

# Kingston Performance Report 2022–23

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Our Roadmap: Council Plan 2021-25

Four-Year Strategic Indicators

April-June 2023

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Our Roadmap: Council Plan 2021-25 Four-Year Strategic Indicators, April - June 2023

## Strategic Direction: Liveable

### Strategic Objective: 1.1 Our city will be a vibrant, enjoyable, and easy place to live

Strategy: 1.1.1 Provide accessible, quality public open spaces for passive and active recreation

INDICATOR	DEPARTMENT	COMMENT	FULL YEAR TARGET	RESULT	STATUS
Si 1. Additional open space created in the municipality	Open Space	Council focused on improving the quality of Kingston’s beautiful open spaces during the year rather than increasing the quantity and no new open space was created in 2022–23	0.00	0.00	<div><div></div>On Track</div>

Strategy: 1.1.2 Invest in high-quality community assets

INDICATOR	DEPARTMENT	COMMENT	FULL YEAR TARGET	RESULT	STATUS
Si 2. Council's renewal gap ratio measured against the Victorian Auditor-General's Office indicator	Infrastructure	Council’s renewal gap represents the renewal and upgrade of existing assets at a consistent rate. It is calculated by adding the renewal and upgrade expenditure together, and then dividing that by Council’s depreciation expense. A score of more than 1.00 indicates a low risk of insufficient spending on our asset base. Council has a score of 1.11 for 2022–23, indicating assets are being maintained at a rate higher than they are depreciating.	1.00	1.11	<div><div></div>On Track</div>


Strategy: 1.1.3 Manage movement around the city, including traffic and parking, to make community activities accessible

INDICATOR	DEPARTMENT	COMMENT	FULL YEAR TARGET	RESULT	STATUS
Si 3. Number of community activities where sustainable transport is promoted	City Strategy	The number of community activities where sustainable transport was promoted exceeded our annual target significantly, with a total of 84 activities promoting using public transport, car sharing, or walking or cycling instead of driving to reach events.	15.00	84.00	<div><div></div>On Track</div>

Strategy: 1.1.4 Plan for changes in the population and the community's housing needs

INDICATOR	DEPARTMENT	COMMENT	FULL YEAR TARGET	RESULT	STATUS
Si 4. The level of alignment between Council’s population forecast for 2021 and the results of the 2021 ABS Census	City Development	Council officers worked with Council's demographic consultant Forecast.id to incorporate the outcomes of the 2021 ABS census into Council's own population forecasts, which remain 100% aligned and on target.	100.00%	100.00%	<div><div></div>On Track</div>





Strategy: 1.1.5 Preserve and enhance Kingston's character and heritage

INDICATOR	DEPARTMENT	COMMENT	FULL YEAR TARGET	RESULT	STATUS
<b>Si 5. Percentage of Planning Applications for multi-dwelling development that receive five or less objections</b>	City Development	A total of 96.5% of multi dwelling development application decisions had five or less objections, which is higher than our target.	95.00%	96.50%	 On Track

Strategy: 1.1.6 Support the development of affordable housing options, including social and community housing

INDICATOR	DEPARTMENT	COMMENT	FULL YEAR TARGET	RESULT	STATUS
<b>Si 6. Number of new social and community housing dwellings approved</b>	City Development	No new Social or Community housing planning applications were submitted to Council for approval in 2022–23. However, Council continued to promote the Homes for Home program, where homeowners undertake to contribute 0.1% of their property's sale price to a pool of funds to create social and affordable housing.	n/a - trend indicator	0.00	n/a




Strategy: 1.1.7 Foster a thriving and innovative arts and culture scene, which is both diverse and inclusive

