The Auditor-General is not subject to direction by any person about the way in which his powers and responsibilities are to be exercised. In conducting the audit, the Auditor-General, his staff and delegates complied with all applicable independence requirements of the Australian accounting profession.

#### *Auditor's Opinion*

In my opinion:

- (a) the financial report presents fairly, in all material respects, the financial position of Kingston City Council as at 30 June 2010 and its financial performance and cash flows for the year then ended in accordance with applicable Australian Accounting Standards (including the Australian Accounting Interpretations), and the financial reporting requirements of the *Local Government Act 1989*.
- (b) The standard statements present fairly, in all material respects, in accordance with the basis of preparation as described in note 1 to the statements and comply with the requirements of the *Local Government Act 1989*.

MELBOURNE  
13 September 2010

  
D D R Pearson  
Auditor-General

Level 24, 35 Collins Street, Melbourne Vic 3000

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Auditing in the Public Interest

# References

## Glossary

**Advocacy:** Publicly supporting or recommending programs or services on behalf of the community to other tiers of government or service providers for community benefit.

**Best Value:** State legislation that requires Council to review services to ensure community expectations and value for money.

**Biodiversity:** The variety of all living things including plants, animals and micro-organisms, their genes and the ecosystems of which they are a part.

**Capital Works program:** Program of scheduled infrastructure works generally encompassing capital works for road, drainage and building assets.

**Cities for Climate Protection:** An international program that aims to reduce greenhouse gas emissions from local municipalities.

**Corporate Plan:** A document that sets the strategic priorities for Council for a set period.

**Council Plan:** The 5-year Plan for the way in which Council will deliver its 5 planned Outcomes.

**Community Grants:** Council allocates a sum of money for the Kingston Community Grants Program as part of the annual budget process. This funding is shared between various non-profit community groups, organisations in need and Village Committees.

**Current assets:** Cash or other assets of the entity that would in the ordinary course of the operations of Council be consumed or converted into cash within twelve months after the end of the last reporting period of Council.

**Current liabilities:** The total current liabilities as shown in the Balance Sheet.

**Debt redemption:** Includes the principal component of repayments on loans and finance leases and capital items purchased on vendor terms, and contributions to sinking funds.

**Debt servicing costs:** Includes interest and charges on loans, overdrafts, finance leases, and interest on payments for capital items purchased on vendor terms.

**Diversity:** Understanding that each individual is unique, and recognising our individual differences.

**Greenhouse gas emissions:** Generated from a large number of processes and from a range of sources. Key sources of greenhouse gases include energy sector (including stationary energy, transport and fugitive emissions), agriculture, land use change and forestry, industrial processes and waste.

**Green Wedge:** A non-urban area of Kingston defined in the State Government's 2030 Strategy. The area is to be maintained as a predominantly green environment and used for agriculturally aligned industry.

**Highways:** State Highways are main routes linking interstate or to major regional centres that are managed by VicRoads.

**Infrastructure:** Stock of fixed capital equipment including roads, public buildings, footpaths, etc.

**Kingston Planning Scheme:** Outlines State and local planning policies including zones, overlays and other provisions.

**Masterplan:** A plan which outlines a preferred future vision for a particular area. It is usually developed for an area being considered for redevelopment or redesign.

**Landfill:** Sites for disposal of non-recyclable waste.

**Local roads:** The municipal road network, which is maintained by Kingston City Council.

**OAM:** Order of Australia Medal.

**Open Space Strategy:** A Council planning tool that guides decisions relating to open space and recreation needs.

**Outcomes:** Results usually referring to overall benefits for the community.

**Rate revenue:** Includes revenue from general rates, municipal charges, special rates, special charges, service rates, and service charges.

**Reduced current liabilities:** Means the total current liabilities reduced to reflect the long service leave that is shown as a current liability because Council does not have an unconditional right to defer settlement of the liability until at least 12 months after the reporting date, but is not likely to fall due within 12 months after the end of the period.

**Risk management:** A policy and process for identifying business risks and controlling the likelihood and/or impact of a risk event occurring.

