

OUR ROADMAP

Council Plan Year Three
Annual Action Plan
2023-24



City of
KINGSTON





Acknowledgement of Country

The City of Kingston proudly acknowledges the Bunurong People of the Kulin Nation as the Traditional Owners and Custodians of this land, and we pay our respect to their Elders, past and present and emerging.

Council acknowledges the Bunurong's continuing relationship to the land and waterways and respects that their connection and spiritual identity is maintained through ancient ceremonies, songlines, dance, art and living culture.

Council pays tribute to the invaluable contributions of the Bunurong and other Aboriginal and Torres Strait Island elders who have guided and continue to guide the work we do.

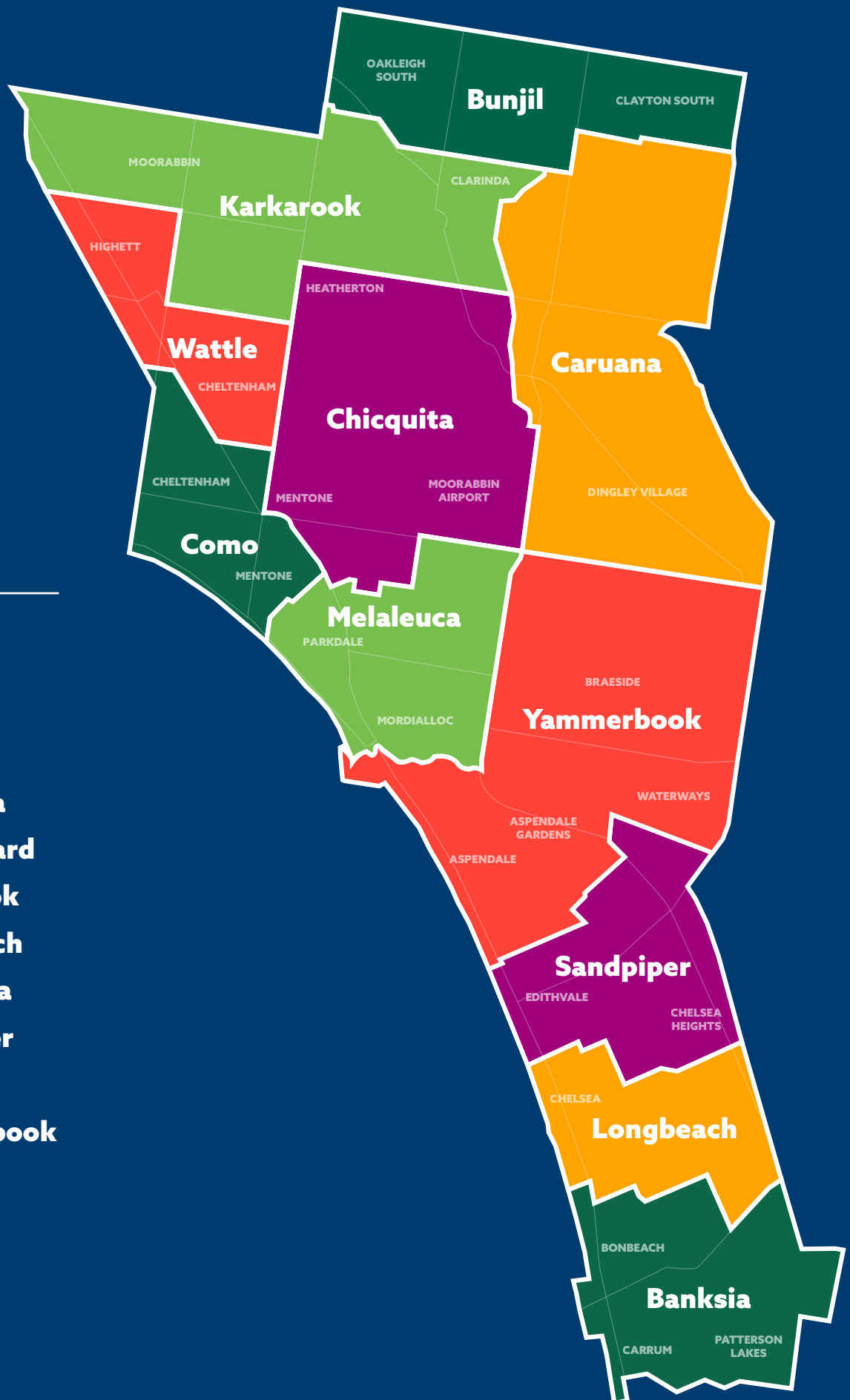


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KINGSTON WARDS

- Banksia**
- Bunjil**
- Caruana**
- Chicquita**
- Como Ward**
- Karkarook**
- Longbeach**
- Melaleuca**
- Sandpiper**
- Wattle**
- Yammerbook**





MESSAGE FROM THE MAYOR

I am proud to present the Council Plan Year Three Annual Action Plan 2023-24.