INDICATOR	DEPARTMENT	COMMENT	FULL YEAR TARGET	RESULT	STATUS
<b>Si 7. Attendance at Council-run festivals and civic events</b>	Arts, Events & Libraries	Attendance at Council-run festivals and civic events held during the year exceeded expectations with 55,644 participants. Events included MordiFest, Pet Expo, Volunteer Appreciation and three citizenship ceremonies.	51,000.00	55,644.00	 On Track
<b>Si 8. Community satisfaction rating for Council-run large scale events</b>	Arts, Events & Libraries	The total satisfaction rating for Council-run large scale events exceeded expectations with 84.85% of participants who were surveyed expressing satisfaction.	80.00%	84.85%	 On Track
<b>Si 9. Number of participants at programs provided by Council at Council-managed community centres</b>	Inclusive Communities	A total of 31,882 people participated in a range of programs delivered by Council at Council-managed Community Centres.	28,600.00	31,882.00	 On Track
<b>Si 10. Participant satisfaction with City of Kingston arts and cultural programs and events</b>	Arts, Events & Libraries	The total satisfaction rating for arts and cultural programs and events exceeded expectations with 90% of participants who were surveyed expressing satisfaction.	80.00%	90.00%	 On Track

## Strategic Direction: Sustainable

### Strategic Objective: 2.1 We prioritise our environment and reduce our impact on the earth

#### Strategy: 2.1.1 Recognise climate change and actively address our climate and ecological emergency

INDICATOR	DEPARTMENT	PROGRESS	FULL YEAR TARGET	RESULT	STATUS
<b>Si 11. Percentage of non-potable water used across all sports grounds and reserves</b>	Open Space	A total of 22% of non-potable storm and bore water was used across Kingston's sports grounds and reserves. Total annual water use across sportsgrounds and reserves was 109ml, of which 24,100ml was non-potable water.	n/a - trend indicator	22.00%	n/a
<b>Si 12. Number of plants distributed as part of Council's Free Tree and Plant Vouchers scheme</b>	City Strategy	We successfully reached our target by distributing a total of 4,200 plants to community members as part of Council's free Tree and Plant Voucher scheme.	4,200.00	4,200.00	 On Track
<b>Si 13. Percentage reduction in corporate greenhouse emissions</b>	City Strategy	<p>There was a 7.2% increase in emissions compared to the previous year due to Council facilities and services returning to full operation following COVID-19 lockdowns. However, there has been a successful 68% reduction in net emissions compared to our 2018–19 baseline year, mainly due to the Power Purchase Agreement and Green Energy contract coming into effect for Council buildings.</p> <p>Specifically, in 2018-19 emissions were 17,765 tonnes of carbon dioxide equivalent (tCO2e). In 2019-20 emissions were reduced to 15,139 tCO2e due to converting streetlights to LED and additional energy efficiency measures. In 2020-21 emissions were reduced to 12,750 tCO2e due to Council's investment in rooftop solar panels and the effect of COVID-19 lockdowns. In 2021-22 net emissions were reduced to 5,247 tCO2e. In 2022-23 net emissions increased by 7.2% (based on preliminary data for quarter four) to 5,625 tCO2e due to Council facilities and services returning to full operation, including more staff working from the office, following COVID-19 lockdowns.</p>	25.00%	-7.20%	 Off Track
<b>Si 14. Number of Gardens for Wildlife assessments of residential gardens</b>	City Strategy	During the year, 65 Gardens for Wildlife assessments of residential gardens were completed. We identified that some residents lacked time for a garden visit and were reluctant for a Council officer to visit their garden. To minimise this barrier, we held four native wildlife events at Kingston Libraries and commenced making Kingston's two indigenous plant nurseries Gardens for Wildlife Hubs where residents can visit and receive gardening information and plants to start their wildlife garden.	120.00	65.00	 Off Track

#### Strategy: 2.1.2 Consider environmental sustainability in all Council decisions

INDICATOR	DEPARTMENT	PROGRESS	FULL YEAR TARGET	RESULT	STATUS
<b>Si 15. Number of planning applications that have had an Environmentally Sustainable Design Assessment</b>	City Development	A total of 77 Environmentally Sustainable Design Assessments were undertaken for planning applications.	20.00	77.00	 On Track



