

MINUTES



Strategic Planning Committee Meeting

Held at the
Civic Centre
511 Burwood Highway
Wantirna South

On
Monday 11 December 2023

The Agenda for the Strategic Planning Committee Meeting, Monday 11 December 2023, forms part of these Minutes and is attached in full at the end of the Minutes.

These Minutes are considered draft until adopted and confirmed at the next Strategic Planning Committee Meeting.

The meeting commenced at 7:01pm.

PRESENT:

<i>Cr M Timmers-Leitch (Via Zoom)</i>	<i>Collier Ward</i>
<i>Cr Y Allred</i>	<i>Baird Ward</i>
<i>Cr J Dwight (Chairperson)</i>	<i>Chandler Ward</i>
<i>Cr S Grasso (Deputy Mayor)</i>	<i>Dinsdale Ward</i>
<i>Cr M Baker</i>	<i>Dobson Ward</i>
<i>Cr S Laukens</i>	<i>Friberg Ward</i>
<i>Cr L Cooper (Via Zoom)</i>	<i>Scott Ward</i>
<i>Cr D Pearce (Via Zoom)</i>	<i>Taylor Ward</i>
<i>Cr N Seymour (Via Zoom)</i>	<i>Tirhatuan Ward</i>
<i>Mr B Dobson</i>	<i>Chief Executive Officer</i>
<i>Mr G Curcio</i>	<i>Director - Customer & Performance</i>
<i>Mr G Thorne</i>	<i>Director - Infrastructure</i>
<i>Mr M Kelleher</i>	<i>Director - City Liveability</i>
<i>Ms N Lorkin</i>	<i>Chief Financial Officer</i>
<i>Ms J Chalkley</i>	<i>Director - Connected Communities</i>
<i>Mr J Rashed</i>	<i>Acting Chief People Officer</i>
<i>Mr A Dowling</i>	<i>Manager - Governance & Risk</i>

Upon amendments to Council's Meeting Structures and Cycle Policy earlier this year, the Chairperson noted this would be the final Strategic Planning Committee of Council and in 2024 Council would be convening a second mid-month Council Meeting.

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1 Apologies

Nil.

2 Declarations of Conflict of Interest

Nil.

3 Confirmation of Minutes

The Chairperson, Councillor Jude Dwight invited Councillors to raise any opposition to the Minutes of the Strategic Planning Committee held on Monday 13 November 2023. There being none, the Chairperson declared the Minutes be confirmed.

4 Considering and Ordering Upon Officers' Reports

4.1 Monthly Transformation and Capital Report (formerly ICT Capital Report)

SUMMARY: Portfolio Office Lead, Elly Liu

The Monthly Transformation Report (formerly ICT Capital Works Report) shows Customer and Performance's capital and operational projects being delivered for the organisation and customers as of 15th November 2023. Financial data is as at the end of October 2023.

As of October, \$831,877 has been expensed (15.7%):

- Technology stream expenditures are \$572,340 (17.8% of its \$3.22m capital budget).
- Customer and Digital Experience stream spent \$243,151 (16.5% of its \$1.47m capital budget).
- Strategy and Transformation expenses are \$16,386 (2.7% of its \$610,000 capital budget).
- Governance and Risk stream projects are funded by operational budget.

All capital budgets have been baselined for FY2023/24, in both the reporting platform and the finance system. This enables accurate and transparent monthly capital works reporting at the project, stream, and portfolio levels.

As of the latest report, there are 56 projects in progress across the four streams, including 6 new projects. The portfolio's health is improving, with 2 fewer 'red' and 3 fewer 'amber' status changes compared to last month.

The Strategy and Transformation team have commenced businesses engagement to analyse the backlog and understand challenges and requirements within the business. There are currently 147 requests in the backlog as of 15th November.

The main risk continues to be the tight labour market and difficulty in recruiting experienced staff. Attrition has compounded this challenge, resulting in impacts to on-time implementation of some projects.

RECOMMENDATION

That the committee receive and note the November Monthly Transformation Report.

RESOLUTION

MOVED: Councillor Laukens

SECONDED: Councillor Grasso

That the committee receive and note the November Monthly Transformation Report

CARRIED

4.2 Capital Works Program Update

SUMMARY: Coordinator, Capital Works Planning, John Bixby

The Capital Works Program Report shows projects on Council's Capital Works Program and indicates the status of each project as of 27 November 2023.

RECOMMENDATION

That the Committee receive and note the Capital Works Program Report, as of 27 November 2023.

RESOLUTION

MOVED: Councillor Laukens

SECONDED: Councillor Baker

That the Committee receive and note the Capital Works Program Report, as of 27 November 2023.

CARRIED

4.3 Proposed Transfer - Jenola Parade Wantirna South

SUMMARY: Coordinator Property Management, Paige Kennett

A small parcel of land used for an electricity substation located at Jenola Parade, Wantirna South, was incorrectly transferred to Knox City Council during a bulk land titles transfer in 2019. The error has been identified, and now requires rectification, by transferring it back to the correct owner, United Energy.

RECOMMENDATION

That the Committee:

1. Endorse the transfer of land at Jenola Parade Wantirna, known as Reserve 4 on Plan of Subdivision 312832N, Volume 10146 Folio 454, to United Energy Pty Ltd;
2. Authorise the Chief Executive Officer (or other officer as the Chief Executive Officer nominates) to execute all documentation required to transfer the subject parcel of land.

RESOLUTION

MOVED: Councillor Cooper

SECONDED: Councillor Timmers-Leitch

That the Committee:

1. **Endorse the transfer of land at Jenola Parade Wantirna South, known as Reserve 4 on Plan of Subdivision 312832N, Volume 10146 Folio 454, to United Energy Pty Ltd;**
2. **Authorise the Chief Executive Officer (or other officer as the Chief Executive Officer nominates) to execute all documentation required to transfer the subject parcel of land.**

CARRIED

4.4 Appointment of External Independent Members for the Transformation Governance Committee

SUMMARY: Head of Portfolio Office and Enterprise Change, Shona Richards

The external independent members for the Transformation Governance Committee are proposed by the recruitment panel for Council approval and summarised for Executive Management team for noting.

Three external independent members are recommended based on their experience related to implementation of IT, Customer Experience/Digital, and Transformation Projects. Their names are outlined in the Confidential attachments.

Following the Mayoral election and committee allocation on 14th November 2023, Mayor Cr Jude Dwight, Cr Baker and Cr Laukens are the confirmed Councillor representatives.

RECOMMENDATION

That the Committee appoint the three recommended independent Committee members to the Transformation Governance Committee for the period of November 2023 to November 2025, as presented in Confidential Attachment 1.

Name	Category
1.	Independent Member
2.	Independent Member
3.	Independent Member

RESOLUTION

MOVED: Councillor Timmers-Leitch

SECONDED: Councillor Baker

That the Committee appoint the three recommended independent Committee members to the Transformation Governance Committee for the period of November 2023 to November 2025, as presented in Confidential Attachment 1.

Name	Category
1. Alastair Lloyd	Independent Member
2. Philip Lee	Independent Member
3. Ruth Lewis	Independent Member

CARRIED

4.5 Proposed Lease - 100 Station Street Ferntree Gully

SUMMARY: Property Officer, Emma Hayton

This report recommends the signing of a new 5-year lease, with an option for a further 4-year term, for the Council property located at 100 Station Street, Ferntree Gully.

RECOMMENDATION

That the Committee:

1. Resolve to enter into a new lease between Knox City Council (Lessor) and Matta Associates Pty Ltd (Lessee) for 100 Station Street, Ferntree Gully. The lease will be for a period of 5 years, with an option for a further 4-year term, with the annual rental being \$22,356 plus GST and outgoings, increasing annually by 4%, commencing December 2023;
2. Authorise the Chief Executive Officer (or a delegate that the Chief Executive Officer nominates) to sign all lease documentation required to execute the lease; and
3. Authorise the Chief Executive Officer (or a delegate that the Chief Executive Officer nominates) to negotiate extensions to the lease to the maximum 9-year term and to execute any associated documentation for the extension.

RESOLUTION

MOVED: Councillor Baker

SECONDED: Councillor Laukens

That the Committee:

1. **Resolve to enter into a new lease between Knox City Council (Lessor) and Matta Associates Pty Ltd (Lessee) for 100 Station Street, Ferntree Gully. The lease will be for a period of 5 years, with an option for a further 4-year term, with the annual rental being \$22,356 plus GST and outgoings, increasing annually by 4%, commencing December 2023;**
2. **Authorise the Chief Executive Officer (or a delegate that the Chief Executive Officer nominates) to sign all lease documentation required to execute the lease; and**
3. **Authorise the Chief Executive Officer (or a delegate that the Chief Executive Officer nominates) to negotiate extensions to the lease to the maximum 9-year term and to execute any associated documentation for the extension.**

CARRIED

4.6 Proposed Lease - Council Owned Property - 16 Kevin Ave Ferntree Gully

SUMMARY: Coordinator Property Management, Paige Kennett

This report recommends the signing of a new 3-year lease for Council owned property at 16 Kevin Ave Ferntree Gully.

RECOMMENDATION

That the Committee:

1. Enter into a new lease between Knox City Council (Lessor) and Bellco Excavations (Lessee) for 16 Kevin Avenue, Ferntree Gully. The lease will be for a period of 3 years, with no further terms, with the annual rental being \$20,619.96 plus GST and outgoings, increasing annually by CPI; and
2. Authorise the Chief Executive Officer or their delegate to sign the lease documents required to execute the lease.

RESOLUTION

MOVED: Councillor Baker

SECONDED: Councillor Laukens

That the Committee:

1. Enter into a new lease between Knox City Council (Lessor) and Bellco Excavations (Lessee) for 16 Kevin Avenue, Ferntree Gully. The lease will be for a period of 3 years, with no further terms, with the annual rental being \$20,619.96 plus GST and outgoings, increasing annually by CPI; and
2. Authorise the Chief Executive Officer or their delegate to sign the lease documents required to execute the lease.

CARRIED

5 Motions for Which Notice has Previously Been Given

Nil.

6 Supplementary Items

Nil.

7 Urgent Business

7.1 Urgent Business

Nil.

8 Confidential Items

Nil.

MEETING CLOSED AT 7:21pm

Minutes of Meeting confirmed at the
Council Meeting
held on Monday, 12 February 2024

.....
Chairperson

The Agenda for this meeting is attached in full at the end of the Minutes.

AGENDA

Meeting of the Strategic Planning
Committee of Council



To be held at the
Civic Centre
511 Burwood Highway
Wantirna South

On

Monday 11 December 2023 at 7:00 PM

This meeting will be conducted as a hybrid
meeting

Order of Business

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Bruce Dobson

Chief Executive Officer

1 Apologies

2 Declarations of Conflict of Interest

3 Confirmation of Minutes

Confirmation of Minutes of Strategic Planning Committee Meeting on Monday 13 November 2023

4 Considering and Ordering Upon Officers' Reports

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SUMMARY: Portfolio Office Lead, Elly Liu

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As of the latest report, there are 56 projects in progress across the four streams, including 6 new projects. The portfolio's health is improving, with 2 fewer 'red' and 3 fewer 'amber' status changes compared to last month.

The Strategy and Transformation team have commenced businesses engagement to analyse the backlog and understand challenges and requirements within the business. There are currently 147 requests in the backlog as of 15th November.

The main risk continues to be the tight labour market and difficulty in recruiting experienced staff. Attrition has compounded this challenge, resulting in impacts to on-time implementation of some projects.

RECOMMENDATION

That the committee receive and note the November Monthly Transformation Report

1. INTRODUCTION

The aim of this report is to provide the monthly status, insights, key notable achievements, and risks and issues for defined capital and operational projects that will contribute greatly to the core Council Plan theme of Civic Engagement and Integrity.

The term "transformation" has been used as the work surrounding this portfolio will, by nature, significantly change the way the organisation works, improves and serves customers.

The report has been designed to strike a balance of keeping Councillors and the public informed, whilst ensuring sufficient detail is provided, and there are two attachments with further detail:

- Attachment 1 provides a detailed Monthly Transformation Report

- Attachment 2 provides a detailed break-down of capital only expenditure projects and will be included in the confidential agenda, as it contains confidential information pursuant to Council's Governance Rules and Section 66 of the Local Government Act 2020.

2. DISCUSSION

The table below summarises all in-progress projects in the portfolio, and categorises each project in either red, amber or green status.

If a project is 'red', there is usually a combination of schedule, cost, risks & issues that are behind expectations, which are material to the outcome, and happening now. Treatment plans are regularly reviewed by the sponsor and the executive member. In some cases, the project will need to be re-baselined, reviewed and/or changed.

'Amber' projects are a warning that either one of schedule, cost, risks, is about to cause a material issue. 'Green' is where the project is on-track and meeting stakeholder expectations to-date.

Stream	Red	Amber	Green	Total
Technology	1	6	23	30
Customer and Digital Experience	0	3	9	12
Strategy and Transformation	0	2	7	9
Governance and Risk	0	0	5	5
Total	1	11	44	56

In comparison to last month, the overall risk position has improved. The movements and changes are:

Technology Stream: Since the last report, 2 projects have been successfully completed. 6 new projects ranked next on the backlog have commenced. 1 project status has changed from 'red' to 'amber' (AMIS). There are now 30 projects in progress (1 red and 6 amber).

Customer and Digital Experience Stream: Since the last report, there are 12 projects in progress, with 1 project improving from 'red' to 'green' (Intranet).

Strategy and Transformation Stream: There are 9 projects in progress (0 red and 2 amber), with 1 project improving from 'amber' to 'green' (Portfolio Transition).

Governance and Risk Stream: There are 5 projects in progress (0 red and 0 amber). This reflects no changes compared to last month's report.

2.1 Key achievements and outcomes to note:

Customer and Digital Experience Stream:

- Voice of Customer implementation commenced:** Implementation has commenced, and workshops will be run to develop customer surveys and finalise the schedule.
- Intranet:** Two new content resources have been appointed to progress in this stream. Significant progress made in the migration of the Customer Service First Point.

- **Community Engagement Review:** Consultation is open for the community engagement policy review. One on one appointments are being made to interview all councillors and four focus groups are scheduled starting at the end of November. A workshop was delivered with the Senior Management Team on 29th November.

Governance and Risk Stream:

- **Governance Rules & Election Period Policy (EPP):** Public consultation has commenced following consultation with Councillors on the Governance Rules.
- **Councillor Risk Workshop Delivery:** A Councillor Risk Workshop was conducted on 11th October 2023 providing insights into Councillors' risk appetite and tolerances with a particular focus on the FY2024/2025 budget process. Report and updated risk appetite statements provided.
- **Council Advisory Committee Self-assessment:** A self-assessment of Council's Advisory Committees completed.