Objectives and strategies are important, but setting out the means for achieving them is a crucially transparent way of showing we are walking the talk

We developed our Community Vision and our Council Plan in collaboration with you via our ambitious and progressive Your Kingston Your Future engagement program.

The Community Vision sets out your aspirations for the future of our great city.

This Council Plan Year Three Annual Action Plan 2023-24 outlines what we are doing to realise that. It is designed to keep you informed of how we plan to create the Kingston you want to live in.

Our Roadmap: Council Plan 2021-25 contains six Strategic Directions – Liveable, Sustainable, Prosperous, Healthy and Inclusive, Safe and Well Governed, with each of those having strategic objectives attached.

This Annual Action Plan 2023-24 outlines what we intend to achieve in meeting those strategic objectives in the coming year, with the actions listed expected to be ticked off by the end of June 2024.

One of the many Council roles in supporting our community is to lead and represent. I am proud to say, our Council Plan 2021-25 and Annual Action Plan do that well.

We started on this road with robust community engagement and we will keep you informed of progress along the way.

This will be done via the Kingston Annual Report, Council Plan Quarterly Reports and the annual Community Satisfaction Survey.

The Council Plan 2021-25 states our purpose as working with our community to protect and enhance wellbeing for future and current generations.

It shows we have not only been listening to you, but also taking action to improve the liveability and wellbeing of our municipality.

Cr Hadi Saab
Mayor, City of Kingston



MESSAGE FROM THE CEO

In 2020, we worked closely with a representative Community Panel to develop strategies for the future.

The Panel spent over 2,000 hours using community insights to shape the future of our municipality. The outcome was the development of Our Roadmap: Kingston Council Plan 2021-25.

The Council Plan 2021-25 pictures a liveable, sustainable, prosperous, healthy and inclusive, safe and well governed municipality.

The Council Plan Year Three Annual Action Plan 2023-24 demonstrates our organisation's commitment to the achievement of 118 actions in the 2023-24 financial year as well as the delivery of multiple services that aim to enhance liveability and wellbeing outcomes.

Our community is positioned at the heart of this Annual Action Plan as we collectively work towards our shared vision for the future of Kingston.

A handwritten signature in black ink, consisting of a stylized 'P' and 'B' followed by a horizontal line.

Peter Bean
Chief Executive Officer, City of Kingston

WORKING TOWARDS OUR COMMUNITY VISION

The Kingston Community have set an ambitious Community Vision which captures the priorities and aspirations for our community

"Kingston is a resilient, inclusive and diverse community. We are building the most liveable and sustainable city in Victoria. We champion and nurture our green and open spaces creating a safe, healthy environment. Our shared legacy connects our community, embracing innovation, making Kingston the place to live."

Every four years Council develops a Council Plan, which sets the organisation's strategic directions, objectives and strategies which contribute to the realising of Council's long term community Vision.

Our Roadmap, Kingston Council Plan 2021 – 2025 details how we will ensure the Vision is attained, whilst also focusing on how we will work with our community, key stakeholders, community organisations, surrounding municipalities and other levels of government to achieve this.

The Council Plan is structured into six Strategic Directions and Strategic Objectives, as follows:

1. LIVEABLE

Strategic Objective: Our city will be a vibrant, enjoyable, and easy place to live.

2. SUSTAINABLE

Strategic Objective: We prioritise our environment and reduce our impact on the earth

3. PROSPEROUS

Strategic Objective: We will embrace the concept of a 20-minute neighbourhood, support the ongoing process of decentralisation and support people to live and work locally.

4. HEALTHY AND INCLUSIVE

Strategic Objective: We are progressive, inclusive and prioritise the wellbeing of all members of our community.

5. SAFE

Strategic Objective: Our community will feel safe, and be safe, in all aspects of their lives.