### Strategy: 2.1.3 Protect and enhance our foreshore, marine environment, waterways and wetlands

INDICATOR	DEPARTMENT	PROGRESS	FULL YEAR TARGET	RESULT	STATUS
<b>Si 16. Percentage of actions implemented in the Coastal and Marine Management Plan</b>	Open Space	A total of 14% of actions from Coastal and Marine Management Plan were implemented during year, including carpark upgrades at Governor Road Boat Ramp; public building and open space improvements at Aspendale Life Saving Club; stormwater upgrades at Wilson Grove bioswale; and public building and open space improvements at Chelsea Yacht Club.	n/a - trend indicator	14.00	n/a


### 2.1.4 Protect and enhance the Green Wedge and progress the delivery of the Chain of Parks

INDICATOR	DEPARTMENT	PROGRESS	FULL YEAR TARGET	RESULT	STATUS
<b>Si 17. Amount of land purchased and developed for the Chain of Parks by Council and the State Government</b>	Open Space	The Chain of Parks comprises parklands extending from Karkarook Park in Heatherton to Braeside Park. The State Government recently acquired 11 properties of 86 hectares to complete the long-awaited Chain of Parks. In addition, Victory Road Reserve and Elder Street South Reserve will be open to the public by the end of the year.	n/a - trend indicator	86.00	n/a

### Strategy: 2.1.5 Build sustainable transport options to reduce congestion and pollution

INDICATOR	DEPARTMENT	PROGRESS	FULL YEAR TARGET	RESULT	STATUS
<b>Si 18. The number of electric vehicle charging sessions in Kingston</b>	City Strategy	The number of charging sessions was well above the target. By using Greenpower, and removing internal combustion engines from the road, over 22,000kg of CO2e has been saved.	60.00	1,737.00	 On Track
<b>Si 19. Number of Electric Vehicle charging stations introduced into Kingston</b>	City Strategy	Whilst no new public Electric Vehicle (EV) charging stations have been introduced into Kingston, Council's next EV charger is due to be installed in late 2023 in Mordialloc.	1.00	0.00	 Off Track

### Strategy: 2.1.6 Enable choice of movement across our city

INDICATOR	DEPARTMENT	PROGRESS	FULL YEAR TARGET	RESULT	STATUS
<b>Si 20. Number of walking and cycling improvement projects completed to enhance the local network</b>	Infrastructure	Council has constructed a total of 18 high-quality walking and cycling paths as part of the road renewal program, which enhances the local walking and cycling network.	7.00	18.00	 On Track

Strategy: 2.1.7 Actively promote the use of emerging technologies to influence a more sustainable built environment

INDICATOR	DEPARTMENT	PROGRESS	FULL YEAR TARGET	RESULT	STATUS
Si 21. Kerbside collection waste diverted from landfill	City Works	The City of Kingston continues to encourage the diversion of waste from landfill, with an efficient kerbside recycling and green organics collection service. The amount of kerbside waste diverted from landfill remains stable with an overall drop in collected tonnages from all three bin streams compared to the previous year. In March 2023, Kingston launched a temporary soft plastics recycling program in response to the collapse of recycling company Redcycle, which had previously collected soft plastics for recycling. This result is within the range expected by Council.	55.00%	55.16%	<div><div></div>On Track</div>
Si 22. Number of participants engaged in environmental education opportunities	City Strategy	A total number of 1,363 people participated in environmental education opportunities during the year, including the Big Green Schools Conference and Energy Efficiency Importance, a new Kingston program about Victorian Government rebates.	450.00	1,363.00	<div><div></div>On Track</div>

## Strategic Direction: Prosperous

**Strategic Objective: 3.1 We will embrace the concept of a 20-minute city, support the ongoing process of decentralisation and support people to live and work locally**

Strategy: 3.1.1 Support Kingston's economy, local industry and businesses to thrive in a changing environment

INDICATOR	DEPARTMENT	PROGRESS	FULL YEAR TARGET	RESULT	STATUS
<b>Si 23. Number of business support workshops and events held by Council</b>	City Economy & Innovation	A total of 20 business workshops and events were held by Council in 2022-23. Some of these workshops and events included: Cyber Security, Holmesglen Kingston Partnership Employment Program, a Mentor Networking event, and a Sustainable Business Breakfast.	20.00	20.00	● On Track
<b>Si 24. Number of VicSmart Applications decided within 10 days</b>	City Development	We continued to provide an efficient turnaround time for VicSmart applications, with 150 applications decided within 10 days, significantly exceeding our target of 60.	60.00	150.00	● On Track
<b>Si 25. Satisfaction with the Better Approvals co-ordination service</b>	City Economy & Innovation	The Better Approvals service has maintained a high level of satisfaction. The total satisfaction rating for the Better Approvals service exceeded expectations with 100% of participants expressing satisfaction.	95.00%	100.00%	● On Track