Strategy and Transformation Stream:

- **Portfolio Roadmap FY Capex baseline:** The capital budgets for all streams have now been baselined for this Financial Year and all new project accounts created to enable accurate and effective financial monthly capital reporting at a project, stream, and portfolio levels.
- **Annual Budget and Service Planning engagement:** The community consultation for the 2024-25 budget and service planning has concluded. This year saw a significant increase in participation, with a total of 310 responses (up by 250 participants compared to last year).
- **Service Discovery Workshops and Service Feature Snapshots:** Service Discovery Workshops are currently underway for four of our services, aimed at identifying opportunities and providing insights for the Councillor Strategy Day on 2nd December 2023. Concurrently, Feature Snapshots for 180 service features are largely completed, with their insights also set to contribute to the Strategy Day.

Technology Stream:

- **Cyber Security:**
 - Vendor "Rapid7" has identified several high-priority vulnerabilities that are currently being addressed. Work is underway to integrate additional log data, which will enhance the visibility and monitoring capabilities of the Security Operations Centre.
 - A cyber security incident scenario is under development, with a rehearsal session planned for 6th December 2023. This session, led by Tesseract Australia, will become an annual event at Knox, aimed at building organisational skills for efficient and effective incident response.
 - The Knox network can no longer be accessed outside of Australia and NZ through VPN, which helps reduce cyber risk.
- **Asset Management Information System (AMIS) project:** This project, previously in red status for six months, has moved to amber status and is on track for its next scheduled release of Facilities Management functionality on the 11th of December 2023. Our Enterprise Architecture team has developed an alternative solution for data, using a Power BI dashboard that integrates both Lifecycle and Confirm data to meet business needs. This solution has received approval from the sponsor and business representatives at the November 2023 Project Control Board meeting.

2.2 Exception Reporting and 'get-to-green' actions.

Attachment 1 provides detailed information on the 'red' and 'amber' projects since last reporting period in the initial content pages, including actions planned to return these projects to 'green' status. The subsequent sections of the attachment comprehensively cover each stream, including all projects regardless of their status (green, amber, or red).

3. CONSULTATION

Each project is allocated a Project Control Board (PCB) and monitors progress, risks, and actions with the attendees. The PCB attendees depend on the project and may include representatives from Customer and Performance, and/or other parts of the organisation. Through this process, consultation occurs and is reported up through the monthly Portfolio Meeting in preparation for monthly stakeholder updates at the EMT and Council.

4. CLIMATE CHANGE CONSIDERATIONS

Implementation of the recommendation is considered to have no direct implications or has no direct impacts upon Council's Net Zero 2030 target, the Community Net Zero 2040, exposure to climate risks or climate change adaptation.

5. ENVIRONMENTAL/AMENITY CONSIDERATIONS

Not Applicable.

6. FINANCIAL & ECONOMIC IMPLICATIONS

As described in the executive summary, as of the end of September, the total FY23/24 capital expenditure amounted to \$831,877, representing 15% of the allocated \$5.3m budget. The distribution across the four streams is as follows:

- Technology - \$572,340,
- Customer and Digital Experience - \$243,151,
- Strategy and Transformation - \$16,386, and
- Governance and Risk - \$0.

Work on finalising financials up until FY26/27 continues as part of the budget process.

Refer to confidential Attachment 2 for a full break-down of capital only spent by project.

7. SOCIAL IMPLICATIONS

Not Applicable.

8. RELEVANCE TO KNOX COUNCIL PLAN 2021-2025

Civic Engagement & Integrity

Strategy 5.2 - Manage our resources effectively to ensure financial sustainability and improved customer experience.

Strategy 5.3 - Ensure our processes are transparent and decisions are accountable.

9. CONFLICT OF INTEREST

The officers contributing to and responsible for this report have no conflicts of interest requiring disclosure under Chapter 5 of the Governance Rules of Knox City Council

10. CONFIDENTIALITY

Confidential information is contained in Attachment 2 in the confidential agenda, in accordance with Sections 3 and 66 of the Local Government Act 2020 as the information relates to contractual matters; and the premature disclosure of the information could be prejudicial to the interests of Council or other persons.

Report Prepared By: Portfolio Office Lead, Elly Liu

Report Authorised By: Director Customer and Performance, Greg Curcio

Attachments

1. Monthly Transformation Report Nov 2023 [4.1.1 - 27 pages]

C&P Portfolio Monthly Transformation Report

(Formerly ICT Capital Works Report)

November 2023



Exception Report – Red and Amber Status Summary

RAG Last month	RAG This month	Project Name	% Complete	"Get-to-Green" action
Technology Stream				
Issue	At Risk	Asset Management Information System (AMIS)	62%	The project status will remain at Amber until testing of the Computron integration has been signed off on 27th November 2023. This is required for 11 December release of new functionality.
Issue	Issue	Corporate Reporting Solutions	93%	Once a new Project Manager (PM) is assigned, the remaining tasks will be assessed and path to green determined by the new PM, anticipating will be 3-4 weeks.
At Risk	At Risk	Device refresh - Surface to Dell, including Decommission Adobe Acrobat XI	44%	The project will return to green status once the contract extension for the project's primary technical resource is finalised in November 2023.
At Risk	On Track	Expense Management System Replacement	92%	
At Risk	On Track	Application Upgrade – Humanforce	15%	
At Risk	At Risk	Policy Management as a Service (PMaaS) Rollout - IT Policies Part 1	70%	The completion of other work and the anticipated acquisition of additional resources in the next 4-8 weeks is expected to provide the necessary resourcing to bring this project back to green status.
At Risk	At Risk	Cisco Identity Services Engine (ISE)	30%	Dependent on the Access Switch replacement Project, currently facing supply issues anticipated to be resolved by January 2024.
At Risk	At Risk	Access switch replacement (EOL – End of life)	30%	Returning the project to green status will involve placing a priority order and implementing it swiftly upon arrival, expected in early 2024.
On Track	At Risk	Penetration Testing and Remediation - External	70%	The project is expected to achieve green status once the ongoing work with the vendor successfully addresses the required remediation, anticipated in December 2023
Customer and Digital Stream				
Issue	On Track	Intranet redevelopment project	74%	
At Risk	On Track	Community engagement policy review	20%	
At Risk	At Risk	Call Systems Upgrade – Phase 1	30%	The overall project status remains Amber, pending final confirmation on the compatibility of the current contract centre solution with Teams Calling. A second business user-focused demonstration is scheduled for late November 2023.
At Risk	At Risk	ePathway Forms UX	15%	Testing of the recent changes has revealed unexpected impacts on the user interface. The project is expected to return to green status once the investigation is completed, identifying options to break our changes into smaller and more manageable updates.
At Risk	At Risk	Capital Works Visualisation	80%	The majority of the map construction is complete, however, there are challenges with duplicated data points. The project status will return to green once the project descriptions are rewritten to be more customer-focused.
At Risk	On Track	Community Engagement Policy Review	20%	

Exception Report – Red and Amber Status Summary (Cont.)

RAG Last month	RAG This month	Project Name	% Complete	"Get-to-Green" action
Strategy and Transformation Stream				
At Risk	At Risk	Enterprise Change Management Operating Model	5%	The project status will return to green when the Enterprise Change Management Project Intimation Document is finalised and the Project Control Board is established.
At Risk	At Risk	Integrated Planning Framework Implementation	3%	New team members have been appointed and a few key deliverables in the team have been finalised. This project will return to green status once the work resumes in the upcoming months
At Risk	On Track	C&P Portfolio Transition	75%	



Project Status Report – Customer & Digital Experience Stream Lead: Imogen Kelly

Overview	
Report Prepared By:	Title: Manager, Customer and Communications Name: Imogen Kelly
Financials:	Capital Budget (FY): \$1.47m Capital Actuals (FY) :\$243,151
<p>Executive Summary: Some key milestones have been achieved this month including the kick off meeting with vendors for the Voice of Customer program and commencement of public consultation for the review of the Community Engagement Policy. There has been a slight delay in the implementation of the new complaint's procedure. Training was paused briefly to understand changes needed for some high-volume services. This is back on track and expected to go live in December. The communication of standard timeframes via email confirmation is a bigger project than expected and will need prioritisation to achieve the complete vision for this project. Teams Calling and the Contact Centre Solution merged into one project titled "Call Systems Upgrade (Phase 1 and 2)".</p>	

Achievements	Details
Voice of Customer implementation commenced	A kick-off meeting with ActXM has taken place and further workshops will be run to develop customer surveys and finalise the implementation schedule.
Intranet	Made appointment of two new content resources to progress this stream. Progress also made on migrating Customer Service First Point.
Live Chat trial	Regular roster of staff now in place to manage this channel and live chat has been turned on animal management and waste pages.
Community engagement review	Consultation is open for the community engagement policy review. One on one appointments are being made to interview all councillors and four focus groups are scheduled starting next week. A workshop is planned with SMT in 2 weeks.

RAG	Risk	Mitigation
Yellow	People Data critical dependency for success of new Knox intranet.	Ongoing operational reliance will be on Chris21 data being kept up-to-date by PCD.
Yellow	Critical dependency between Teams and TouchPoint	Further demonstration of SIP option scheduled this week

RAG	Issue	Resolution
Yellow	Higher duties assignments cannot be sourced from Chris21	Referred to Business Improvement team for further review.
Yellow	Possible delay to email confirmation of standard timeframes	Prioritisation of project and long-term train additional resources

Upcoming Milestones	Details
Complaints policy and procedure operational in Dec 2023	Improvements and clarity for dealing with complaints and will be operational in early December 2023 following training.



Project Status Report – Customer & Digital Experience Stream Lead: Imogen Kelly

In-Progress Projects Status (Capital)						
RAG Last Month	RAG This Month	Project Name	Project Description	Project Status Report	Get to Green actions	Completion %
		Replacement of pdf forms	Identify PDF forms on the website and make them digital. Focusing on delivering the forms that are managed by City Safety & Health.	<p>We've completed an audit of the website and identified over 50 PDF forms. We will be focusing our efforts on digitising PDF forms that relate to City Safety and Health.</p> <p>We've identified the first 7 forms we will build. Kick-off meetings with stakeholders and the ePathway steering committee begin in November.</p>		30%
		Website customer request look-up	Let customers look-up the status of their requests via the website.	<p>Requirements have been provided to the enterprise integration project and we have been prioritised for an API to be built in late 2023.</p> <p>The project team is starting its investigations for building the API in November and discussing the risks of exposing this data on the website.</p>		5%
		Voice of the Customer Program (VoC)	Specialised software platform to survey customers and provide data on how our customers experience our services. This will drive future business improvement initiatives.	<p>Program implementation has commenced with a kick-off meeting with ActXM.</p> <p>Further workshops will be run to develop customer surveys and finalise the implementation schedule. The Project Control Board and Project Team are currently being established. Service owners for the first 3 services to be onboarded have been asked nominate representatives to be on both the board and the team.</p>	N/A	30%

Project Status Report – Customer & Digital Experience Stream Lead: Imogen Kelly

In-Progress Projects Status (Capital)						
RAG Last Month	RAG This Month	Project Name	Project Description	Project Status Report	Get to Green actions	Completion %
		Call Systems Upgrade – Phase 1	The service which supports all Knox staff and contact centres calling will reach end of life on 30th June 2024. To ensure Knox is able to make and receive calls, the call systems must be upgraded. This work will be delivered in two phases. Phase 1: External Calling with Teams - The first phase of the project will upgrade our current external call system and current contact centre solution to Teams Calling by June 2024. Alongside this systems upgrade, we also aim to deliver customer first, best practice training for all staff.	Our Project Name has also been updated this month from Teams Calling to "Call Systems Upgrade" to better reflect the scope and focus of the project. For reporting purposes, the project has been split into two phases - Phase 1: External calling with Teams and Phase 2: Contact Centre.	Overall RAG status remains Amber, as we await final confirmation on if our current contact centre solution can work with Teams Calling, with a second business user focused demonstration to be held late November.	30%
		Intranet redevelopment project	This project replaces the staff intranet, enabling staff to efficiently connect with colleagues, information, ideas and systems across Council.	Recruitment for new content writers attracted a strong field of candidates and will be finalised in early November. A contract variation has been processed with vendor Webvine and work has commenced on the additional features. The forms and workflow solution Procurement Plan was completed, and Request for Quote (RFQ) documentation is undergoing final review ahead of releasing to vendors for response. The forms and workflow tool will initially provide process improvement to several internal form processes with scope to bring on further forms (both internal and external) over the life of the contract.		74%

Project Status Report – Customer & Digital Experience Stream Lead: Imogen Kelly

In-Progress Projects Status (Capital)						
RAG Last Month	RAG This Month	Project Name	Project Description	Project Status Report	Get to Green actions	Completion %
Yellow	Yellow	ePathway Forms UX	Improving the user interface to improve the experience for customers using mobile devices to transact online	Regression testing of recent changes has revealed unexpected impacts on the user interface in areas not intended for modification. Development has been paused until a solution is found. Focus has shifted to implementing updates solely for the property search user interface.	This project will go green when we successfully investigate options to transform our changes into smaller, more manageable updates.	15%
Green	Green	Live chat trial	A one-year trial of providing Live Chat to allow customers to directly chat online with a customer service officer with the intent of keeping the customer in the online channel.	A regular workforce schedule has been established, ensuring availability of this channel for 4 hours daily. The next focus will be on expanding the chat feature's availability across the Knox website	N/A	55%
Yellow	Green	Community engagement policy review	Understand staff, councillor and participant experience of community engagement under the existing policy and identify principles to provide a base for a new policy.	Four focus groups scheduled for November, with over 45 expressions of interest from community members. Interviews with Councillors underway. Internal stakeholders updated on progress and future internal consultation processes.	N/A	20%
Green	Green	Complaints Policy and Procedure	Provide consistent guidelines for how complaints are handled and one system for recording details of complaints and resolutions to enable identification of opportunities for improvement	Training continues with front line teams and responders. User guides are being finalised. On the back of changes made to the Service Catalogue, changes to the new Pathway categories are underway (set as inactive until go-live date).	N/A	85%

Knox City Council

Project Status Report – Customer & Digital Experience Stream Lead: Imogen Kelly

In-Progress Projects Status (Operational)						
RAG Last Month	RAG This Month	Project Name	Project Description	Project Status Report	Get to Green actions	Completion %
Green	Green	Automated Progress Updates for Customer Requests (Pathway)	Reduce duplicate customer contacts by sending customers automated updates on the status of their Pathway requests via SMS and/or email.	This project has been scoped and a phased project plan developed. Current resourcing will allow for this project to begin in February/March.		10%
Green	Green	Customer Charter	Identify standard timeframes for high volume services so these can be communicated to customers to manage expectations, improve satisfaction and reduce repeat contacts.	Response times have been added to all relevant web pages and knowledge base used by Customer Operations. Currently updating email confirmations.		90%
Yellow	Yellow	Capital Works Visualisation	Provide an interactive map of all the capital works projects across Knox	The map is mostly built but we have issues with duplicated data points and project descriptions need to be rewritten to be customer-focused.	We are investigating the cause of the duplicate data points. We suspect it relates to an SQL script that needs fixing. This is currently sitting with the RAGA team.	80%