6. WELL GOVERNED

Strategic Objective: Council will be collaborative, accountable, transparent, responsive and well-informed and efficient.

PLANNING FOR A SHARED FUTURE

Each year the City of Kingston develops a Council Plan Annual Action Plan, which lists the key actions Council will deliver for community, and which will move us one step closer to achieving our Community Vision and Council Plan 2021-25.

An integral part of developing the Community Vision and Council Plan, was to provide community engagement opportunities for Council to understand our Community's vision for the future for the City of Kingston, and what their specific needs and expectations are of Council. Our dynamic engagement program, Your Kingston Your Future saw multiple engagement activities occur.



45 person strong
Community Panel



5 Face to Face and
targeted workshops



404 online surveys
completed containing
2,222 pieces of feedback



21 attendees
in an Online
Community Webinar



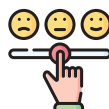
2300 engagements
via Your Kingston,
Your Say



Train the Trainer
Sessions held
with 10 people



2970 residents
participated in the
Neighbourhood
Liveability Study



400 residents
participated in Council's
Annual Community
Satisfaction Survey

Key themes emerging from all community engagement activity was used to shape Our Roadmap: Kingston Council Plan (2021 - 2025) and the Annual Action Plan.

COUNCIL'S ROLE AND FUNCTIONS

Council undertakes a range of roles and functions to support the needs and aspirations of the Kingston community.







STRATEGIC DIRECTION

LIVEABLE

Strategic Objective:

**Our city will be a vibrant,
enjoyable, and easy place to live.**



STRATEGIC DIRECTION

LIVEABLE

Annual Action Plan Actions 2023-2024			
Strategy	Year Three Action	Council Role	Lead Department
1.1.1 Provide accessible, quality public open spaces for passive and active recreation.	Progress the development of the Kingston Play Spaces and Active Recreation Strategy (2023-30), including implementing a program of playground renewals to ensure quality spaces for our community.	Build and Maintain	Active Kingston
	Finalise and commence implementation of the Funding and Community Use Agreements with Hawthorn Football Club to encourage healthy, active lifestyles and establish strong community connections.	Partner and Advocate	Active Kingston
	Install the Disc Golf Course at Bicentennial Park.	Build and Maintain	Active Kingston
	Implement Year One actions of the Kingston Open Space Strategy (2023-33) to ensure accessible, safe and well utilised open spaces in Kingston for our community.	Provide Services	Open Space

Annual Action Plan Actions 2023-2024			
Strategy	Year Three Action	Council Role	Lead Department
1.1.2 Invest in high-quality community assets.	Develop the detailed design for the new Aquatic facility and commence procurement for the construction contract, ensuring the future health and wellbeing of our community.	Build and Maintain	Active Kingston
	Complete the Carrum Surf Life Saving Club expansion project.	Build and Maintain	Project Management Office
	Complete construction of the Regent Parks Pavilion project.	Build and Maintain	Project Management Office
	Complete construction of the Dingley Pavilion project.	Build and Maintain	Project Management Office
	Complete construction of the GR-Bricker Pavilion project.	Build and Maintain	Project Management Office
	Commence redevelopment of Chelsea netball courts and carpark.	Build and Maintain	Active Kingston
	Commence redevelopment of the universal change room construction at Walter Galt Reserve.	Build and Maintain	Active Kingston
	Establish proactive civil maintenance inspection schedules.	Build and Maintain	City Works
	Develop sporting pavilion prioritisation programs and standard design guidelines and principles to ensure high quality community assets.	Plan and Regulate	Active Kingston
	Commence the construction of the Dingley Village Community Precinct – Stage 2	Build and Maintain	Project Management Office



STRATEGIC DIRECTION

LIVEABLE

Annual Action Plan Actions 2023-2024

Strategy	Year Three Action	Council Role	Lead Department
1.1.3 Manage movement around the city, including traffic and parking, to make community activities accessible.	Review Council's Parking Management Policy as per legislation, to ensure that parking options remain accessible for the community.	Plan and Regulate	Infrastructure
	Continue to identify signage requirements through the Kingston Wayfinding Strategy to inform future installations.	Build and Maintain	Open Space
1.1.4 Plan for changes in the population and the community's housing needs.	Commence development of the Community Infrastructure Framework to plan for community needs now and into the future.	Plan and Regulate	Inclusive Communities
1.1.5 Preserve and enhance Kingston's character and heritage.	Advocate for Council's decisions at VCAT and continue to provide positive mediated outcomes.	Partner and Advocate	City Development
	Progress the strategic work to update Councils Heritage Strategy.	Plan and Regulate	City Strategy
1.1.6 Support the development of affordable housing options, including social and community housing.	Implement the Social and Affordable Housing Strategy and continue to explore housing opportunities with private developers on key government strategies and provide support to the Homes for Homes initiative.	Lead and Represent	City Strategy