Strategy: 3.1.2 Embrace innovation to further promote Kingston businesses

INDICATOR	DEPARTMENT	PROGRESS	FULL YEAR TARGET	RESULT	STATUS
<b>Si 26. Percentage of Footpath Trading applications processed within 15 days</b>	City Economy & Innovation	A total of 235 Footpath Trading applications were received throughout the financial year, with 215 processed within 15 days.	90.00%	91.50%	● On Track


Strategy: 3.1.3 Promote local jobs and employment pathways

INDICATOR	DEPARTMENT	PROGRESS	FULL YEAR TARGET	RESULT	STATUS
<b>Si 27. Number of local Jobs Portal registrations by employers</b>	City Economy and Innovation	A total of 30 new employer registrations were placed on the Kingston local Jobs Portal, which was above the 2022—23 target. This free service aims to link qualified job seekers with job opportunities in the local area.	25.00	30.00	● On Track


Strategy: 3.1.4 Improve connections between activity zones, public transport hubs and where people live through an integrated network

INDICATOR	DEPARTMENT	PROGRESS	FULL YEAR TARGET	RESULT	STATUS
<b>Si 28. Number of new and improved high-quality walking and cycling paths</b>	Infrastructure	A total of 18 high-quality walking and cycling paths were constructed as part of the road renewal program, ensuring the health and wellbeing of our community.	3.00	18.00	 On Track

Strategy: 3.1.5 Pursue and enhance regional collaborative opportunities and partnerships

INDICATOR	DEPARTMENT	PROGRESS	FULL YEAR TARGET	RESULT	STATUS
<b>Si 29. Participation in regional collaborations or partnerships entered to enhance local economic outcomes</b>	City Economy & Innovation	Kingston and Holmesglen worked in partnership to establish an employment program held at Westall in May 2023. With multiple council partners Kingston, established GameChange, which aims to engage employers, job seekers, service providers and training organisations to work better together and shape a healthier, more effective jobs and skills system.	3.00	2.00	 On Track


Strategy: 3.1.6 Support our local visual and performing arts community

INDICATOR	DEPARTMENT	PROGRESS	FULL YEAR TARGET	RESULT	STATUS
<b>Si 30. Number of local artists supported through Council Grants</b>	Arts, Events & Libraries	Arts grants were provided to seven local artists, exceeding Council's target. Of these, six were recipients of the Arts Grant Projects stream and one recipient of the Local Makers and Creative Businesses Arts Grant.	5.00	7.00	 On Track


## Strategic Direction: Healthy and inclusive

### Strategic Objective: 4.1 We are progressive, inclusive and prioritise the wellbeing of all members of our community

#### Strategy: 4.1.1 Respect the importance of Aboriginal and Torres Strait Islander people in Kingston and their connection to the land

INDICATOR	DEPARTMENT	PROGRESS	FUL YEAR TARGET	RESULT	STATUS
<b>Si 31. Number of Kingston's plans and strategies which the Registered Aboriginal Party, the Bunurong Land Council, is consulted on</b>	Inclusive Communities	Engagement occurred with the Bunurong Land Council on 15 plans and strategies, some of these were the Cultural Values Assessment, Integrated Water Strategy and Urban Forest Strategy.	n/a - trend indicator	15.00	n/a
<b>Si 32. Number of Council buildings displaying Aboriginal cultural acknowledgment</b>	Inclusive Communities	A total of 146 Acknowledgment of Country stickers were installed on Council infrastructure, highlighting visible signs of support for community inclusion, which has exceeded our yearly target	110.00	146.00	 On Track