Project Status Report – Governance & Risk Stream Lead: Andrew Dowling

Overview	
Report Prepared By:	Title: Manager Governance and Risk Name: Andrew Dowling
Financials:	Capital Budget (FY): N/A Capital Actuals (FY) : N/A
Executive Summary: Capacity continues to be reduced in the Governance and Risk Department due to a vacancy arising within the Governance Team. The key focus areas for the Governance Stream over the next month will be the revised Governance Rules, developing a new framework for community awards and finalisation of the Governance Framework. In the Risk Stream, the priority over the next quarter will be on the implementation of actions arising from the Risk Management Audit, including drafting refinements to the Risk Management Framework following the Councillor Risk Workshop. The current Internal Audit Service contract expires on 31st November 2023. A tender has been completed for the new Auditor with interviews currently being held.	
Achievements	Details
Governance Rules & Election Period Policy (EPP)	Public consultation has commenced following consultation with Councillors on the Governance Rules, and EPP.
Councillor Risk Workshop Delivery	A Councillor Risk Workshop was conducted on 11 October providing insights into Councillors' risk appetite and tolerances with a particular focus on the FY2024/25 budget process. Feedback from the workshop will serve as a key input into Budget process as well as refinement of the Risk Management Framework and the development of Risk Appetite Statements.
Council Advisory Committee Self-assessment	Completed a self-assessment of Council's Advisory Committees

RAG	Risk	Mitigation
	A vacancy has arisen in the Governance Team and reduced capacity may have an impact on the delivery of projects in the time specified.	The recruitment process has been prioritised to fill the vacancy as a priority

RAG	Issue	Resolution
	No issues for noting	

Upcoming Milestones	Details
Community Awards program	Scoping report to be prepared for Councillor consideration
Report Writing Guidelines & Revised Report Templates	Templates to drafted and internal comms plan developed
Governance Rules & Election Period Policy (EPP)	Finalisation of Rules review incorporating community feedback
Governance Framework	Completion of draft for EMT and Councillor review



Project Status Report – Governance & Risk Stream Lead: Andrew Dowling

In-Progress Projects Status (Operational)						
RAG Last Month	RAG This Month	Project Name	Project Description	Project Status Report	Get to Green actions	Completion %
		Compliance Framework	A compliance framework provides a foundation for ensuring Council is adhering to relevant laws, regulations, industry standards, and internal policies. It provides a systematic way to identify, assess, manage, and monitor compliance requirements and risks.	Progress impacted by resource constraints	N/A	50%
		Council Election and Induction	Council elections will be held in October 2024. This project will support the delivery of a successful election, and transition to a new Council Term. Planning for the effective induction of Councillors will ensure Councillors are equipped with the knowledge and skills to effectively perform their duties and serve the community.	VEC briefings complete. See achievements.	N/A	5%
		Ferntree Gully Cemetery Masterplan	The Cemetery Masterplan will be a comprehensive document that guides the maintenance, presentation and future development of the Ferntree Gully Cemetery.	Work is progressing towards procurement of an external resource to commence design work.	N/A	15%
		Risk Management Framework	Revising and refreshing the risk management framework is essential to align with the changing landscape in which risks are identified and managed by the council.	The Risk & Assurance team is currently enhancing Councils Risk Management Framework based on recommendations from the Risk Management Audit.	N/A	10%
		Governance Framework	A governance framework is a structured set of processes, policies, and procedures that an organisation uses to make decisions, set objectives, and ensure accountability. It serves as a foundation for effective governance, providing a clear structure for how an organisation operates and how it interacts with stakeholders.	Council have adopted elements of the framework. See achievements.	N/A	35%

Project Status Report – Strategy & Transformation Stream Lead: Liesl Westberry

Overview	
Report Prepared By:	Title: Manager Strategy and Transformation Name: Liesl Westberry
Financials:	Capital Budget (FY): \$610k Capital Actuals (FY): \$16,386
Executive Summary: The Strategy and Transformation stream includes the Organisation Strategy program, Services program, and C&P Portfolio Office. This stream is operationally funded, with capital allocation to be expensed only on a new Project Management tool for the organisation. The stream is tracking to schedule.	
Achievements	Details
Service Discovery Workshops	Discovery Workshops are in progress for four of our services. These detailed workshops will identify opportunities within our services and insights will inform the Councillor Strategy Day on 2nd December.
Service Feature Snapshots	Feature Snapshots for the 180 service features are largely completed. Insights will inform the Councillor Strategy Day on 2nd December.
Annual Budget and Service Planning engagement	Community engagement to inform the 2024-25 budget and service planning has now closed. The participation was significantly higher than last year with 310 responses in total (^250 from last year).
Recruitment finalised	Three new staff commenced in Nov – 2 x Continuous Improvement Analyst, 1 x Business Intelligence Specialist. These resources will contribute to the projects in this stream.
C&P Portfolio Roadmap FY Capex baseline	The capex budgets for all streams have now been baselined for this FY and project accounts created to enable accurate and effective financial monthly capital reporting at a project, stream and portfolio level.

RAG	Risk	Mitigation
	The C&P Portfolio Roadmap can't be baselined until the Technology Stream project budgets are confirmed.	The Technology stream will prioritise their projects within the approved budget allocation and establish all required project accounts to enable financial reporting (complete)
	There is a significant demand on limited resources in the Service Planning and Review Program to prepare documentation for the Councillor Strategy Day.	The Head of Business Improvement is preparing a resourcing map to identify if resources from other teams can be pulled in to support the program over the coming few weeks.

RAG	Issue	Resolution
	Maulesh Mankad, Enterprise Change Specialist, has left Knox City Council. Work on Enterprise Change Management will be delayed.	Recruitment for a replacement will commence in the new year. Shona to provide project support and move forward with Enterprise Change Management in the interim

Upcoming Milestones	Details
Transformation Governance Committee Recruitment	Recruitment of external independent members for the new advisory committee is currently underway.
Councillor Strategy Day (Annual Budget and Service Planning)	Scheduled for 2nd December, insights from service planning (Year 1) will be explored with Councillors to inform the annual budget 2024-25.

Project Status Report – Strategy & Transformation Stream Lead: Liesl Westberry

In-Progress Projects Status (Capital)						
RAG Last Month	RAG This Month	Project Name	Project Description	Project Status Report	Get to Green actions	Completion %
		PPM Tool Replacement	The objective of this project is to replace the existing on-premises Project Centre and ProjectPRO applications with a new Portfolio & Project Management (PPM) tool that supports efficient portfolio and project management from budget bidding stage to benefits realisation for both of the program of works for C&P and Infrastructure.	Project name has been amended from "PMO Tool Replacement" to "PPM Tool Replacement" to better reflect that the key objective of the new solution is to focus on enterprise strategic direction and portfolio & project management versus focussing on individual projects. Project is Green. Decision made 19th Oct 2023 to move ahead with market engagement for a new PPM tool. Infrastructure team will be included in scope. Project scope has been completed and endorsed by Sponsor and Head Of IT Delivery by 1st Nov 2023. The Project Control Board (PCB) has been established and the first PCB meeting is scheduled for 16 th Nov 2023. A Business Analyst has been now allocated to the project and the projects primary focus for the next month will be to finalise gathering business requirements/user stories and to document current state process flows.	N/A	22%
		Portfolio Office – Transformation Governance	This budget allocation is to cover costs associated with Transformation governance including independent members of the Transformation Governance Committee.	Eight candidates were shortlisted for the new Transformation Governance Committee. Interviews with the candidates will be held between 10th Nov and 16th Nov 2023. The preferred candidates will be presented to the Executive Management Team on 28th Nov 2023, and the Strategic Planning Committee on 11th December 2023. The aim is to start the committee in the new year.	N/A	65%

Project Status Report – Strategy & Transformation Stream Lead: Liesl Westberry

In-Progress Projects Status (Operational)						
RAG Last Month	RAG This Month	Project Name	Project Description	Project Status Report	Get to Green actions	Completion %
Green	Green	Council Annual Budget Development	The Council Annual Budget Development is the planning and development for the 2024-25 Annual Budget. It includes the coordination of planning, finance, capital, community engagement and communications streams of work. Service Planning is a key part of the annual planning and budget process but will be reported under the "Service Planning and Review – Program Delivery" project.	The planning phase for the Annual Budget Development is progressing well with fortnightly working group meetings to connect several departments involved. The Council Plan Principles Report is being presented to EMT on 21th Nov to obtain sign off on the proposed approach. Planning is in progress for the Public Submission Meeting on 4th Dec 2023.	N/A	35%
Green	Green	Community Satisfaction Survey Refresh	The Community Satisfaction Survey refresh is the market testing and tender process to appoint a new survey provider, with the aim to increase the quality of insights that are received through our annual community satisfaction survey.	The Community Satisfaction Survey Refresh request for quotation has closed and vendors are now being assessed. Final decision will be made by 17th Nov 2023.	N/A	60%
Yellow	Green	C&P Portfolio Transition	Transition from ICT to C&P Portfolio Office implemented on 3 rd April 2023. This includes all transition activities including developing and implementing a new governance framework, enhancing the current PMO Tool (ahead of new PPM project), developing and delivering a C&P Portfolio Roadmap for 2023-2027, baselining each Stream budget in the C&P Portfolio and establishing the financial management and reporting framework, creating a prioritisation model, and implementing the C&P Portfolio Management and Delivery Framework including project methodologies, processes, tools, templates and training.	The C&P Portfolio Roadmap for all streams have been confirmed and baselines agreed. Interviews with external independent candidates for Transformation Governance Committee have been held between 10th Nov 2023 and 16th Nov 2023. Recommended candidates (3) will need to be approved by Strategic Planning Committee in December.		75%

Project Status Report – Strategy & Transformation Stream Lead: Liesl Westberry

In-Progress Projects Status (Operational)						
RAG Last Month	RAG This Month	Project Name	Project Description	Project Status Report	Get to Green actions	Completion %
Green	Green	Service Planning and Review - Program Delivery (Year 1)	This program includes the establishment and delivery of service planning, and the service review program to support Knox to deliver efficient, value-for-money services that meet our community's needs now and into the future.	Feature snapshots largely completed. Work is being completed to identify the opportunities within these. Discovery workshops are also in progress for four services. Inputs from these two activities will go into the Strategy day on Dec 2nd.	N/A	20%
Yellow	Yellow	Enterprise Change Management Operating Model	The Enterprise Change Management Operating Model is the development of a Change Management Framework and supporting service offering to ensure the Customer and Performance Program projects are successfully delivered and to reduce organisational risk.	The Enterprise Change Management Project Initiation Document has been drafted and is currently under review.	Finalise the Enterprise Change Management Project Initiation Document and establish the project control board.	5%
Yellow	Yellow	Integrated Planning Framework Implementation	The purpose of the Integrated Planning Framework Implementation is to understand and simplify Knox's strategic planning landscape. It includes an audit of all existing strategies, strategic plans and policies, development of new strategy templates, and a consolidation of existing documents into higher order integrated strategies aligned with Council's key directions.	Progress has been delayed this month with delivery focused on the Community Satisfaction (CSS) RFQ, Council Plan RFQ, and Council Plan 2025-29 Principles report for EMT.	This work will be picking back up again in the coming months now that new team members have been appointed and a few key deliverables in the team have been finalised.	3%

Project Status Report – Strategy & Transformation Stream Lead: Liesl Westberry

In-Progress Projects Status (Operational)						
RAG Last Month	RAG This Month	Project Name	Project Description	Project Status Report	Get to Green actions	Completion %
		Business Intelligence program	The Business Intelligence program covers the Business Intelligence schedule of work. Key reports will be noted each month.	GEAP Report - Complete Waste collection report - amendments complete Service Desk Customer Experience - amendments complete Customer Operations Channel Report - Customer testing and validation Agent Call Performance Report - initial report complete C&P KPI Dashboard - requirements gathering 60 day stat tracking report - investigating and resolving existing report issues Procurement Reports - investigating and resolving existing report issues	N/A	40%



Project Status Report – Technology Stream

Stream Lead: Scott Coleman

Overview	
Report Prepared By:	Title: Chief Information Officer Name: Scott Coleman
Financials:	Capital Budget (FY): \$3.22m* Capital Actuals (FY) : \$572,340
Executive Summary:	
<p>The CIO team continues to focus on the DevOps delivery model with a learn and adapt mindset in understanding workload, delivery capability and cadence. The next quarterly prioritisation and planning workshop is scheduled for the 11th of December and will focus on the priorities for the quarter, and what can ideally be achieved for the proceeding quarter.</p> <p>The team, in conjunction with the rest of the organisation have again this period delivered some great work as listed in the achievements.</p> <p>Stream is currently forecasting higher than \$3.22m budget. However, all initiatives will continue with the assumption that overall stream will underspend.</p>	

RAG	Risk	Mitigation
Yellow	Upcoming legislative change regarding temporary staff has the potential to significantly impact on the ability for CIO to deliver projects in the future, as the majority of the Project Delivery team are on fixed term arrangements.	The CIO LT met with People & Culture to understand the new requirements and will look at longer term planning around both people and finance implications to inform the development of a mitigation strategy.
RAG	Issue	Resolution
Red	Corporate Reporting – Due to the assigned Project Manager resigning, and lack of other PM availability, this project has been put on hold with agreement by the vendor and approved by the Project Board.	PM to be allocated to project as soon as possible, anticipating will be 3-4 weeks.

Achievements	Details
Security - Vulnerability Scanning Uplift	A number of high priority vulnerabilities have now been identified by the Rapid7 tool, and BAU work has begun to address those vulnerabilities.
Security - 24x7 cyber security monitoring	Additional log data from our IIS web servers is being configured into the log correlation system, to provide the Security Operations Centre with increased visibility across our environment.
Expense Management System - live	Expense Me Pro, the new expense management system used for managing Council credit card expenses, has successfully gone live.
Application Upgrade - Trapeze Pro - live	Trapeze is used for important plan and drawing management processes by functions such as planning and building. Trapeze Pro is the new version of Trapeze and provides improved functionality and successfully went live in Nov 2023.
Enterprise Integration Platform - Expense Me Pro and Computron Integration	An integration has been developed and went live in Nov 2023. The integration moves data from the new Expense Management System to the finance system, Computron, via our strategic integration platform, Mulesoft, reducing the risk of failures and data security vulnerabilities.
AMIS - Data migration	To alleviate the staff workload impact that will result from the vendor's data migration of old Lifecycle data into Confirm, our Enterprise Architecture team is developing an alternate option for staff via a Power BI dashboard that extracts both the Lifecycle and Confirm data from within Confirm. This option was demonstrated and approved by the Sponsor and business representatives in the Nov 2023 Project Control Board meeting.