Annual Action Plan Actions 2023-2024			
Strategy	Year Three Action	Council Role	Lead Department
1.1.7 Foster a thriving and innovative arts and culture scene, which is both diverse and inclusive.	Deliver and support events that promote awareness and celebration of Kingston's diverse communities, including the 'Dialogues' workshop program.	Provide Services	Arts, Events & Libraries
	Increase opportunities for people with a disability to engage in arts and culture programs, fostering an innovative, inclusive and diverse community.	Provide Services	Arts, Events & Libraries
	Plan and deliver a calendar of annual events in line with Kingston's Arts and Cultural Strategy that promote local artistic endeavours.	Provide Services	Arts, Events & Libraries
	Review the application and permit process for events held on Council land, to ensure improved outcomes for the arts and events sector.	Plan and Regulate	Arts, Events & Libraries
	Deliver a diverse range of public artworks, which are in line with the Public Art Policy and Public Art Strategic Placement Plan.	Provide Services	Arts, Events & Libraries
	Deliver premium programming content for the Kingston City Hall, Kingston Arts Centre, and the Shirley Burke Theatre	Provide Services	Arts, Events & Libraries





STRATEGIC DIRECTION **SUSTAINABLE**

Strategic Objective:

**We prioritise our environment and
reduce our impact on the earth**



STRATEGIC DIRECTION: SUSTAINABLE

Annual Action Plan Actions 2023-2024

Strategy	Year Three Action	Council Role	Lead Department
2.1.1 Recognise climate change and actively address our climate and ecological emergency.	Investigate opportunities to reduce the carbon footprint from all major energy uses within Council buildings allowing for a more sustainable future.	Lead and Represent	City Works
	Undertake street and park tree planting in line with Council's resolution to increase tree canopy cover by at least 1%, contributing to the removal of carbon from the atmosphere, strengthening biodiversity and habitat and restoring natural resource area ecosystems.	Lead and Represent	Open Space
	Establish and implement regular community reporting of Climate and Ecological Emergency Response Plan actions to actively monitor our progress in reducing climate emissions.	Lead and Represent	City Strategy
	Deliver targeted education / information sessions in line with the Urban Cooling Strategy (2020 - 2030) to better understand the impacts of climate change on vulnerable residents.	Partner and Advocate	City Strategy
	Advocate to Melbourne Water to refine the one in 100-year flood modelling to include climate change guidance.	Partner and Advocate	Infrastructure
	Participate in the Southeast Council's Climate Change Alliance project to increase community resilience to the impacts of climate change.	Partner and Advocate	City Strategy
	Continue to provide important habitat by protecting and enhancing indigenous vegetation across Kingston's Bushland Reserves.	Lead and Represent	Open Space

Annual Action Plan Actions 2023-2024			
Strategy	Year Three Action	Council Role	Lead Department
2.1.2 Consider environmental sustainability in all Council decisions.	Prepare a Circular Economy Strategy to ensure the disposal of waste is processed for re-use and allowing for less waste to landfill.	Plan and Regulate	City Works
	Continue to implement changes in fleet composition to reduce carbon emissions.	Lead and Represent	Procurement
	Expand Council's resourcing to support Environmentally Sustainable Design, assisting in reducing negative impacts on the environment, whilst maximising sustainability.	Lead and Represent	City Development
	Initiate an investment strategy for Waves, which is inclusive of Environmentally Sustainable Design initiatives.	Lead and Represent	Active Kingston
2.1.3 Protect and enhance our foreshore, marine environment, waterways and wetlands.	Continue to investigate opportunities to improve public access and connectivity along the coastline, while recognising and protecting culturally and environmentally sensitive areas.	Lead and Represent	Open Space
	Maintain and upgrade foreshore infrastructure as required.	Build and Maintain	Open Space