#### Strategy: 4.1.2 Champion social equality

INDICATOR	DEPARTMENT	PROGRESS	FUL YEAR TARGET	RESULT	STATUS
<b>Si 33. Number of female sporting teams registered at Kingston's sporting clubs</b>	Active Kingston	We have 256 female sporting teams who are utilising Council sportsgrounds for the following sports – football, cricket, touch rugby, rugby union, soccer, athletics and baseball.	n/a - trend indicator	256.00	n/a
<b>Si 34. Percentage of Kingston's sporting facilities that are female friendly</b>	Active Kingston	The target has been exceeded, with 45.90% of sports pavilions that are female friendly. Three new pavilions are in construction and will be completed in 2023/24 and two existing pavilions are in planning to be upgraded with female friendly change facilities in 2023-24.	42.90%	45.90%	 On Track



#### Strategy: 4.1.3 Celebrate and learn from our diversity

INDICATOR	DEPARTMENT	PROGRESS	FUL YEAR TARGET	RESULT	STATUS
<b>Si 35. Number of new Citizenship requests met at Council-run ceremonies</b>	Arts, Events & Libraries	We received 1,639 new Citizenship requests and ceremonies were held in July, September, October November, January, March April, May and June.	n/a - trend indicator	1,639.00	n/a


#### Strategy: 4.1.4 Support community education, life-long learning and creativity




INDICATOR	DEPARTMENT	PROGRESS	FUL YEAR TARGET	RESULT	STATUS
<b>Si 36. Active library borrowers in municipality</b>	Arts, Events & Libraries	The City of Kingston recorded an increase in active library borrowers for the 2022–23 financial year when compared to the previous year. Overall, the service is continuing to recover from the effects of the pandemic on active borrowers. The library service continues to see growth in the uptake of electronic resources, while maintaining physical borrowing levels. This result remains within the range set by Council.	18.08%	13.75%	 Monitor
<b>Si 37. Number of carers and children attending story times</b>	Arts, Events & Libraries	A total of 22,331 carers and children attended story times during 2022—23, exceeding our expectations. Many themed story times were delivered including story times celebrating First Nations authors and illustrators; as well as super-hero themed story times to promote and celebrate King Con!	20,400.00	22,331.00	 On Track
<b>Si 38. Recently purchased library collection (% of collection purchased within last 5 years)</b>	Arts, Events & Libraries	The City of Kingston remains committed to the community's needs and demands by utilising the full library collection budget. The decrease in library collection items is reflective of the increase in both purchasing and processing costs. This result remains within the range set by Council.	66.67%	61.73%	 Monitor

#### Strategy: 4.1.5 Support the inclusion of everyone in community life



INDICATOR	DEPARTMENT	PROGRESS	FUL YEAR TARGET	RESULT	STATUS
<b>Si 39. Number of hours provided by the home maintenance and modifications service</b>	AccessCare	Our home maintenance service is receiving fewer referrals, while the home modification service referrals have increased, with a combined total of 7,133 referrals for 2022—23.	11,000.00	7,133.00	 Off Track
<b>Si 40. Percentage of Council buildings compliant with Disability (Access to Premises – Buildings) Standards 2010</b>	Infrastructure	We met our target of 30% of Council buildings compliant with Disability Standards 2010, with five more buildings achieving DDA compliance in 2022-23.	30.00%	30.00%	 On Track

#### Strategy: 4.1.6 Support our community's physical wellbeing


INDICATOR	DEPARTMENT	PROGRESS	FUL YEAR TARGET	RESULT	STATUS
<b>Si 41. Hours of domestic, personal and social support care delivered</b>	AccessCare	We have delivered 106,783 hours of domestic, personal and social support care. This is below target due to shortages of support workers and a lack of referrals for personal care, respite and individual social support with the majority of referrals generally for domestic care, this is because older people are moving straight onto a Home Care Package and by-passing CHSP. The 22,000 hours below target was offset by an increase in home care package hours.	142,800.00	106,783.00	 Off Track
<b>Si 42. Number of immunisations administered by Council</b>	Family, Youth & Children's Services	We continue to provide this essential service within community and school settings, using COVID-19-safe practices. The 2022—23 financial year has seen an increase in immunisations, with 889 more than 2021—22.	n/a - trend indicator	12,087.00	n/a