**Structure Plans:** A document that provides direction for planning and development of a defined precinct. Structure plans are subject to community consultation and may be incorporated into the Kingston Planning Scheme.

**Sustainable:** Meets present-day needs without compromising future generations' ability to meet their own needs.

**Total indebtedness:** Total liabilities, both current and non-current, as shown in the Balance Sheet.

**Total realisable assets:** Total current and non-current assets, as shown in the Balance Sheet, that are not subject to any restriction and are able to be realised.

**Total revenue:** Total revenue as shown in the Income Statement.

**Triple Bottom Line:** Measures community wellbeing by assessing the economic, social and environmental considerations.

**Village Committees:** Kingston has 10 Village Committees that provide a great opportunity for all residents to raise local issues with Council. Village Committee members represent a cross section of local residents, property owners and representatives of sporting, educational, cultural, business and charitable organisations.

**Wellbeing:** A general term to encompass health, happiness, welfare, security, comfort, quality of life and a sense of belonging.

# References

## Acronyms

<b>ARA:</b>	Australasian Reporting Awards
<b>CCP:</b>	Cities for Climate Protection program
<b>CEO:</b>	Chief Executive Officer
<b>CFO:</b>	Chief Financial Officer
<b>CIL:</b>	Community Inspired Leadership
<b>CIS:</b>	Councillor Information Session
<b>CLG:</b>	Corporate Leadership Group
<b>DET:</b>	Department of Education and Training
<b>DSE:</b>	Department for Sustainability and Environment
<b>DIIRD:</b>	Department of Innovation, Industry and Regional Development
<b>DPCD:</b>	Department for Planning and Community Development
<b>DHS:</b>	Department of Human Services
<b>DOT:</b>	Department of Transport
<b>EA:</b>	Enterprise Agreement
<b>EEO:</b>	Equal Employment Opportunity
<b>EPA:</b>	Environment Protection Authority
<b>HRIS:</b>	Human Resource Information System
<b>ICLEI:</b>	International Council for Local Environmental initiatives
<b>KAC:</b>	Kingston Arts Centre
<b>KYC:</b>	Kingston Your City newspaper
<b>LGPro:</b>	Local Government Professionals
<b>MAV:</b>	Municipal Association of Victoria
<b>MOW:</b>	Meals on Wheels
<b>MPF:</b>	Mornington Peninsula Freeway
<b>ODG:</b>	Organisational Development and Governance Division
<b>OHS:</b>	Occupational Health and Safety
<b>PV:</b>	Parks Victoria
<b>SLG:</b>	Senior Leadership Group
<b>SV:</b>	Sustainability Victoria
<b>VCAT:</b>	Victorian Civil and Administrative Tribunal
<b>VEC:</b>	Victorian Electoral Commission

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## Thank you

Thank you for reading the City of Kingston's 2009/10 Annual Report. We hope that this document has given you a good understanding of the achievements of Council over the last 12 months. Your feedback is valued and can be posted to the City of Kingston, PO Box 1000 MENTONE VIC 3194 or you can telephone Council on 1300 653 356.

## Further reading

We encourage you to visit Council's website which contains information about our services, programs, events, major initiatives, major publications and more. The address is [www.kingston.vic.gov.au](http://www.kingston.vic.gov.au) Once online you can register to be notified of updates to areas of Council you are interested in. This Annual Report is available on Council's website.

## Quick Council contacts

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For a large print version of this Annual Report or any other Council publication, telephone the Communications and Public Affairs Department on (03) 9581 4730.



*City of*  
**KINGSTON**

## Kingston's Language Line

Arabic - عربي	9679 9881
Croatian - Hrvatski	9679 9884
Vietnamese - Việt-ngữ	9679 9886
Italian - Italiano	9679 9859
Cambodian - ភាសាខ្មែរ	9679 9882
Greek - Ελληνικά	9679 9885
Cantonese - 粵語	9679 9883

All other languages 9679 9887

Including:

Turkish - Türkçe

Mandarin - 國語

Somali - Soomaali

Spanish - Español

Polish - Polski

Sinhalese - සිංහල



*City of*  
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