STRATEGIC DIRECTION: **SUSTAINABLE**

Annual Action Plan Actions 2023-2024

Strategy	Year Three Action	Council Role	Lead Department
2.1.4 Protect and enhance the Green Wedge and progress the delivery of the Chain of Parks.	Continue to work in partnership with the Victorian Government to deliver the Chain of Parks including implementation of the Chain of Parks Trail Masterplan and State Government grant funded planning projects.	Partner and Advocate	Active Kingston
	Continue partnering with the State Government to strategically plan for the Kingston Fields Regional Sporting Precinct, delivering new innovative sporting programs, events and partnerships to the community.	Partner and Advocate	Active Kingston
	Complete the updates to the Kingston Green Wedge Management Plan following State Government decisions on the Suburban Rail Loop Stabling Facility and Chain of Parks in the Kingston Green Wedge. Progress a Planning Scheme Amendment once adopted.	Partner and Advocate	City Strategy
2.1.5 Build sustainable transport options to reduce congestion and pollution.	Finalise the Walking and Cycling Plan to set the program of works for future years to develop and advance walking and cycling as a means of travel in the City of Kingston.	Lead and Represent	Infrastructure

Annual Action Plan Actions 2023-2024			
Strategy	Year Three Action	Council Role	Lead Department
2.1.6 Enable choice of movement across our city.	Design and commence construction of the shared path and traffic treatment link to Karkarook Park to Settlement Creek/ Clayton Road, allowing greater movement across our municipality.	Build and Maintain	Infrastructure
2.1.7 Actively promote the use of emerging technologies to influence a more sustainable built environment.	Implement actions from the Geospatial Information System Strategy to ensure innovative digital solutions to service delivery.	Provide Services	Information Services & Strategy
	Continue to explore technology advances throughout Councils operations to support our transition to fully electric plant and equipment.	Lead and Represent	Open Space





STRATEGIC DIRECTION

PROSPEROUS

Strategic Objective:

We will embrace the concept of a 20-minute neighbourhood, support the ongoing process of decentralisation and support people to live and work locally.



STRATEGIC DIRECTION: PROSPEROUS

Annual Action Plan Actions 2023-2024

Strategy	Year Three Action	Council Role	Lead Department
3.1.1 Support Kingston's economy, local industry and businesses to thrive in a changing environment.	Commence implementation of the Heatherton and Spring Road Masterplans.	Build and Maintain	Infrastructure
	Develop a Kingston Economic Development Strategy to provide a long-term vision for sustainable economic growth that supports maintaining and diversifying local jobs.	Lead and Represent	City Economy & Innovation
	Implement the reforms arising from the Business-Friendly Council Approvals pilot.	Provide Services	City Development
3.1.2 Embrace innovation to further promote businesses.	Develop a Kingston Place Activation Plan to support improved vibrancy of the commercial precinct.	Provide Services	City Economy & Innovation
3.1.3 Promote local jobs and employment pathway.	Develop a Kingston Employment and Commercial Land Use Strategy to provide a framework for future land use change and development within Kingston's industrial and commercial precincts, in consultation with stakeholders and the business community.	Partner and Advocate	City Strategy
3.1.4 Improve connections between activity zones, public transport hubs and where people live through an integrated network.	Prepare and deliver design advocacy work in response to major Victorian Government transport projects, including planned level crossing removals and the Suburban Rail Loop Project.	Partner and Advocate	City Strategy
	Partner with retail centres impacted by level crossing removal works, ensuring proactive engagement with businesses during the major construction works.	Partner and Advocate	City Economy & Innovation

Annual Action Plan Actions 2023-2024			
Strategy	Year Three Action	Council Role	Lead Department
3.1.5 Pursue and enhance regional collaborative opportunities and partnerships.	Project manage the development of a Regional Needs and Investment Framework for the Southern Region of Melbourne to more clearly communicate to Commonwealth and State Government on key regional needs.	Partner and Advocate	City Strategy
3.1.6 Support our local visual and performing arts community.	Deliver numerous arts grants and creative industry professional development activities to support our local creative industries and economy.	Fund and Resource	Arts, Events & Libraries
	Deliver numerous Cultural Programs under the Arts and Cultural Strategy, to develop and nurture Kingston's creativity.	Provide Services	Arts, Events & Libraries