<b>Si 43. Participation in Learn to Swim programs</b>	Active Kingston	A total of 2,600 community members participated in the Learn to Swim programs, ensuring the health and wellbeing of our community.	n/a - trend indicator	2,600.00	n/a
<b>Si 44. Participation in the MCH service</b>	Family, Youth & Children's Services	The City of Kingston is committed to providing high quality MCH services. This result sees an increase when compared to the 2021–22 financial year, which was under the COVID-19 pandemic health orders from the Department of Health. This result remains within the range set by Council.	82.00%	79.60%	 Monitor
<b>Si 45. Participation in the MCH service by Aboriginal children</b>	Family, Youth & Children's Services	The City of Kingston continues to maintain its high level of engagement with our First Nation families with young children. This result sees an increase back to the high participation levels prior to COVID-19. This result exceeds the range set by Council.	81.69%	83.48%	 On Track
<b>Si 46. Utilisation of aquatic facilities</b>	Active Kingston	The City of Kingston's Waves Leisure Centre had 600,572 visits by community members during 2022–23. The significant increase in Waves utilisation compared to the previous year is due to the facility being fully operational in 2022–23, with no further impacts from COVID-19. With the return of consumer confidence, attendance has been strong across all programs including Learn to Swim, group fitness classes and gym usage. This result is within the range expected by Council.	3.23	3.76	 On Track

#### Strategy: 4.1.7 Prioritise our community's mental wellbeing

INDICATOR	DEPARTMENT	PROGRESS	FUL YEAR TARGET	RESULT	STATUS
<b>Si 47. Satisfaction with Kingston's family support programs</b>	Family, Youth & Children's Services	There was 100% satisfaction with Kingston's family support programs. All client feedback received through our feedback processes has been positive, with clients stating their overall satisfaction with the program. Client engagement has been consistent throughout 2022–23.	80.00%	100.00%	 On Track
<b>Si 48. Satisfaction with Kingston's youth services support &amp; counselling</b>	Family, Youth & Children's Services	Young people accessing youth services indicated 100% satisfaction noting the importance of a safe and inclusive environment and opportunity to access support via the counselling and youth work support service.	80.00%	100.00%	 On Track

#### Strategy: 4.1.8 Tailor our communication to our diverse community to make communication accessible to all

INDICATOR	DEPARTMENT	PROGRESS	FUL YEAR TARGET	RESULT	STATUS
<b>Si 49. Percentage of Kingston website pages that are Web Content Accessibility Guidelines (WCAG) 2.1 - AA standard accessible</b>	Advocacy, Communications & Engagement	Kingston website pages continue to meet Content Accessibility Guidelines (WCAG) 2.2 – AA standard accessibility. There is a consistent level of accessibility across all Kingston websites. Further improvements are underway, with changes and improvements being undertaken.	80.00%	70.00%	 Off Track


## Strategic Direction: Safe

### Strategic Objective: 5.1 Our community will feel safe, and be safe, in all aspects of their lives



#### Strategy: 5.1.1 Design an environment and infrastructure that promotes better safety and accessibility

INDICATOR	DEPARTMENT	PROGRESS	FULL YEAR TARGET	RESULT	STATUS
<b>Si 50. Time taken to action food complaints</b>	City Economy & Innovation	The time taken to respond to food-related complaints remains consistent with previous years and includes weekends and public holidays.	2.00 Days	1.82	 Monitor


#### Strategy: 5.1.2 Support safe travel through various modes of transport

INDICATOR	DEPARTMENT	PROGRESS	FULL YEAR TARGET	RESULT	STATUS
<b>Si 51. Satisfaction with the condition of local streets and footpaths</b>	Infrastructure	This rating is sourced from the annual Local Government Community Satisfaction Survey, conducted by an independent research company.	66.00%	58.00%	 Off Track