Project Status Report – Technology Stream Stream Lead: Scott Coleman

Achievements	Details
Op Manager upgrade	The Op Manager alert software was successfully upgraded from version 12.5 to 12.7.
Drupal 10 upgrade for Website	The Knox website, which was on Drupal 9, has been successfully upgraded to Drupal 10, mitigating several cyber risks and vulnerabilities.
VPN Geoblocking	The Knox network can no longer be accessed outside of Australia and NZ through VPN, which helps reduce cyber risk.
Server room cable management	All the cables in the Knox IT Server room were replaced with Ultra Thin Fibre cables with cable management.
vCenter upgrade	To mitigate a vulnerability, vCenter server appliance has been upgraded from 7.0m to 7.0o.
Upcoming Milestones	Details
Application Upgrade – Bing Mail	Bing Mail upgrade will Go Live on 27 Nov 2023, resolving some ongoing issues experienced in the current version.
AMIS – Facilities team	Facilities team will go live on Confirm on 11 Dec 2023.
Expense Management System	Decommissioning of the old system, Fraedom, occurring mid-Nov 2023 and project to be completed by end of Nov 2023.
MFA for Vendors	First vendor has been onboarded, more to follow.
Cyber Incident Response Plan Exercise	A cyber security incident scenario is being developed and a session will be conducted in the first week of December 2023, to rehearse our Incident Response Plan. The exercise will be conducted by cyber security provider Tesserent Australia, and these exercises will become an annual event at Knox. The exercises are critical to building skill across the organisation to ensure efficient and effective incident response can be achieved.
Commence Records Management Compliance Monitoring	Expanding & improving reporting on overdue KX activities and tracking. Vendor has commenced building reports.
Disaster Recovery Test	The IT team will carry out a complete disaster recovery test between Civic Centre and NextDC late Dec 2023. This will include failover of 2x switches at both sites and ensuring service disruptions are minimal.



Project Status Report – Technology Stream Stream Lead: Scott Coleman

In-Progress Projects Status (Capital)						
RAG Last Month	RAG This Month	Project Name	Project Description	Project Status Report	Get to Green actions	Completion %
		AMIS (Lifecycle to Confirm)	Council’s current Asset Management Information system ‘Lifecycle’ is a critical tool to manage Council Assets and has reached end of life. This project is to replace the current Lifecycle system with ‘Confirm’ a contemporary, modern, well supported and compliant system equivalent that meets Council’s current and future needs.	Testing is well underway, with only the integration into Computron and the Utilities module remaining. An agreement has been reached to use Lifecycle in the short term for all historical reporting whilst a new internal data warehousing solution is being piloted. User Acceptance Testing is due to start on the 28th Nov 2023. Engagement with the identified contractors has commenced, and a training schedule is being finalised. Based on the current progress, the project is still on track to go live on 11th Dec 2023	The project status indicator will remain at Amber until testing of the Computron integration has been signed off.	62%



Project Status Report – Technology Stream Stream Lead: Scott Coleman

In-Progress Projects Status (Capital)						
RAG Last Month	RAG This Month	Project Name	Project Description	Project Status Report	Get to Green actions	Completion %
Green	Green	Data Platform & Governance (Formerly Master Data Management)	The project delivers a new data platform, set of common data models and ongoing processes to effectively enable accurate, data driven reporting and decision making across KCC.	Having completed a successful Proof of Concept for a Data-as-a-Service solution on G.Data, commenced negotiations and design activity for strategic data warehouse development.	N/A	20%
Red	Red	Corporate Reporting Solutions	The Corporate Reporting project will replace Interplan with a new system, Pulse, to manage strategic, risk and audit reporting, improving transparency, efficiency and ability to make data and risk-based decisions. Pulse will also give better visibility of the delegations and policies that apply to staff.	The project in on hold until a Project Manager (PM) is available work with the business to complete the project. Once this occurs, the remaining tasks will be assessed and path to green determined by the new PM.	Once a new PM is assigned, the remaining tasks will be assessed and path to green determined by the new PM.	93%
Green	Green	IOT Vehicle Cameras POC	Proof of Concept (POC) to install Retina Vision Internet of Things (IOT) cameras on two council vehicles to test out automated assessment of roads, paths, signs etc	Initial workshop with vendor scheduled to discuss scope of POC.	N/A	1%



Project Status Report – Technology Stream Stream Lead: Scott Coleman

In-Progress Projects Status(Capital)						
RAG Last Month	RAG This Month	Project Name	Project Description	Project Status Report	Get to Green actions	Completion %
Green	Green	Information Data Modelling Governance	This project delivers the development and implementation of information asset register, associated controls and ongoing governance for all of KCC's information assets (including data, applications and records)	Completed initial draft of information asset register including applications. Work package being developed get additional vendor support to build requirements.	N/A	5%
Yellow	Green	Expense Management System Replacement	Replacement of Council's current expense management system, Freedom, which is being sunsetted by the vendor VISA at the end of October 2023. Project objective is the continuity of Expense Management service with our bank CBA before the Freedom expense management platform is decommissioned on 31 October 2023 by Visa.	The implementation of the new expense management system has been completed successfully and the system has been released to the business users. The integration of the data from the new expense management system to the finance system is also successfully operating in production.	N/A	92%
Green	Green	Enterprise Integration Platform - Phase 1	The Enterprise Integration Platform will develop an organisational capability which can enable the sharing of data easily between systems, reducing the risk of integration failure and disruption to business, and enabling Knox City Council's transformation and customer experience goals.	Further work has progressed on the development of the employee data integration required by the Intranet project, in particular around any synergies and overlaps with the onboarding/offboarding processes.	N/A	81%

Project Status Report – Technology Stream Stream Lead: Scott Coleman

In-Progress Projects Status(Capital)						
RAG Last Month	RAG This Month	Project Name	Project Description	Project Status Report	Get to Green actions	Completion %
		Intramaps review and replacement	The Council’s current on-premises corporate GIS market tool, IntraMaps, is coming to its end-of-life with the vendor, Technology-One (T1) advising that they will cease to support the tool on-premise from 30 June 2025. The project’s purpose is to: (A) Complete a technology review of the IntraMap/QGIS application suite; (B) Assess the outcomes and options from the review with a view to implement a go-to-market strategy; and (C) Deploy a digital GIS solution before 30 April 2025 that is agreed, fit-for-purpose, scalable, reliable, and meets the Council’s business functional and architectural requirements.	Project scope has been determined and was endorsed by the project’s Acting Sponsor on 3rd Nov 2023. The Project Control Board (PCB) has been established and the first PCB meeting is scheduled for 23rd Nov 2023. A Business Analyst has been allocated to the project, enabling the project to focus on finalising documentation of business requirements and current state process flows.	N/A	11%
		Early Years Platform (KEYS and KN Enrol Decommissioning)	The Early Years Project will review service requirements, ensuring the correct solution is in place to meet process and technical requirements whilst delivering a better experience for our Kindergarten and Childcare communities. The Project delivered the core system for the ongoing Early Years solution (Phase 1) in late 2022. A second phase delivered sign In/sign Out and decommissioned existing systems in 2023.	Progressing work on storing documents on kindergarten children in the corporate records system, to satisfy audit and data retention requirements.	N/A	97%

Project Status Report – Technology Stream Stream Lead: Scott Coleman

In-Progress Projects Status (Capital)						
RAG Last Month	RAG This Month	Project Name	Project Description	Project Status Report	Get to Green actions	Completion %
		Pathway UX Upgrade/SaaS Upgrade	Pathway UX is a new user interface, which includes updated/new features to make the user experience more streamlined and intuitive. Once this has been implemented, Knox will be looking into transitioning to a SaaS/Cloud-based platform.	UX Readiness Assessment report to be provided by Infor, which will inform Knox's readiness to transition to Pathway UX. Received 20 nominations from Managers and Coordinators to participate in a new Pathway User Group, which will meet monthly to share ideas and opportunities for improvement within Pathway, to optimise functionality in the system across the organisation. This group will act as our 'Pathway UX Champions' to support their colleagues with adjusting to the new user interface. Infor are presenting an online Pathway UX showcase for our Pathway users in late-November 2023, which will be recorded for future use.	N/A	15%
		Wan Network Enhancements	This is for remedial work from the Core Switch upgrade to mitigate network risks.	Changes are being carried out between the Knox Server Room and Next DC to mitigate network risks when there is an outage. This includes adding a secondary link between the two sites.	N/A	60%
		DC1 - Server Room AC and Ups	This is to upgrade the (Uninterruptible Power Supply) UPS in the Data Centre 1 (DC1) server room with additional feature to safely shutdown our infrastructure.	The upcoming meeting with Ecostruxture vendor is set to demonstrate their new UPS monitoring system in the coming weeks. This demonstration is part of our initiative to upgrade our UPS with an enhanced safe shutdown feature, aimed at addressing problems caused by unplanned power outages, particularly outside of regular business hours	N/A	10%
		Architecture Design & Plan	This project delivers the uplift of architecture support tooling and processes including documentation, architecture governance and processes	The recruitment of a Data Architect has been successfully completed. Development of data models, integration backlog, and processes for architecture governance is underway. The scope and features for defining success criteria are yet to be determined.	N/A	5%

Project Status Report – Technology Stream Stream Lead: Scott Coleman

In-Progress Projects Status(Capital)						
RAG Last Month	RAG This Month	Project Name	Project Description	Project Status Report	Get to Green actions	Completion %
		Cyber and DRP Program	Core Switch Remediation Work to uplift core network switch reliability and security.	The remediation work is due to be completed in Nov / Dec 2023, over 3 phases.	N/A	40%
		Core Business Systems - Expression of Interest (EOI)	Core Business Systems scope and requirements to be established. Expression of Interest (EOI) approach to market to be undertaken and potentially one or more Proof of Concepts (PoC) to be delivered.	Project has now entered initiation stage with the focus on building the project team, establishing the Project Control Board, and developing a Project Management Plan. Project kick-off is scheduled to occur in November.	N/A	5%
		Cloud Solutions	This project aims to detail, prioritise and migrate systems from On-Premises to the Cloud. Cloud solutions increase operation and storage flexibility of our IT systems, improves business continuity risk, improves staff accessibility, and ensures ease of regular automatic updates. Cloud solutions reduces maintenance cost of hardware, software, resource and energy costs.	Workshops focusing on current infrastructure and application discovery have begun in collaboration with KPMG	N/A	5%



Project Status Report – Technology Stream Stream Lead: Scott Coleman

In-Progress Projects Status (Operational)						
RAG Last Month	RAG This Month	Project Name	Project Description	Project Status Report	Get to Green actions	Completi on %
		Application Upgrade - Trapeze Pro	Trapeze is an application used by the Building and Planning teams to measure, assess, annotate and stamp digital plans and drawings. The last upgrade was completed in May 2018 so is overdue to be upgraded.	The business have signed off testing, completed training and have been sent resources and videos to familiarise themselves with new functionality available in the new version 'Trapeze Pro'. Successful Go Live was on 13 Nov 2023.	N/A	100%
		Application Upgrade – Humanforce	Humanforce is Council’s workforce management system used by Payroll to manage time and attendance for employees. This project will cover the upgrade to the latest version.	Vendor requires all customers to transition to Cloud by mid-2025. Transition Proposal has been reviewed by Enterprise Architecture, currently waiting for vendor to provide updated version. Next key step is to obtain the test environment for payroll team to complete 4-6 weeks of testing in Nov/Dec every second week to alternate with pay week. Go Live estimated for Jan 2024 during quiet period.	N/A	15%
		Application Upgrade - Bing Mail	Bing Mail is a digital mail service which allows Knox staff to send mail via from their computer. The software uses either an application or a web portal to upload mail which is printed via the Bing Mail mailing house and sent via Australia Post. This project will focus on upgrading the application only.	Bing Mail upgrade testing by the business lead was undertaken on 10 Nov, with the change request to be approved by the Change Approval Board on 16 Nov 2023 for implementation. Business will be advised that Bing Mail upgrade will Go Live on Monday 27 Nov 2023, which will resolve some ongoing issues experienced in the current version.	N/A	70%



Project Status Report – Technology Stream Stream Lead: Scott Coleman

In-Progress Projects Status (Operational)						
RAG Last Month	RAG This Month	Project Name	Project Description	Project Status Report	Get to Green actions	Completion %
		24x7 SOC Implementation (Rapid7) (CS1)	Deployment of 24x7 SOC Monitoring and Workflow tooling to enable ChatOps	Handed over to Ops. Continuous improvement works (e.g. additional log sources) will be completed via BAU.	N/A	100%
		Establishing Application Upgrade Schedule 2023-2024	This project aims to establish an ongoing Application Upgrade Schedule through consultation with the business around times to avoid an upgrade, upgrade frequency and key stakeholders. The outcome will be to have an updated CMDB within Cherwell, as well as a maintained Application Upgrade Calendar.	Currently developing a standardised upgrade process and associated templates, to streamline the process and assist with business and CIO department expectations and communications. Key upgrades completed this month: Carelink and Trapeze Pro. Next month will focus on Bing Mail.	N/A	70%
		Device refresh - Surface to Dell, including Decommission Adobe Acrobat XI	Knox City Council is embarking on a replacement program for Surface Pros that have reached the end of their lease or are no longer supported due to their end-of-life status. This strategic initiative reflects Council's commitment to staying at the forefront of technology while ensuring seamless integration with the Mobile Device Strategy. By providing staff with devices tailored to their unique workplace requirements, the aim is to enhance productivity and efficiency across the organisation.	We have now deployed over 230 devices (approx. 47% of all devices) and continue to receive fantastic feedback from our stakeholders.	Contract extension for project primary technical resource to be finalised in Nov 2023.	44%



Project Status Report – Technology Stream Stream Lead: Scott Coleman

In-Progress Projects Status (Operational)						
RAG Last Month	RAG This Month	Project Name	Project Description	Project Status Report	Get to Green actions	Completion %
Green	Green	Pathway Enhancement Program (23/24)	The Pathway Enhancement Program aims to facilitate and implement system improvements to one of Council's core applications, Pathway, to provide efficiencies for staff and positive customer experiences.	Pathway vendor Atturra has been providing support across a number of Pathway enhancement initiatives, including: configuration of additional categories and request types for the new Customer Complaints procedure; Property Information Certificates for the Building Team; moving towards Role-Based Access for Pathway users (as opposed to user-based access), especially in preparation for the Pathway UX transition; and a review of the process of managing license agreements for our Council-owned facilities to ensure efficiency and effectiveness. Some 'clean-up' initiatives have also been taking place, such as the migration of animal and infringement data from Pathway to KX.	N/A	30%
Green	Yellow	Penetration Testing and Remediation - External (CS14)	Penetration test of select assets by Deloitte, and the remediation of the findings from the testing.	Focus is on the outstanding 'High' item, work continues with the vendor to address the remediation.	Pressure to be applied on product vendor to expediate response and resolution.	70%
Yellow	Yellow	Policy Management as a Service (PMaaS) Rollout - IT Policies Part 1	Creation, Review/Update and deployment of IT related policies to aid in Cyber Security and Acceptable Use of IT systems.	No activity since last update due to resource constraint.	Other work nearing completion and acquisition of additional resource in the coming 4-8 weeks is expected to provide required resourcing to move this to completion.	70%
Green	Green	Critical Incident Response Plan (CIRP) Review and Exercise (CS6)	Critical Incident Response Plan review and table-top exercise involving all stakeholders as a practice-run to ensure everyone knows their responsibilities and actions to be taken in the event of a real-life scenario.	NDA signed. Documents exchanged and Incident Response Plan and IT BCPs reviewed by the vendor. Briefing to EMT scheduled for next EMT meeting and initiations to participants due to be sent on Tuesday 14 Nov 2023.	N/A	70%