STRATEGIC DIRECTION **HEALTHY AND INCLUSIVE**

Strategic Objective:

**We are progressive, inclusive
and prioritise the wellbeing of all
members of our community.**



STRATEGIC DIRECTION: HEALTHY AND INCLUSIVE

Annual Action Plan Actions 2023-2024

Strategy	Year Three Action	Council Role	Lead Department
4.1.1 Respect the importance of Aboriginal and Torres Strait Islander people in Kingston and their connection to the land.	Implement the Innovate Reconciliation Action Plan (2022 – 2024) to advance reconciliation.	Lead and Represent	Inclusive Communities
	Continue to support the Derrimut Weelam Gathering Place to develop new programs to increase community engagement.	Provide Services	Inclusive Communities
4.1.2 Champion social equality.	Establish an LGBTIQA+ community reference group as a part of the Access and Equity Advisory Committee to provide advice to Council on inclusive practices.	Lead and Represent	Inclusive Communities
	Undergo Rainbow Tick accreditation for Kingston Youth Services to ensure that all policies, processes, systems and services are inclusive of LGBTIQA+ young people.	Lead and Represent	People & Culture
	Prioritise female participation in sport and access to facilities, grounds and match times, through the 'Change of Our Game' initiative.	Lead and Represent	Active Kingston
	Develop a strategic and integrated approach to workplace diversity and inclusion via the implementation of the Kingston Gender Equality Action Plan (2021 – 2025) to address systemic barriers that create gender inequality.	Lead and Represent	People & Culture
4.1.3 Celebrate and learn from our diversity.	Develop and commence implementation of a community leadership program to enhance leadership skills of women and people from diverse backgrounds.	Lead and Represent	Inclusive Communities
	Review Council's early years infrastructure requirements considering Victorian Government announcements.	Lead and Represent	Family, Youth & Children's Services
	Review the service delivery at each library branch, in terms of footprint and literacy offerings, to provide for greater accessibility and diversity options.	Provide Services	Arts, Events & Libraries

Annual Action Plan Actions 2023-2024

Strategy	Year Three Action	Council Role	Lead Department
4.1.4 Support community education, life-long learning and creativity.	Implement strategies to attract new Family Day Care educators, improving choice for families and cost advantages for Kingston.	Provide Services	Family, Youth & Children's Services
	Review the selection of library services and programs across the municipality to ensure they continue to meet community needs.	Provide Services	Arts, Events & Libraries
	Develop and deliver a set of programs and outreach activities, which are inclusive of the ageing population and focused on life-long learning.	Provide Services	Arts, Events & Libraries
4.1.5 Support the inclusion of everyone in community life.	Develop the All-Abilities Plan through a co-design process, to improve access and inclusion for people with a disability.	Partner and Advocate	Inclusive Communities
	Support the foreshore clubs to promote and provide increased community participation opportunities.	Partner and Advocate	Active Kingston
	Provide opportunities to promote and deliver inclusive programs and access to sport and recreational facilities for our community.	Provide Services	Active Kingston
4.1.6 Support our community's physical wellbeing.	Transition community care services into the Support at Home Program, which replaces the current three in home aged care programs and better integrates residential respite into home care assessments and service plans.	Provide Services	AccessCare
4.1.7 Prioritise our community's mental wellbeing.	Work with community groups and sporting clubs to reduce reliance on funding or support received from the gambling industry, as per the Gambling Action Plan (2021-25).	Partner and Advocate	Inclusive Communities
4.1.8 Tailor our communication to our diverse community to make communication accessible to all.	Provide digital literacy programs with access to computers and iPads to enable people to better access services and connect socially online.	Provide Services	AccessCare
	Translate and convert key printed materials to ensure non-digital community members have access to information.	Lead and Represent	Advocacy, Communications & Engagement





STRATEGIC DIRECTION

SAFE

Strategic Objective:

Our community will feel safe, and be safe, in all aspects of their lives.