#### Strategy: 5.1.3 Improve feelings of safety across Kingston's diverse community

INDICATOR	DEPARTMENT	PROGRESS	FULL YEAR TARGET	RESULT	STATUS
<b>Si 52. Number of graffiti removal requests</b>	City Works	The total number of requests for graffiti removal on public buildings and street furniture is well under target for 2022-23. This result is impacted by seasonal factors such as colder months and shorter days. In addition, a recent proactive approach to removing graffiti in some of the rail precinct hotspot areas and the Moorabbin Activity Centre blitz, removed existing graffiti where possible.	1,040.00	830.00	 On Track
<b>Si 53. Percentage of graffiti removal requests allocated to Council's contractor within 48 hours</b>	City Works	A total of 830 requests to remove graffiti on public buildings and street furniture were made to Council during 2022-23, with 97.00% of requests allocated to Council's contractor within 48 hours. Recent changes to Council's internal systems enable all reports to be allocated immediately.	98.00%	97.00%	 Monitor


#### Strategy: 5.1.4 Strive to provide an environment free from all forms of family violence

INDICATOR	DEPARTMENT	PROGRESS	FULL YEAR TARGET	RESULT	STATUS
<b>Si 54. Family violence incidents reported to Victoria Police [number per 100,000 population]</b>	Inclusive Communities	There were 1,168 family incidents reported to the Victorian Police in Kingston per 100,000 population during 2022–23. Council continues to support families within our community through participation in events such as 16 Days of Activism Against Gender-Based Violence, family violence training for local hair salon and beauty therapy staff, and Healthy and Respectful Relationships workshops.	n/a - trend indicator	1,168.00	n/a
<b>Si 55. Satisfaction with family violence programs run by Kingston</b>	Inclusive Communities	Nine family violence programs were delivered with community and staff in 2022–23, with 93% of participants expressing satisfaction with the programs.	80.00%	93.00%	 On Track

#### Strategy: 5.1.5 Foster caring attitudes and a safe environment for native wildlife and domestic animals

INDICATOR	DEPARTMENT	PROGRESS	FULL YEAR TARGET	RESULT	STATUS
<b>Si 56. Percentage of animals reclaimed</b>	Compliance & Amenity	<p>The City of Kingston places a strong importance on animal health and wellbeing, which is emphasised through our Domestic Animal Management Plan 2021-2025. Increased communications, education on responsible pet ownership, and the growth of Council's Lost and Found Pets Facebook page are contributing to the increased reunification of animals and their owners.</p> <p>Of the 228 animals reclaimed, 25 were returned directly to their owner, or owner's nominated agent, through 'on-road reunions' rather than being impounded first. Returning animals directly to their owner contributes to the wellbeing of both the owner and their reclaimed animal. This result is within the range expected by Council.</p>	60.10%	57.58%	 Monitor

#### Strategy: 5.1.6 Provide a well maintained and clean environment for residents

INDICATOR	DEPARTMENT	PROGRESS	FULL YEAR TARGET	RESULT	STATUS
<b>Si 57. Percentage of overflowing litter bins reported by the community that are emptied within 12 hours</b>	Infrastructure	A total of 49.40% of overflowing litter bins reported by the community were emptied within 12 hours during 2022–23, ensuring timely actioning of community requests.	n/a - trend indicator	49.40%	n/a
<b>Si 58. Participation in Friends of Kingston groups</b>	Open Space	Participation in Friends of Kingston groups continues to be steady within the Mordialloc creek, The Grange and Bradshaw groups. Foreshore volunteer events will commence in 2023-24.	118.00	244.00	 On Track

# Strategic Direction: Well-governed

## Strategic Objective: 6.1 Council will be collaborative, accountable, transparent, responsive, well-informed and efficient

### 6.1.1 Hold ourselves to the highest standard of governance and integrity

INDICATOR	DEPARTMENT	PROGRESS	FULL YEAR TARGET	RESULT	STATUS
Si 59. Percentage of Freedom of Information requests completed on time	Governance	There were 55 Freedom of Information (FOI) requests dealt with during 2022-23. 12% (5) were completed outside time guidelines due to the complex nature of the request. Twelve requests were fulfilled outside the FOI Act, demonstrating transparency of Council process.	100.00%	88.00%	<div><div></div>Off Track</div>