Project Status Report – Technology Stream Stream Lead: Scott Coleman

In-Progress Projects Status (Operational)						
RAG Last Month	RAG This Month	Project Name	Project Description	Project Status Report	Get to Green actions	Completion %
Yellow	Yellow	Cisco Identity Services Engine (ISE) (CS11)	Cisco Identity Services Engine (ISE) is a network security solution that provides identity-based access control and policy enforcement. It authenticates and authorises devices and users, ensuring secure network access. ISE is used to define and enforce policies for network resources, improving security and compliance for Knox Council.	This project is due to continue after the Access Switch Review project items have gone through procurement. There is a reliance on vendor assistance as there is no FTE network engineer position to carry out this project in-house.	Dependency on the Access Switch replacement Project – supply issues, expected to be resolved in Jan 2024	30%
Green	Green	Payment Card Industry Data Security Standards (PCI DSS) Compliance	Respond to requirement for PCI DSS Audit (self-assessment questionnaire) as required by the bank.	99% of data has been loaded in to the ThreatView portal. Review of answers to be conducted in CIO office mid-Nov 2023, and remediation works to be identified to achieve PCI-DSS compliance. Initial web scan result was 'fail', works on ePathway and Knox website in progress to resolve, and then a re-scan will be undertaken.	N/A	67%
Yellow	Yellow	Access switch replacement (EOL – End of life)	There are approximately 40 access switches across the Council that are EOL and reWebsite Customer Request Look-Upquire replacement. If any of these switches fail, network services provided from that particular switch to all devices connected will be offline. As they are EOL, there is no support for these switches either.	The IT team have reviewed the current state and are in the process of ordering the switches. Due to a worldwide shortage in supply, this will take a few months to arrive.	Look to place a priority order, and implement as soon as possible when they arrive, anticipating in the early months of 2024.	30%
Green	Green	Function Room – Video Conferencing	Due to COVID, the use of the Function Rooms has changed with requiring the ability to have remote participants. As a result, additional technology is required to be implemented. The existing Function Rooms can be set up in multiple layouts which means the technology (i.e. cameras and audio) must accommodate meeting participants sitting in different spots in each room.	Work is being finalised to implement a hearing loop in the council chambers to ensure Knox operates in an inclusive manner to those with a hearing impairment.	N/A	97%

4.2 Capital Works Program Update

SUMMARY: Coordinator, Capital Works Planning, John Bixby

The Capital Works Program Report shows projects on Council's Capital Works Program and indicates the status of each project as of 27 November 2023.

RECOMMENDATION

That the Committee receive and note the Capital Works Program Report, as of 27 November 2023.

1. INTRODUCTION

This report summarises Council's Capital Works Program for the 2023/24 financial year. The aim of this report is to provide a regular and succinct status summary of each project over the last month. The Capital Works Report, as of 27 November 2023, is attached as Attachment 1.

Highlights of the Works Report as of 27 November 2023 include:

- Footpath Renewal Program - 80% of works have been completed with the remaining 20% committed to contractors and scheduled to occur in the next couple of months.
- Playground Renewal Program - Stud Park Playground has entered the final stage of completing works.
- Egan Lee Reserve Renewal (Top oval) – contractor has started works with retaining walls installed and cutting and filling underway.
- Road Reconstruction – includes Harley Street, Allister Close, The Haven and Rickards Avenue. Tender awarded with works underway, Harley Street nearing completion.
- Dog Park Lighting – Works awarded and underway, due for completion in December

Council is progressing well across all programs with renewal of assets in roads, footpaths, drainage and buildings, achieving high rates of delivery. The majority of remaining works for each of these programs are committed. Council is continuing to complete projects that have been carried forward from the 2022/23 program, many other projects are being scoped/designed with delivery to occur later in this financial period and others are out to tender or Council is reviewing tender responses.

Project budget figures in this report are inclusive and reflective of October Amended budget and include 2022/23 carry forward funding endorsed by Council.

2. CONFIDENTIALITY

There is no content in this report that meets the definition of confidential information from the Local Government Act 2020.

Report Prepared by: Coordinator – Capital Works Planning, John Bixby

Report Authorised by: Director Infrastructure, Grant Thorne

Attachments

1. Capital Works Program - Works Report as at 27 November 2023 - Attachment A (D 23-343930) [4.2.1 - 17 pages]

Knox City Council Project Status Report

28-Nov-2023

Project Number	Project Name	Total Adjusted Budget
1	Bridges Renewal Program	\$339,971
All Wards	Identified condition audit maintenance works at 95% completion. Investigation of proposed renewal structures under way with the plan to design a number of structures this financial year in readiness for delivery in next financial year program.	
4	High Risk Road Failures	\$425,000
All Wards	Crack sealing works are in progress at various locations and patching program will commence shortly. Works have been prioritised based on the recent road condition audit.	
7	Road Surface Renewal Program	\$4,596,025
All Wards	Road resurfacing works are in progress at various locations. The second half of the program is being scoped in preparation to be allocated to contractors for delivery February/March 2024. Works have been prioritised based on priorities identified in the recent road condition Audit.	
8	Drainage Pit and Pipe Renewal Program	\$2,600,000
All Wards	Budget is over 90% committed with construction works have been completed at the following locations, Harwell Road - Stage 1, Phipps Avenue, Internal patching and relining package 1 of 3. Construction works are currently underway at the following locations, Harwell Road - Stage 2, Boronia Road Service Lane, Summit Court - Easement, Internal Patching and Relining Packages 2 & 3. Road Renewal allocation directed towards Road Renewal Contract 3182 for 2023/24. Drawdown on funds will occur as road renewal works are implemented.	
9	Footpath Renewal Program	\$2,761,278
All Wards	Over 80% of the 23/24 program has been delivered and the remaining 20% has been allocated to contractors.	
10	Bicycle and Shared Path Renewal Program	\$619,200
All Wards	Renewal works packages have been allocated to contractors with works expected to commence in January.	
16	Building Renewal Program	\$4,732,056
All Wards	Basic Renewal Program established and communicated to stakeholders. Final Inspections completed and final program determined, with some additions to be included following targeted audits of Hot Water Systems and Roof Conditions across building portfolio. Structural rectification (including installation of insulation in the roof) and cosmetic repairs to affected areas at Ambleside to be scheduled in the coming months with consultation with Knox Historic Society and Leisure Services. These will be programmed for the second half of the Financial Year as per requirement and budget. Request for quotation process for Templeton Reserve Tennis Pavilion Disability Discrimination Act Compliant Bathroom renewal under way. Scope being finalised and quotes to be requested for Glenfern Park Tennis Pavilion Amenities/kitchen renewals/internal Painting, Windermere Reserve Pavilion Amenities/Kitchen Renewals, Marie Wallace Pavilion Amenities Renewals/Internal Painting, Walker Reserve Amenities Renewals and Ferntree Gully Community Arts Centre Amenities Renewal and Internal Painting. Eleven Painting Jobs have been awarded for completion in coming months, including Liberty Avenue Reserve Pavilion, Kinderlea Children and Family Centre and several others. Early Years Centres to be reassessed and arranged as per targeted areas in consultation with Family and Children's Services department.	

Knox City Council Project Status Report

28-Nov-2023

Project Number	Project Name	Total Adjusted Budget
	<p>This would normally have been completed already, however due to expressions of interest in operations of servicing only just being released, it was strategically decided to postpone any renewal works to these centres until more information was known. Remaining LED Lighting Upgrades at some sites scheduled over Christmas break period. Epoxy Floor Application at an additional 4 x Public Toilet blocks to be scheduled under new FMS Contract. Replacement of Knoxfield Shopping Centre Public Toilet to be funded through Renewals and packaged with Upper Ferntree Gully Shopping Centre Public Toilet replacement for initial Community Engagement prior to joint delivery later this financial year. Bayswater Senior Citizens internal painting, rekeying and roof renewals to be scoped and quoted by the Builders Panel.</p>	
17	Playground Renewal Program	\$1,890,125
All Wards	<p>Knox Playspace Renewal 2022-23: Stud Park Playground is under construction with anticipated completion December 2023, subject to favourable weather conditions. The tender of the Tim Neville Arboretum playground renewal is now open for public tender, closing 4th December 2023. A request for quotation (RFQ) for the delivery of playspace renewals at Kent Park, Castlefield Square and Val Boyd Reserve is currently under evaluation with an anticipated commencement early 2024. Knox Playspace Renewal 2023-24: Commencing site analysis of this financial years local playground upgrades.</p>	
22	Fire Hydrant Replacement Program	\$151,000
All Wards	Expenditure is not likely required until late June.	
24	Carpark Renewal	\$576,800
All Wards	<p>Carpark renewal projects are currently being scoped at various locations for works to commence early 2024. The detailed design of Carrington Park Reserve carpark renewal has not yet commenced. Due to commence design in March '24. Project team will meet on-site to clarify scope and access requirements.</p>	
25	Plant & Machinery Renewal Program	\$2,734,500
All Wards	Fleet Renewal Program under way. To date Council has 56% of funds committed and 38% of funds expended.	
26	Street Tree Replacement Program	\$523,666
All Wards	Infill tree planting program completed. Eucalyptus scoparia treatment program complete.	
31	Stamford Park Redevelopment	\$3,968,219
Tirhatuan	Works continue to progress onsite with improved weather conditions. Planting and mulch works have commenced.	
104	Roadside Furniture Renewal Program	\$103,000
All Wards	Retaining wall renewal works have been completed in Selman Avenue FTG. Design works for Clematis Avenue FTG retaining wall are currently underway with construction to commence in the new year.	
147	Energy Retrofits for Community Buildings	\$199,013
All Wards	Scoping and planning for energy and electrification projects continuing.	

Knox City Council Project Status Report

28-Nov-2023

Project Number	Project Name	Total Adjusted Budget
229	Building Code Australia Compliance	\$75,000
All Wards	Funding utilized to address Essential Safety Measure (ESM) Defects effecting Annual Essential Safety Measure Report (AESMR) Compliance Sign off from routine inspections of ESM Requirements. Also used to set up Essential Safety Measure (ESM) Cabinets and establish site specific requirements for an additional 15 buildings that were previously excluded from AESMR Reporting. (mostly new builds, etc.)	
345	Asbestos Removal	\$75,000
All Wards	Asbestos removed from The Basin Scout Hall, Knox Regional Netball Centre and Alchester Village Preschool. The majority of the remaining budget will be used to fund Division 5 and/or 6 audits of buildings as required, however it is also likely that funding will be required for some asbestos removal during amenities and kitchen refits included within the building renewal Program.	
347	Miscellaneous Industrial Roads - Pavement Rehabilitation	\$170,000
All Wards	Council are waiting on street segments to have CCTV completed prior to resurfacing works commencing. CCTV provides details on any drainage works that may affect road pavements.	
409	Parks Furniture Renewal	\$90,000
All Wards	Scoping works for 2023/2024 financial year.	
410	Parks Signage Renewal	\$20,000
All Wards	Scoping works for 2023/2024 financial year.	
412	Water Sensitive Urban Design Renewal	\$209,020
All Wards	Golden Grove brief has been issued, to be awarded in December. Preparing brief for Mint Street desilt.	
441	Significant Municipal Site Renewal	\$140,000
All Wards	Renewal of Tim Neville Arboretum path between Francis Crescent and rotunda. Completed.	
443	Reserves Paths Renewal	\$80,000
All Wards	Scoping works for 2023/2024 financial year.	
492	Food Act Compliance - Kitchen Retrofitting	\$25,000
All Wards	Inspections completed and candidates to be discussed with Leisure Services. Sites that will be recommended are Windermere Reserve Football/Cricket Pavilion, and Miller Park Football/Cricket Pavilion. Both will likely require complete renewal, with this funding used to address requirements of the Food Act. Works planned to be executed during change of tenancy in March/April 2024.	
536	Parkland Asset Renewal	\$95,000
All Wards	Renewal of drinking fountain at Emerson dog park completed.	

Knox City Council Project Status Report

28-Nov-2023

Project Number	Project Name	Total Adjusted Budget
537	Roadside Plantings Renewal	\$80,000
All Wards	Renewal of hard landscape at Wattletree Rd/Edina Rd Roundabout completed.	
566	Artwork Renewal	\$81,600
All Wards	Continue assessment/audit on a number of Public and Civic Collection items in preparation for the Art Assessment Panel review. Upgrade lighting component for Aeroplane Boy sculpture in Bayswater has been delayed due to Metro Trains consultation not progressing. Renewal of Totem Poles at the entrance to Ferntree Gully Arts Centre and Library is in progress with artists creating new elements to rejuvenate the artwork to be installed January 2024. Installation of First Nations artwork planned for early 2024 in Light Box Galleries across Knox. Restoration of Sir Hubert Opperman sculpture series scheduled for early 2024.	
675	Public Art Project	\$285,346
All Wards	Major Public Art installations that support neighbourhood renewal, village placemaking, tourism and cultural development projects are progressing well. Two major public artworks have been completed at Stamford Park, 'Floodline' and 'Orb'. Additional major public artworks at Knox Regional Netball Centre and Fairpark Reserve will be completed late November to early December 2023. Other major projects with allocated funds include the FTG Creative Placemaking Project, currently held up due to approval process from MTM and rescheduling contractor timelines. Also, two Council Plan Items - digital Public Art Trail (completed and live) and Artslink Project progressing well.	
708	Cricket Run Up and Goal Square Renewal Works	\$100,000
All Wards	Batterham run ups completed. Dobson and Talaskia to be completed	
746	Revegetation Plan	\$110,000
All Wards	Scoping and designing priority sites underway	
834	Oversowing of Sports Fields	\$90,000
All Wards	All sites will be confirmed in January to start March 2024	
837	Westfield Library (Permanent) - Design and Fit out	\$5,256,916
Dinsdale	Services rough in complete. Walls plastered both sides, ceilings underway	
867	Knox Regional Netball Centre Extension	\$515,249
Dobson	Construction of the new facility and refurbishment works of the existing facility are complete.	
868	H V Jones, Ferntree Gully - Masterplan Implementation Stage 3	\$423,787
Friberg	Construction completed in early September. Currently under maintenance.	
871	Energy Performance Contract Implementation	\$50,872
All Wards	All projects completed. Evaluation and Monitoring underway and will be completed by June 2024.	