STRATEGIC DIRECTION: **SAFE**

Annual Action Plan Actions 2023-2024			
Strategy	Year Three Action	Council Role	Lead Department
5.1.1 Design an environment and infrastructure that promotes better safety and accessibility.	Commence construction on key strategic projects in the Drainage Flood Mitigation Program including Mulkarra Drive, Bonbeach pump station and drainage, and Sherwood Avenue.	Build and Maintain	Infrastructure
	Commence the demolition of the former Don Tatnell building to support associated remediation and activation of the site.	Build and Maintain	Project Management Office
	Work with key partners to co-ordinate initiatives to improve perception of safety throughout the summer season.	Partner and Advocate	Inclusive Communities
5.1.2 Support safe travel through various modes of transport.	Provide bike education facilitator training to Kingston school staff to support bike education programs throughout Kingston.	Provide Services	Infrastructure
	Implement Council's Road Rehabilitation and Surfacing Programs as part of Council's 2023-24 Capital Works Program.	Build and Maintain	Infrastructure
5.1.3 Improve feelings of safety across Kingston's diverse community.	Promote the Park and Stride Program and Parking Around Our School Maps to address congestion and safety around schools.	Provide Services	Infrastructure
	Promote and deliver inclusive and appropriate aquatic education and 'Learn to Swim' programs across our diverse and multicultural community to reduce drownings and support health and wellbeing outcomes.	Provide Services	Active Kingston
	Support safety amongst seniors by continuing to facilitate the Interactive Safe Driver Program.	Provide Services	Infrastructure
	Support safety amongst primary and secondary school students through the delivery of the road safety initiatives.	Provide Services	Infrastructure

Annual Action Plan Actions 2023-2024			
Strategy	Year Three Action	Council Role	Lead Department
5.1.4 Strive to provide an environment free from all forms of family violence.	Deliver the 16 Days of Activism Against Family Violence community awareness campaign.	Lead and Represent	Inclusive Communities
5.1.5 Foster caring attitudes and a safe environment for native wildlife and domestic animals.	Explore free first-time animal registration to increase our pet registration database.	Provide Services	Compliance & Amenity
	Deliver a range of initiatives that promote responsible pet ownership.	Provide Services	Compliance & Amenity
	Develop a consistent approach to assess the suitability of design options of designated leash and prohibited areas for dogs on Council land.	Provide Services	Compliance & Amenity
5.1.6 Provide a well maintained and clean environment for residents.	Develop a matrix of contaminated sites including their respective attributes and risk mitigation.	Plan and Regulate	Property
	Review and implement recommendations of the VAGO Audit into the Food Act compliance.	Plan and Regulate	City Economy & Innovation





STRATEGIC DIRECTION

WELL-GOVERNED

Strategic Objective:

**Council will be collaborative,
accountable, transparent, responsive
and well-informed and efficient.**



STRATEGIC DIRECTION: WELL-GOVERNED

Annual Action Plan Actions 2023-2024			
Strategy	Year Three Action	Council Role	Lead Department
6.1.1 Hold ourselves to the highest standard of governance and integrity.	Implement the Kingston Service Planning and Review Framework to plan for adaptable, capable and sustainable Council services now and into the future.	Provide Services	Customer Experience & Corporate Performance
	Implement the Community Grants Review to increase access and equity for the community.	Fund and Resource	Inclusive Communities
	Support the safety and security of Council data through the development of a Data Governance Framework.	Lead and Represent	Customer Experience & Corporate Performance
	Deliver the Annual Organisational Planning Cycle for 2024-25, including the preliminary preparation for a new Council Plan 2025-29.	Plan and Regulate	Customer Experience & Corporate Performance
	Implement Council's Workforce Plan to attract, recruit and retain highly skilled people to meet current and future priorities.	Lead and Represent	People & Culture
	Enhance Council's Cyber Security Management Framework to prevent information security breaches.	Plan and Regulate	Information Services & Strategy
	Continue to implement Council's Good Governance Framework to improve transparency and accountability.	Plan and Regulate	Governance
	Prepare for changes in the Building Act, whereby Council will undertake new obligations in relation to inspections and building legislation.	Plan and Regulate	City Development
	Redevelop the Kingston Arts and Kingston Active websites to provide clear, accessible and informative information promoting programs, services and events to our community.	Provide Services	Advocacy, Communications & Engagement
	Develop a Communications Strategy to better inform and communicate with our community.	Lead and Represent	Advocacy, Communications & Engagement