### 6.1.2 Focus all of our decision-making on the long-term best interests of the Kingston community

INDICATOR	DEPARTMENT	PROGRESS	FULL YEAR TARGET	RESULT	STATUS
Si 60. Percentage of Council decisions made at meetings closed to the public	Governance	The City of Kingston made 183 of its 192 resolutions at meetings of Council or delegated committee open to the public. A very small proportion of Council's resolutions involving legal privilege, property, or personal information were discussed at meetings closed to the public, consistent with the confidential provisions of the Local Government Act 2020. Council endeavours to make confidential resolutions or parts of resolutions public later where possible. This result remains within the range set by Council.	5.50%	4.69%	<div><div></div>On Track</div>
Si 61. Satisfaction with Council decisions (in the interest of the community)	Governance	While the 2023 Community Satisfaction Survey results have dropped by 6 points compared to last year, the City of Kingston continues to work hard to make decisions in the best interest of our community. We remain in-line with the metropolitan average and 4 points higher than the state average. This rating is sourced from the annual Community Satisfaction Survey conducted by an independent research company on behalf of the Victoria Government.	60.00	55.00	<div><div></div>Off Track</div>
Si 62. Council's financial sustainability risk measured against the Victorian Auditor-General's Office financial sustainability indicators	Finance	Data for this measure is no longer available so it cannot be reported.	n/a	n/a	n/a



### 6.1.3 Look after the community's financial resources responsibly and efficiently

INDICATOR	DEPARTMENT	PROGRESS	FULL YEAR TARGET	RESULT	STATUS
No Strategic Indicators.					


#### 6.1.4 Openly report our progress and performance

INDICATOR	DEPARTMENT	PROGRESS	FULL YEAR TARGET	RESULT E	STATUS
<b>Si 63. Percentage of Council Plan Annual Action Plan actions on track</b>	Customer Experience & Corporate Performance	Council made excellent progress on the delivery of its Council Plan, with 125 actions (86.81%) being 100% complete. Nineteen actions (13.19%) are in progress and will continue as part of operational deliverables for those respective departments. It should be noted that this excludes one action which was previously closed in early 2022, due to a change in service priorities.	90.00%	86.81%	 Monitor

#### 6.1.5 Actively seek broad community participation

INDICATOR	DEPARTMENT	PROGRESS	FULL YEAR TARGET	RESULT	STATUS
<b>Si 64. Number of consultation projects offered for community input</b>	Advocacy, Communication & Engagement	There was a total of 112 consultation projects offered for community input during 2022-23. Consultations included: Kingston Heath Reserve, Endeavour Cove planning amendment, jet ski use, Council Governance rules, Talking Kingston, Mentone Life Saving Club playground plans, and Disc Golf at Bicentennial Park. As well as consultation on projects associated with minor traffic improvements, open space and infrastructure works, and construction projects.	80.00	112.00	 On Track
<b>Si 65. Satisfaction with community consultation and engagement</b>	Advocacy, Communication & Engagement	The City of Kingston continues to work hard to improve community consultation and engagement, including YourKingstonYourSay and the recruitment of a Community Representative Panel. Whilst Kingston has dropped by 3 points from last year, Council remains in line with the Metropolitan average, and 4 points higher than the state average. This rating is sourced from the annual Community Satisfaction Survey conducted by an independent research company on behalf of the Victorian Government. This result remains within the range set by Council.	59.00	56.00	 Monitor

#### 6.1.6 Deliver exceptional customer experiences

INDICATOR	DEPARTMENT	PROGRESS	FULL YEAR TARGET	RESULT	STATUS
<b>Si 66. Percentage of Customer Care telephone calls resolved at the first point of contact</b>	Customer Experience & Corporate Performance	The Customer Care team are consistently achieving customer resolution at first point calls based on existing definitions of First Point of Call Resolution. The definition of 'First Point of Resolution' will be reviewed in the new financial year (2023–24) to ensure it continues to align with the wider customer experience strategy.	80.00%	93.10%	 On Track



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