Knox City Council Project Status Report

28-Nov-2023

Project Number	Project Name	Total Adjusted Budget
935	Scoresby (Exner) Reserve - Tennis Court Renewals	\$600,000
Tirhatuan	(1) Tender for renewal of Courts 4-5 closed with tender evaluation underway. Expect to be in a position to appoint contractor by early December 2023. (2) Awaiting outcome of ongoing investigations and negotiations with Insurance Co. until deciding extent and timing of resurfacing of Courts 1-3.	
941	Knox Regional Netball Centre - Court Renewals	\$150,000
Dobson	Painting of player shelters has commenced.	
944	Knox Central (Former Operations Centre)	\$21,485
Dinsdale	Awaiting final report for auditor signoff.	
948	Modular Building Program	\$187,343
All Wards	(1) Project combined with Rowville Recreation Reserve Carpark. Construction works complete with PC imminent following delays in fabrication and installation of handrail.	
951	Community Toilet Replacement Program	\$446,357
All Wards	Chandler Public Toilet concrete slab works completed as planned, project is expected to be completed by March 2024. Upper Ferntree Gully Public Toilet scope of work and design to be completed by end of 2023.	
961	Knox Regional Netball Centre Floodlight Outdoor Courts 5 to 8	\$123,130
Dobson	This project is under review.	
999	Lewis Park, Wantirna South - Masterplan Implementation - Stage 1 - Waterways	\$1,012,000
Dinsdale	Construction is well progressed by Melbourne Water.	
1003	Wantirna Reserve, Wantirna - Masterplan	\$80,000
Collier	Draft Masterplan currently in public consultation phase finishing on the 24th November. Anticipate endorsement early 2024.	
1054	Knox Regional Sports Park - Stages 2 and 3 (VARMS)	\$91,586
Scott	The expansion of the State Basketball Centre is being managed by the State Government through Sport and Recreation Victoria (SRV) and Development Victoria (DV) on behalf of stakeholders including Council as project partner. The new VARMS (Victorian Association of Radio Model Soaring) clubhouse and runway are complete and in operation. The general site location is prone to flooding. We continue to monitor the site to identify any issues with flooding over the access road and car park.	
1123	Public Tennis / Netball / Basketball Court Renewals	\$110,000
All Wards	On track to spend the project budget by 30 June.	
1124	Sportsfield Fencing Renewals	\$75,000
All Wards	On track to complete all works by June 30 2024.	

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Knox City Council Project Status Report

28-Nov-2023

Project Number	Project Name	Total Adjusted Budget
1173	Quarry Reserve, Ferntree Gully - Masterplan Implementation Stage 3	\$235,000
Dobson	The Quarry Reserve City Skyline Lookout is now complete and open to the public.	
1176	Solar in Community Facilities	\$252,582
All Wards	Evaluation completed and works awarded to successful contractor. Pre-installation works have commenced which includes approval from power companies. Installation expected between late December and February.	
1180	Forest Road to Koolunga Reserve, FTG - Wetland Construction	\$386,000
Chandler	Future directions plan now complete. Currently investigating stormwater opportunities identified within the future directions plan.	
1182	Norvel Quarry Reserve Water Quality System - Design & Construction	\$32,000
Baird	Concept design underway with updated scope of works to ensure no negative impact on surrounding properties, as a result of diversion works.	
1183	Peregrine Reserve - Wetland Construction	\$25,000
Taylor	Concept design currently underway.	
1184	Egan Lee Reserve - Wetland Construction	\$820,000
Scott	Design complete with review underway. Looking to integrate the proposed wetland works with the associated carpark works on nearby site. Also looking to integrate similar wetland/carpark project at Gilbert Park and aggregate the two as a combined contract for economy of scale. Anticipate going to tender in early December '23. Community consultation exercise is completed with feedback received having no impact on timelines. Feedback will mainly inform seating and shading options around the wetland.	
1261	Wantirna Reserve - Car Park Upgrade	\$40,000
Collier	Feature and level survey completed with results still to be interpreted. Awaiting advice on outcome of Master Plan consultation process for Wantirna Reserve.	
1267	Early Years Facilities - Landscaping Upgrades	\$100,000
All Wards	Projects to renew outdoor play spaces for 2023/2024 have commenced.	
1281	Ferntree Gully Road, Knoxfield (O'Connor Road and Henderson Road) - Shared Path	\$40,000
Tirhatuan	Property Department drafting a Lease/Licence Agreement for use of the private land for a shared path for consideration of the Body Corporates.	
1300	Parking Management Plan Implementation	\$30,000
All Wards	Signage works for 2023/24 all complete. Finalising invoices. Liaising with Communications team to set up Have Your Say consultation for Bayswater Activity Centre Parking Management Plan in February/March	

Knox City Council Project Status Report

28-Nov-2023

Project Number	Project Name	Total Adjusted Budget
1308	Kevin Ave, Ferntree Gully Flood Investigation - Scoping	\$160,500
Dobson	Investigating the viability of alternate flood mitigation solutions, scoping of future works to occur within the next few months.	
1309	1825 Ferntree Gully Road - Flood Mitigation Works	\$0
Friberg	Project funding was removed as part of the October adopted amended budget.	
1310	Flood Mitigation Reactive Complaints Upgrade Works	\$150,000
All Wards	Conyers Street works - Works Authorisation Certificate approved and Contractor appointed for the project. Knox Construction will be looking after construction.	
1311	Major Roads LED Streetlight Replacement	\$1,400,000
All Wards	Tender evaluation underway for installation contractor.	
1315	Fairpark Reserve - Pavilion Upgrade (incorporating U3A extension)	\$4,363,675
Baird	The building works are expected to be completed this month, with occupancy expected in January and user groups to relocate to the new facility in February 2024.	
1320	Eildon Park Reserve, Rowville - Tennis Court Renewals	\$231,140
Taylor	Contract works completed.	
1322	Glenfern Park (FTGTC) - Tennis Court Renewals - Design	\$30,000
Dobson	Design works completed.	
1365	Programmed Road Renewal Works from June annual Audits	\$8,500
All Wards	Funds available to supplement funding requirements for various road renewal works as required. Expenditure on miscellaneous works has occurred and majority of funds expended.	
1386	Parks - New Tractor	\$120,000
All Wards	Council has received delivery of the new tractor which is now in operation.	
1389	Egan Lee Reserve Renewal - Top Oval Renewal	\$3,668,774
Scott	Contractor has completed the retaining wall to the north side of the oval. Ground works have started with the cutting and filling underway.	
1391	Knox Hockey Facility Development	\$377,905
Collier	Maintenance and defects liability period ongoing until 23/06/2025.	
1412	Macauley Place, Bayswater - Shared Safety Zone	\$10,000
Dinsdale	Engineering feature survey to be done in December. Detailed design scheduled for January/February.	

Knox City Council Project Status Report

28-Nov-2023

Project Number	Project Name	Total Adjusted Budget
1413	Kings Park Reserve, Upper Ferntree Gully - Masterplan Implementation	\$89,790
Dobson	The draft masterplan and implementation strategy has been presented to Council and endorsed. Design has not yet commenced. Awaiting advice on Master Plan from Open Space - due to commence design in April 2024.	
1414	Cardiff Street - Flood Mitigation Works	\$600,000
Baird	Flood modelling complete. Evaluating results to form scope of work when renewing the existing Water Sensitive Urban Design assets.	
1415	Olivebank to Underwood & Alexander Reserve, FTG - Wetland Treatment - Scope	\$320,000
Dobson	Flood modelling complete. Evaluating results to inform design of drainage upgrade works.	
1419	Carrington Park Reserve - Stormwater Harvesting Upgrade	\$120,000
Friberg	Quote for installation of harvesting upgrade being sought.	
1422	Gilbert Reserve - Wetland (Scoping & Analysis)	\$855,000
Friberg	Design complete with review underway. Looking to integrate the proposed wetland works with the carpark works associated on nearby site. Also looking to integrate similar wetland/carpark project at Egan Lee Reserve and aggregate the two as a combined contract for economy of scale. Anticipate going to tender in early December '23. Community consultation exercise is complete with feedback received having no impact on timelines. Feedback will mainly inform decking, seating and shading options around the wetland.	
1426	The Basin Triangle Masterplan	\$30,000
Chandler	Project on-hold while the Basin Parking Management Plan project is being conducted. Council Officers will re-engage with the community for both projects once they are ready for Consultation.	
1443	Faraday Street Boronia - Road Reconstruction	\$589,000
Baird	This project has been packaged as part of Road Renewal construction contract for 2023/24. Anticipate construction to commence around January '24.	
1462	Knox Athletics, Knoxfield - New Shade Structures	\$95,874
Friberg	The shade structure is a component of larger refurbishment project, including track renewal and lighting. Council has advertised the works for tender submissions. Council expects to award the works in December with the works anticipated to start in Feb 2024. The shade structure works are a component of the project with all works anticipated to be completed by January 2025.	
1465	Knox Athletics, Knoxfield - Lighting to Track	\$382,182
Friberg	Works are presently out to tender. Council expects to award the works in December.	
1470	Electronic Entry to Sporting Pavilions.	\$63,000
All Wards	Remainder of budget to be utilised for locking systems at Liberty Avenue Reserve Pavilion and Colchester reserve Pavilion. Both are targeted for installation in Jan/Feb 2024, but may stretch out to tenancy change over in March/April 2024.	

Knox City Council Project Status Report

28-Nov-2023

Project Number	Project Name	Total Adjusted Budget
1473	Egan Lee Reserve, Knoxfield - Car Park Extension	\$430,000
Scott	Design and Public consultation exercise completed. Looking to integrate the proposed carpark works with the wetland works associated on nearby site. Also looking to integrate similar wetland/carpark project at Gilbert Park and aggregate the two as a combined contract for economy of scale. Anticipate going to tender in early December '23.	
1474	Knox Skate & BMX Park, Knoxfield - Carpark	\$540,000
Friberg	Design and Public consultation exercise completed. Looking to integrate the proposed carpark works with the wetland works associated on nearby site. Also looking to integrate similar wetland/carpark project at Egan Lee Reserve and aggregate the two as a combined contract for economy of scale. Anticipate going to tender in early December '23.	
1498	Pleasant Road, Ferntree Gully - Footpath Scope	\$80,000
Dobson	Survey and preliminary footpath alignment complete. Consultation with Arborist undertaken and advice received that planning permit and directors approval will be required for removal of one of the significant trees. Additional survey underway due to tree preservation after consultation with Traffic & Transport. Detailed design underway and 35% complete.	
1505	Mountain Highway, Boronia - Shared Path - Design	\$45,000
Chandler	Title boundaries being confirmed now. Design to be finalised in December. Cost estimate to be done in January/February.	
1515	Major Crescent Reserve, Lysterfield - Landscape Plan Implementation	\$200,000
Taylor	Detailed design documentation for the Major Crescent Reserve landscape plan implementation is complete. Requests for quotations (RFQ) to deliver the works, will be sent out to suitably qualified contactors in early 2024.	
1517	Flamingo Reserve, Wantirna South - Landscape Plan	\$25,000
Collier	Detailed design documentation is underway, encompassing the development of a picnic area, new play space, an upgrade to the existing basketball key and new path networks.	
1518	Schultz Reserve, Wantirna - Landscape Plan Implementation	\$150,000
Collier	Detailed design documentation, which includes the construction of paths and playground upgrade is complete. Requests for quotations (RFQ) will be sent out to suitably qualified contractors in early 2024. Carpark Design: Design complete with review imminent.	
1521	Erica Avenue Streetscape Renewal	\$750,000
Baird	Tender awarded and VicRoads Memorandum of Understanding Agreement application approved. Anticipate construction works will commence late November '23 and completed by late March '24.	
1524	Harley Street - Road Reconstruction - Construction	\$439,000
Friberg	This project has been packaged as part of Road Renewal construction contract. Construction is nearing completion with soft spot rectification works completed along with all concrete and preliminary asphalt works - contract works around 90% complete. Wearing course asphaltting to follow.	

Knox City Council Project Status Report

28-Nov-2023

Project Number	Project Name	Total Adjusted Budget
1525	Allister Close - Road Reconstruction - Construction	\$421,500
Friberg	This project has been packaged as part of Road Renewal construction contract for 2023/24. Anticipate construction to commence January '24.	
1526	The Haven - Road Reconstruction - Construction	\$161,000
Dinsdale	This project has been packaged as part of Road Renewal construction contract for 2023/24. Anticipate construction to commence around April '24.	
1527	Rickards Avenue - Road Reconstruction - Construction	\$695,000
Friberg	This project has been packaged as part of Road Renewal construction contract for 2023/24. Construction works well under way with majority of drainage works completed - works around 25% complete.	
1528	Chandler Road - Road Reconstruction - Design	\$33,000
Chandler	Design integrated with Greenspine corridor project and Consultation with VicRoads regarding Chandler/Dorset intersection design has been completed. Detailed Design complete with review changes underway. Awaiting advice from external Government Funding source on application for construction funding of potential stages.	
1529	Knox Athletics Track Renewal & Upgrades	\$4,718,024
Friberg	Council is out to market and in the process of receiving tender submissions. Council expects to award the works in December with works anticipated to commence in February 2024.	
1532	Batterham Reserve Oval 1 - Sportsfield Renewal	\$0
Chandler	Amended budget adopted by Council on 23 October removed funding to this project.	
1537	Bayswater Oval - Cricket Net Renewal	\$550,000
Dinsdale	The tender evaluation has been completed and the contract will be awarded by the end of November. Works are scheduled to start in February 2024 subject to confirmation from the contractor.	
1540	Pickett Reserve - Cricket Net Renewal	\$369,640
Baird	Construction well progressed with retaining walls and posts installed.	
1541	Golf Practice Nets (Signage)	\$6,000
All Wards	Project is complete.	
1543	Sportsfield Infrastructure program replacement	\$75,000
All Wards	Ongoing renewal/reactive replacement program.	
1544	Irrigation Infrastructure Program Replacement	\$70,000
All Wards	Ongoing irrigation reactive/renewal replacement program.	