Annual Action Plan Actions 2023-2024

Strategy	Year Three Action	Council Role	Lead Department
6.1.2 Focus all of our decision-making on the long-term best interests of the Kingston community.	Develop and implement Advocacy Campaign Plans to prioritise Council's advocacy agenda items.	Partner and Advocate	Advocacy, Communications & Engagement
	Continue to support and engage the community and key stakeholders, including the Community Reference Group, in the development of the new aquatic facility.	Partner and Advocate	Active Kingston
6.1.3 Look after the community's financial resources responsibly and efficiently.	Continue to explore opportunities for the procurement of goods, services and works that provide community benefit through the engagement of Aboriginal and Torres Strait Islander businesses, social benefit providers and/or other social enterprises.	Lead and Represent	Procurement
	Facilitate, generate and implement the Annual Budget in accordance with legislative requirements, ensuring financial responsibility and efficiency.	Plan and Regulate	Finance
	Continue to explore collaboration opportunities with other Councils, in the procurement of goods, services or works, as required under the Local Government Act 2020.	Partner and Advocate	Procurement
	Investigate opportunities to further maximise use of Council facilities.	Provide Services	Inclusive Communities
	Conduct a review of the Leasing and Licensing Policy and associated documentation to ensure that Council facilities continue to support the needs of the community and utilisation is maximised.	Provide Services	Property Services



STRATEGIC DIRECTION: **WELL-GOVERNED**

Annual Action Plan Actions 2023-2024

Strategy	Year Three Action	Council Role	Lead Department
6.1.4 Openly report our progress and performance.	Communicate the results of Councils performance via the Annual Community Satisfaction Survey, Local Government Performance Reporting Framework, Kingston Annual Report and Quarterly Council Plan Performance Reports to ensure accountability, transparency, and service improvement.	Plan and Regulate	Customer Experience & Corporate Performance
	Implement a Project Portfolio Management System to effectively report on the progress of Capital Works delivery.	Build and Maintain	Project Management Office
	Continue to develop Council's purchasing system to improve financial reporting.	Plan and Regulate	Procurement
6.1.5 Actively seek broad community participation.	Develop a community engagement program, which invites our AccessCare consumers to provide feedback on our service delivery and development.	Partner and Advocate	AccessCare
	Deliver the Council Community Panel engagement program to improve opportunities for deliberative consultation and ensure a wide range of views are considered in key Council decisions. The program will include a pool of 200 members, a representative 45-member panel and will be available for other key projects to draw on members as needed.	Partner and Advocate	Advocacy, Communications & Engagement

Annual Action Plan Actions 2023-2024

Strategy	Year Three Action	Council Role	Lead Department
6.1.6 Deliver exceptional customer experiences.	Review and commence implementation of a revised Kingston Complaint Policy to capture resident feedback and enhance the quality of our services.	Plan and Regulate	Customer Experience & Corporate Performance
	Develop a revised Kingston Customer Service Charter that demonstrates commitment to the standards of service we aim to deliver for the Kingston Community.	Plan and Regulate	Customer Experience & Corporate Performance
	Continue to enhance the quality of Councils Customer Service Channels to improve customer experience.	Provide Services	Customer Experience & Corporate Performance
	Implement actions from the Kingston Customer Experience Strategy to deliver effective and efficient customer outcomes.	Provide Services	Customer Experience & Corporate Performance
	Commence the preliminary planning and scoping for the upgrade of Council's customer relationship management system.	Provide Services	Information Services & Strategy
	Improve the processes associated with planning permit post-approval requirements, to ensure a more efficient process for our customers.	Provide Services	City Development



REPORTING BACK TO OUR COMMUNITY

All actions listed in the Council Plan Year Three Annual Action Plan are expected to be completed by 30 June 2024. Progress towards our achievements will be reported to the community via:

Kingston Annual Report

The Annual Report reviews in detail our progress on the implementation of Our Roadmap: Kingston Council Plan 2021-25. It includes a statement of progress regarding the initiatives in the Budget, and a report of the results we achieved against an extensive suite of performance and sustainable capacity indicators.

Council Plan Quarterly Progress Reports

Council will report quarterly on progress of actions listed in the Annual Action Plan. These will be framed to demonstrate how the actions contribute to achieving the strategies, strategic objectives and strategic directions in Our Roadmap: Kingston Council Plan 2021-25.

Annual Community Satisfaction Survey

Council will participate in Local Government Victoria's Annual Community Satisfaction Survey to enable the community to provide direct feedback on the importance of, and Council's performance across a number of service areas. These will be compared with results of previous years to determine priorities and areas for improvement.



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