Knox City Council Project Status Report

28-Nov-2023

Project Number	Project Name	Total Adjusted Budget
1546	Rowville Recreation Reserve - DDA and Baby Change Facilities Upgrade	\$200,000
Taylor	Slab and underground services are scheduled to be in-place prior to Christmas.	
1547	Kings Park (Baseball) - Floodlighting Upgrade	\$387,733
Dobson	Footings placed and on schedule. Ausnet power upgrade required which may cause delay	
1548	Guy Turner Reserve - Floodlighting Upgrade	\$290,937
Dinsdale	Ready to start on site pending linemarking of soccer pitches which is imminent.	
1550	Park Ridge Reserve Existing Pavilion Refurbishment	\$3,550,000
Taylor	Following adoption of amended budget design recommencing.	
1554	The Basin Community House - portico	\$43,150
Chandler	Contractor has been appointed. Site works are expected to start over Christmas holidays and complete by end of March 2024.	
1555	Community Facilities Signage - Upgrades	\$42,486
All Wards	Slight delay in signage delivery due to update of signage style guide.	
1556	Rose Street - Footpath Design & Construction	\$5,000
Dobson	One vehicle crossing to be completed on a weekend to suit the commercial business.	
1557	Sundew Avenue, Iris Crescent and Herbert Street, Boronia - LATM Treatment Design	\$130,000
Tirhatuan	Consultation with Cardiff Street residents being analysed. Herbert Street - Sundew Avenue - Iris Crescent is supported and works will proceed in the first quarter of 2024.	
1558	Napoleon Road Stage 4 - Shared Path Construction	\$324,100
Taylor	Route to be walked with Biodiversity and Parks for construction management advice given proximity to sensitive vegetation.	
1559	Upper Ferntree Gully Rail Link - Shared Path Construction	\$148,000
Dobson	Engaging a designer to do a detailed design to help inform Metro Trains Melbourne/VicTrack of extent of works and assist with application process.	
1560	Liverpool Road west side Salvation Army to Retarding Basin - Shared Path Design	\$40,000
Chandler	Design finalised. Costing to be done in January for consideration of inclusion in future Capital Works Program.	
1561	Harold Street Onroad Bicycle Facilities - Design	\$0
Collier	Previous design is being reviewed. Final design will be packaged with Templeton Street road reconstruction design later in 2023/24.	

Knox City Council Project Status Report

28-Nov-2023

Project Number	Project Name	Total Adjusted Budget
1563	Stud Road Onroad Bicycle Facilities - Design	\$43,750
Taylor	Review concept design during December. Undertake traffic counts in School Term 4 with Council to review traffic data in December.	
1565	Napoleon Rd - Electronic 40km/h signs at school crossings	\$79,230
Dobson	Department of Transport & Planning is prepared to support 40km/h School Zone subject to additional information. Traffic counts complete and being analysed to further support the application.	
1566	Brenock Park Drive Footpath and Bus Stop works	\$30,000
Dobson	Programmed for feature survey and concept design in 2024.	
1567	193 Forest Rd, Boronia Stormwater Upgrades - Design	\$30,000
Dobson	Scoping and design currently underway.	
1568	EV Charging stations in Council facilities for fleet charging	\$50,000
All Wards	Investigating additional charging capacity at the Knox Operations Centre.	
1573	Lupton Way Future Public Art Lighting	\$70,000
Baird	Grant funded project, carried forward as committed funds for public art lighting inclusions within the Boronia Station Victorian Government Upgrade Masterplan. Relocation of public art lighting from Lupton Way to Erica Avenue was due to Boronia Station masterplan timeline. Revised completion date for the Erica Avenue Lantern Public Art and street upgrade scheduled for early 2024.	
1574	Fairpark Reserve, Ferntree Gully - Cricket Net Renewal	\$13,000
Baird	A concept plan has been presented and discussed with the clubs. At this stage there is agreement that the locations are suitable but waiting on the clubs final approval. Site will require further scoping due to demolition works. Geotech and other tests will commence post demolition of the pavilion scheduled for December.	
1575	Templeton Reserve, Wantirna - Cricket Net Renewal	\$450,360
Collier	Construction well progressed with concrete crickets lanes and netting posts installed.	
1576	Ambleside Homestead Upgrade Review	\$99,808
Dobson	Council is currently working with consultants on a targeted outcome regarding the value of the development of a resource centre and meeting the expectations of Knox Historical Society around need, scale, timelines and budget.	
1577	Tormore Reserve Pavilion - Facility Redevelopment Design	\$220,000
Baird	Tender Evaluation nearing completion. Consultant to be appointed by end October.	
1578	Templeton Road - Design	\$113,000
Collier	Survey and geotechnical investigation completed. Design underway - 10% complete.	

Knox City Council Project Status Report

28-Nov-2023

Project Number	Project Name	Total Adjusted Budget
1579	Station Street - Road Reconstruction - Design	\$35,000
Dobson	Survey and Geotechnical investigations completed. Design has commenced and around 10% complete.	
1580	Blackwood Park Road - Road Reconstruction - Design	\$60,000
Dobson	Survey and Geotechnical investigations completed. Design underway and around 15% complete.	
1581	Wally Tew Reserve Oval 1 - Sportsfield Renewal - Design	\$50,000
Dobson	The design is on schedule.	
1582	Lewis Park - Oval No.2 - Sportsfield Renewal - Design	\$50,000
Dinsdale	The design is on schedule.	
1583	Knox BMX Track Renewal Works	\$300,000
Friberg	The detailed design has been completed and approved. The tender will be advertised for construction 25th November, closing 15th December. Construction is scheduled to commence February subject to contract being awarded.	
1584	Eildon Park Oval 1 - Fencing Renewal	\$65,000
Taylor	The project has been completed and handed over to the sportsfield maintenance team.	
1585	Windermere Reserve - Cricket Net Renewal - Design	\$15,000
Friberg	Meeting scheduled with Councils Sportfields and Recreation team to determine a cricket net standard to be implemented at Windermere Reserve.	
1586	Gilmour Park - Shade Shelter	\$50,000
Dobson	We have received preliminary advice from Melbourne Water regarding the application to build the Shade shelter. We will now obtain one additional quote for the design/construct of the shelter and move forward with soil tests and Geotech in December.	
1587	Walker Reserve - Pedestrian Lighting	\$10,000
Scott	Works completed. Clubs extremely happy	
1588	Milpera Reserve Pavilion - Design	\$110,000
Collier	Scope and design has not commenced	
1589	Wantirna Reserve - Pavilion Upgrade - Scope	\$40,000
Collier	Detailed design and construction drawings have been completed. The Access report has been completed and all recommendations incorporated in the design. Waiting on the performance report for the Building Surveyor re amenity and have requested a quote for a final cost plan.	
1591	Wally Tew Pavilion Upgrade	\$100,000
Dobson	Council has issued a request for quote for the concept design.	

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Knox City Council Project Status Report

28-Nov-2023

Project Number	Project Name	Total Adjusted Budget
1592	Bayswater Oval - Floodlighting Upgrade	\$250,000
Dinsdale	Light pole footings in place, project is scheduled to be completed before Christmas.	
1593	Windermere Reserve - Floodlighting Upgrade	\$300,000
Friberg	Light pole footings in place, project is scheduled to be completed before Christmas.	
1594	Egan Lee Lighting Upgrade	\$300,000
Scott	Tender has been awarded, construction to commence with pitch renewal.	
1595	Knox City Tennis Courts - LED Lighting Upgrades	\$140,000
Dinsdale	Awaiting further funding for Hawkeye lights which is over and above tender specification and exceeds available project funding.	
1596	Stud Park Reserve - Car Park Upgrade - Design	\$35,000
Tirhatuan	Survey completed. Scope confirmed with Leisure and due to commence detailed design in late November '23.	
1597	Carrington Park (Tennis/Scouts) - Car Park Upgrade - Design	\$35,000
Friberg	Carpark design to be integrated with extension of access road and squash court development - Council working on requirements and timing. Survey and underground service locating completed, geotechnical investigations report received. Preliminary Design alignment drafted and feedback from consultation process has been received. Project team has met and finalised comments and clarified scope and access requirements. Further drainage investigation being undertaken to clarify existing conditions. Design underway and 60% complete.	
1598	Knox Park Reserve - Car Park Upgrade	\$35,000
Friberg	Survey completed - supplementary survey required after consultation with Club. Scope has been confirmed with Leisure and due to commence design in December '23.	
1599	Knox Regional Netball Centre - Wayfinding Signage	\$80,000
Dobson	There have been a series of meetings with the KRNC team and Comms to finalise the design and content of the signs. A small number of signs will be manufactured in the next few weeks for installation. The others will follow after design sign off.	
1600	Knox Regional Netball Centre - Outdoor Scoreboards - Courts 1 to 18	\$15,000
Dobson	Councillor has been advised that this project is not moving forward.	
1601	Rowville Community Centre Hall2 Line Marking Redesign	\$10,000
Tirhatuan	The works to modify the line markings is well above budget and will be considered for next year. Quotes have been obtained.	
1602	Make safe storage rooms across all children & family centres	\$100,000
All Wards	Works have not commenced.	

Knox City Council Project Status Report

28-Nov-2023

Project Number	Project Name	Total Adjusted Budget
1603	The Basin Senior Citizens Hall - Upgrade	\$35,000
Chandler	Works have not commenced. Fit for purpose assessment complete.	
1604	HV Jones Pavilion - fit for purpose upgrade	\$25,000
Friberg	Fit for purpose assessment complete with work required identified.	
1605	Carrington Park Multi-Purpose Hub - Wall Mirror Install	\$25,000
Tirhatuan	Works have been awarded to a contractor who is manufacturing the mirrors. Installation is expected to occur early December.	
1606	Boronia Progress Hall - access ramp	\$10,000
Baird	Revisit site to confirmed scope of works with relevant stakeholders. Concept design is expected to be ready by Mid Jan 2024 for review.	
1607	Cypress Avenue east side between 37 Cypress Ave and Boronia Rd - Footpath	\$300,000
Baird	Survey completed. Consultation with Traffic & Transport and Arborist complete with design underway and 90% complete.	
1608	Olive Grove north side Dorset Road and Albert Ave - Footpath - Design	\$40,000
Chandler	Title re-establishment and feature & level survey completed. Concept plan prepared and submitted to Traffic & Transport for feedback. Design has commenced and is 20% complete.	
1609	Mount View Road south side between Dawson Street and Willow Road - Footpath	\$10,000
Dobson	Engaging consultant to commence concept design.	
1610	Musk Gr west side between Hilltop Rd and Glass Rd - Footpath	\$10,000
Dobson	Feature survey completed. Reviewing survey for constructability and other project issues.	
1611	Oak Avenue between Dorset Road and Range view Road - Footpath - Design	\$10,000
Chandler	Engaging consultant to commence concept design.	
1612	Wyandra Way, Rowville - LATM Treatment	\$15,000
Friberg	Preliminary consultation being analysed.	
1613	Wellington Road between Pinehill Drive - Napoleon Road Shared Path	\$50,000
Taylor	Survey complete. Due to commence design in March '24.	
1614	Scoresby Road/Victoria Road/Devenish Road intersection - Redesign	\$18,000
Baird	Consultant appointed. Engineering survey planned for late November. Start concept design in 2024.	

Knox City Council Project Status Report

28-Nov-2023

Project Number	Project Name	Total Adjusted Budget
1615	Barmah Drive West - Line and Intersection Treatments	\$60,000
Collier	Layout plan to be prepared for consultation in February once school returns.	
1616	Burwood Hwy - Stud Rd to The Knox School - Shared path lighting	\$60,000
Collier	Seeking Department of Transport & Planning approval for the project prior to lodging an application with Ausnet for a quote to install the new lights.	
1617	Turrumurra Drive - Kerb outstands at Arcadia Park	\$60,000
Tirhatuan	Survey and consultation complete. Design underway - 30% complete.	
1618	Railway Parade - Street Light Improvements	\$25,000
Dinsdale	An application for a quote to install the new lighting has been made to Ausnet.	
1619	Teddington Way (At Brentwood Drive) - Splitter Island	\$10,000
Collier	Consultation complete. Works to be programmed in the first quarter of 2024.	
1620	High Street Road Bus Stop Connections	\$55,000
Scott	Survey completed. Consultation with VicRoads underway by Traffic & Transport. Design complete and review undertaken with minor design alterations to follow.	
1621	Dog Park Lighting	\$54,000
All Wards	Works have been awarded with footing and lighting to be installed in December. Communication to residents of works occurring is underway.	
1622	Bayswater Oval (Marie Wallace) - Stormwater Harvesting Upgrade	\$220,000
Dinsdale	Design by contractor currently underway.	
1623	Liberty Avenue Reserve Wetland/ Harvesting System	\$40,000
Taylor	Survey, service proving, and geotechnical received, and currently being reviewed to inform the design.	
1624	Green spine Corridor (Chandler Road) - Design	\$50,000
Chandler	Consultation with VicRoads regarding Chandler/Dorset intersection design has been completed. Design integrated with Chandler Road road renewal project and Consultation with VicRoads regarding Chandler/Dorset intersection design has been completed. Detailed Design complete with review changes underway. Awaiting advice from external Government Funding source on application for construction funding of potential stages.	
1625	Boronia Basketball stadium demolition	\$50,000
Baird	Consultant has been appointed and the Methodology design work for the demolition has commenced. Site investigations has begun, with underground scanning happening this week to locate all existing services.	

Knox City Council Project Status Report

28-Nov-2023

Project Number	Project Name	Total Adjusted Budget
1626	Boronia Park Master Plan Implementation	\$50,000
Baird	Internal meeting held, working closely with storm-water and the Major Initiatives Team to accommodate flood management works and basketball stadium demolition	
1627	Boronia Park Retarding Basin Flood Management Works	\$50,000
Baird	Works have not commenced	
1628	Boronia Wayfinding Strategy	\$120,000
Baird	Works have not commenced	
1629	Community Planning to support Boronia railway station development	\$100,000
Baird	Works have not commenced	
1630	Chandler Park Reserve Flood Lighting	\$300,000
Chandler	Light pole footings in-place. Project is estimated to be completed before Christmas, subject to Ausnet upgrade electrical connection.	
1631	Carrington Park - Squash Court	\$623,242
Friberg	(1) Carpark - Detailed design to be integrated with extension of access road and tennis court carpark – Council working on requirements and timing. Survey and underground service locating completed, geotechnical investigations report received. Preliminary Design alignment drafted and feedback from consultation process has been received. Project team has met and finalised comments and clarified scope and access requirements. Further drainage investigation being undertaken to clarify existing conditions. Design underway and 60% complete. (2) Building Works - Contract works paused to assess geotechnical issues requiring changes to foundations.	
1632	Knox Leisureworks - Strategic Review	\$150,000
Baird	Meeting scheduled for early December with CEO and directors to discuss and gain agreement on project direction and governance.	
1633	Westfield Library (Permanent) - Furniture Fit Out	\$213,113
Collier	Funding to assist with Westfield Library fit out, to occur at final stage of the project	
1634	Carrington Park Squash Court Contribution	\$1,499,727
Friberg	Funding utilised to deliver Carrington Park Squash Court construction.	
		Total: \$75,357,266

4.3 Proposed Transfer - Jenola Parade Wantirna

SUMMARY: Coordinator Property Management, Paige Kennett

A small parcel of land used for an electricity substation located at Jenola Parade, Wantirna, was incorrectly transferred to Knox City Council during a bulk land titles transfer in 2019. The error has been identified, and now requires rectification, by transferring it back to the correct owner, United Energy.

RECOMMENDATION

That the Committee:

- 1. Endorse the transfer of land at Jenola Parade Wantirna, known as Reserve 4 on Plan of Subdivision 312832N, Volume 10146 Folio 454, to United Energy Pty Ltd;**
- 2. Authorise the Chief Executive Officer (or other officer as the Chief Executive Officer nominates) to execute all documentation required to transfer the subject parcel of land.**

1. INTRODUCTION

Electricity supply was privatised in Victoria in the 1990's which required all land used for the purposes of electricity supply to be transferred to the private successors. The title for, subject parcel located at Jenola Parade, Wantirna (as shown in Image 1) and known as Reserve 4 on Plan of Subdivision 312832N, Volume 10146 Folio 454 was held by Knox City Council since 1994 following the electricity sector privatization, and then subsequently transferred to United Energy Pty Ltd in 2017 to correct the landowner on title.

During a bulk transfer of land task completed in 2019, the subject parcel of land was incorrectly collated into this transfer and transferred from United Energy Pty Ltd to Knox City Council. This error has been identified and requires re-transfer to rectify this error.

2. DISCUSSION

When the State Electricity Commission of Victoria (SECV), a government owned electricity investment enterprise in Victoria was privatized in the 1990's, the land held for the purposes of electricity supply was transferred to SECV successors.

The title for the subject property, located at Jenola Parade Wantirna, was held by Knox City Council since 1994, and then subsequently transferred to United Energy Pty Ltd in 2017 to correct the landowner on title. Following privatization, and due to the sheer volume of transfers, many reserves were not transferred during the 1990's to electricity successors and have slowly been found and rectified.

During 2019, council officers undertook a bulk transfer of land to correct title ownership by an instrument of Sec59A Transfer of Land Act 1958 with Land Use Victoria, and to convert hard copy titles to e-titles. This particular parcel was incorrectly collated in that transfer and transferred back to Council.

To rectify this transfer, a decision of Council must be made by resolution. Officers are satisfied that Council is not the owner of this parcel of land, and the parcel should be transferred to the correct owner, being United Energy Pty Ltd.



Image 1: Aerial view of Jenola Parade, Wantirna South (shown in red highlight)

3. CONSULTATION

Officers have consulted internally with the Assets Team, and externally with Council lawyers, and the lawyers acting on behalf of United Energy.

Community consultation is not required in accordance with s114 of the Local Government Act 2020 as Council is re-transferring land, and simply fixing an error. Council is not selling the land as it's not Council's to sell.

4. CLIMATE CHANGE CONSIDERATIONS

Implementation of the recommendation is considered to have no direct implications or has no direct impacts upon Council's Net Zero 2030 target, the Community Net Zero 2040, exposure to climate risks or climate change adaptation.

5. ENVIRONMENTAL/AMENITY CONSIDERATIONS

There are no environmental or amenity issues related to this report.

6. FINANCIAL & ECONOMIC IMPLICATIONS

There are no financial or economic implications related to this report.

7. SOCIAL IMPLICATIONS

There are no social implications related to this report.

8. RELEVANCE TO KNOX COUNCIL PLAN 2021-2025

Civic Engagement & Integrity

Strategy 5.3 - Ensure our processes are transparent and decisions are accountable.

9. CONFLICT OF INTEREST

The officers contributing to and responsible for this report have no conflicts of interest requiring disclosure under Chapter 5 of the Governance Rules of Knox City Council.

10. CONFIDENTIALITY

There is no content in this report that meets the definition of confidential information from the Local Government Act 2020.

Report Prepared By: Coordinator Property Management, Paige Kennett

Report Authorised By: Chief Financial Officer, Navec Lorkin

Attachments

Nil

4.4 Appointment of External Independent Members for the Transformation Advisory Committee

SUMMARY: Head of Portfolio Office and Enterprise Change, Shona Richards
The external independent members for the Transformation Governance Committee are proposed by the recruitment panel for Council approval and summarised for Executive Management team for noting.

Three external independent members are recommended based on their experience related to implementation of IT, Customer Experience/Digital, and Transformation Projects. Their names are outlined in the Confidential attachments.

Following the Mayoral election and committee allocation on 14th November 2023, Mayor Cr Jude Dwight, Cr Baker and Cr Laukens are the confirmed Councillor representatives.

RECOMMENDATION

That the Committee appoint the three recommended independent Committee members to the Transformation Governance Committee for the period of November 2023 to November 2025, as presented in Confidential Attachment 1.

Name	Category
1.	Independent Member
2.	Independent Member
3.	Independent Member

1. INTRODUCTION

The ICT Governance Committee completed its term on 31 August 2023. As part of the next phase of projects across Technology, Customer Experience, Strategy & Transformation, and Governance & Risk, the Transformation Governance Committee will oversee, advice and assure initiatives, approaches and methods.

In September 2023, the Executive Management Team and the Strategic Planning Committee approved the establishment of the Transformation Governance Committee and the Terms of Reference. Additionally, Councillor Marcia Timmers- Leitch, Bruce Dobson, and Greg Curcio were nominated to participate in the recruitment panel.

As per the Terms of Reference, the Transformation Governance Committee will comprise of six members: the Mayor, two Councillors and three Independent Members (one of whom is the Chair). The Committee will meet quarterly, and workshops as required, to provide independent advice, guidance, and recommendations.

The appointment of Councillors to the Committee was confirmed following mayoral elections and councillor appointments on 14 November 2023.

Confirmed Councillors are:

- Mayor Cr Jude Dwight
- Cr Meagan Baker
- Cr Susan Laukens

2. DISCUSSION

Ninety applications were received and Shona Richards, Head of Portfolio and Enterprise Change, reviewed the list against selection criteria, sorting candidates into three categories: did not meet criteria, met some criteria and met criteria. All applicants were provided to the panel with notes on the application review and links to their applications.

Seven applicants were shortlisted for interviews conducted by the Panel. These interviews were conducted between Friday 10 November and Thursday 16 November.

Recommended candidates have been selected based on key selection criteria, including experience on advisory committees or senior management, depth of knowledge and qualifications relating to Customer and Performance portfolio initiatives, knowledge of governance within a Victorian Local Government context, adept with communication and decision making and have strong ethical values and a sense of integrity.

Strategic Planning Committee will need to appoint the following applicants to the Transformation Governance Committee under confidentiality. For this EMT paper, the team has included the names for the shortlisted candidates and included their attached applications.

3. CONSULTATION

Selection of the councillor appointment was undertaken by the Governance team in accordance with the established annual process for mayoral appointment and councillor committee appointments.

External member recruitment was conducted with the support of the People, Culture and Development team. A new Advisory Contract was sought by the Governance team in consultation with Maddox, Knox City Council's legal support. Due diligence activities were supported by Governance and People, Culture and Development teams.

4. CLIMATE CHANGE CONSIDERATIONS

Implementation of the recommendation is considered to have no direct implications or has no direct impacts upon Council's Net Zero 2030 target, the Community Net Zero 2040, exposure to climate risks or climate change adaptation.

5. ENVIRONMENTAL/AMENITY CONSIDERATIONS

Not applicable.

6. FINANCIAL & ECONOMIC IMPLICATIONS

The external member positions are remunerated for preparation, travel and attendance at quarterly meetings at \$8,180 for Chair and \$6,480 for other independent members, with a term of two years. These costs have been budgeted.

7. SOCIAL IMPLICATIONS

Not applicable.

8. RELEVANCE TO KNOX COUNCIL PLAN 2021-2025

Civic Engagement & Integrity

Strategy 5.3 - Ensure our processes are transparent and decisions are accountable.

9. CONFLICT OF INTEREST

The officers contributing to and responsible for this report have no conflicts of interest requiring disclosure under Chapter 5 of the Governance Rules of Knox City Council.

10. CONFIDENTIALITY

Attachment 1, 3, 4, 5 and 6 are included in the confidential agenda, as they contain confidential information pursuant to Council's Governance Rules and Section 66 of the Local Government Act 2020, as they relate to:

- Personal information, including names, addresses information that reveals a person's identity person that would be unreasonable to disclose in a public report and being the names and details of prospective committee members, which would be unreasonable to disclose publicly, or to disclosure before they are appointed;

Report Prepared By: Head of Portfolio and Enterprise Change, Shona Richards

Report Authorised By: Director, Customer & Performance, Greg Curcio

Attachments

1. Attachment 2 - Recruitment Process for the Independent Members of the Transformation Governance Committee [4.4.1 - 1 page]

Recruitment Process for the Independent Members of the Transformation Governance Committee

The three external member roles were advertised through Seek, Linked In and through Institute of Directors in late October. Included with the advertisement was a Success Profile, wording for the advertisement and the Success Profile are as a confidential attachment in this submission. The role was open for two weeks until 30 October 2023. External member recruitment process was conducted with support of the People, Culture and Development team.

90 applications were received and Shona Richards, Head of Portfolio and Enterprise Change, reviewed the list against selection criteria, sorting candidates into three categories: did not meet criteria, met some criteria and met criteria. All applicants were provided to the panel in an excel spreadsheet with notes on the application review and links to their applications.

Seven applicants were shortlisted for interviews conducted by the Panel. These interviews were conducted between Friday 10 November and Thursday 16 November. The recruitment panel for the external member selection was Councillor Marcia Timmers- Leitch Greg Curcio (Director Customer and Performance) and Bruce Dobson (CEO).

Recommended candidates have been selected based on key selection criteria, including experience on advisory committees or senior management, depth of knowledge and qualifications relating to Customer and Performance portfolio initiatives, knowledge of governance within a Victorian Local Government context, adept with communication and decision making and have strong ethical values and a sense of integrity.

Reference checks, police checks and company director checks have been conducted, with no adverse outcomes. Due diligence activities were supported by Procurement, Governance and People, Culture and Development teams.

Following Council approval of recommended candidates, a new advisory contract will be put in place. New Advisory Contract was sought by the Governance team in consultation with Maddox, Knox City Council's legal support to reduce risk related to advice to Council.

Orientation for new committee members will occur prior to the first meeting in late January 2024.

Selection of the councillor appointment was undertaken by the Governance team in accordance with established annual process for mayoral appointment and councillor committee appointments.

4.5 Proposed Lease - 100 Station Street Ferntree Gully

SUMMARY: Property Officer, Emma Hayton

This report recommends the signing of a new 5-year lease, with an option for a further 4-year term, for the Council property located at 100 Station Street, Ferntree Gully.

RECOMMENDATION

That the Committee:

- 1. Resolve to enter into a new lease between Knox City Council (Lessor) and Matta Associates Pty Ltd (Lessee) for 100 Station Street, Ferntree Gully. The lease will be for a period of 5 years, with an option for a further 4-year term, with the annual rental being \$22,356 plus GST and outgoings, increasing annually by 4%, commencing December 2023;**
- 2. Authorise the Chief Executive Officer (or a delegate that the Chief Executive Officer nominates) to sign all lease documentation required to execute the lease; and**
- 3. Authorise the Chief Executive Officer (or a delegate that the Chief Executive Officer nominates) to negotiate extensions to the lease to the maximum 9-year term and to execute any associated documentation for the extension.**

1. INTRODUCTION

Agents and Council officers have recently negotiated a new lease for Council owned property located at 100 Station Street, Ferntree Gully, to Matta Associates Pty Ltd, which is now ready for Council consideration and approval. This property is currently tenanted by Hen Heng and Soc Heang Chhu, with the lease agreement being in overholding. The current tenants have sold the business to Matta Associates Pty Ltd which has approached Council to lease the property.

2. DISCUSSION

The shop at 100 Station Street, Ferntree Gully was leased to Hen Heng and Soc Heang Chhu for the operation of Fern Gully Bakery at the time of purchase and the tenants have continued to occupy the premises. The lease has been on a month-to-month basis since December 2022. The current tenants have sold the bakery business to Matta Associates Pty Ltd, which approached Council requesting to enter into a long-term lease for the premises to continue operating at the site as a bakery. Image 1 shows the location of the proposed lease (yellow outline).



Image 1: Aerial view of 100 Station Street, Ferntree Gully (lease site outlined in yellow)

3. CONSULTATION

In accordance with the Local Government Act 2020, no public consultation is required as the lease is under 10 years and \$100,000 per annum.

4. CLIMATE CHANGE CONSIDERATIONS

Implementation of the recommendation is considered to have no direct implications or has no direct impacts upon Council's Net Zero 2030 target, the Community Net Zero 2040, exposure to climate risks or climate change adaptation.

5. ENVIRONMENTAL/AMENITY ISSUES

There are no environmental or amenity issues with this report.

6. FINANCIAL & ECONOMIC IMPLICATIONS

The proposed lease for 100 Station Street, Ferntree Gully is for 5 years with a 4-year option. The agreed rental is \$22,356 per annum (plus outgoings and GST), increasing annually by 4%. The rental amount will be subject to a market rent review upon exercising the option.

The rental has been determined by agents appointed by Council in accordance with commercial rentals in the area and the condition of the premises.

7. SOCIAL IMPLICATIONS

There are no social implications in relation to this report.

8. RELEVANCE TO KNOX COMMUNITY AND COUNCIL PLAN 2017-2021

Opportunity & Innovation

Strategy 1.1 - Maximise the local economy by supporting existing businesses and attracting new investment.

Civic Engagement & Integrity

Strategy 5.3 - Ensure our processes are transparent and decisions are accountable.

9. CONFLICT OF INTEREST

The officers contributing to and responsible for this report have no conflicts of interest requiring disclosure under Chapter 5 of the Governance Rules of Knox City Council.

10. CONFIDENTIALITY

There is no content in this report that meets the definition of confidential information in the Local Government Act 2020.

Report Prepared By: Property Officer, Emma Hayton
Report Authorised By: Chief Financial Officer, Navec Lorkin

Attachments

Nil

4.6 Proposed Lease - Council Owned Property - 16 Kevin Ave Ferntree Gully

SUMMARY: Coordinator Property Management, Paige Kennett

This report recommends the signing of a new 3-year lease for Council owned property at 16 Kevin Ave Ferntree Gully.

RECOMMENDATION

That the Committee:

- 1. Enter into a new lease between Knox City Council (Lessor) and Bellco Excavations (Lessee) for 16 Kevin Avenue, Ferntree Gully. The lease will be for a period of 3 years, with no further terms, with the annual rental being \$20,619.96 plus GST and outgoings, increasing annually by CPI; and**
- 2. Authorise the Chief Executive Officer or their delegate to sign the lease documents required to execute the lease.**

1. INTRODUCTION

The subject land is located at 16 Kevin Avenue, Ferntree Gully and is 1,000sqm. The current tenant, Bellco Excavations has tenanted this site since August 2020 and in this time, has been a satisfactory tenant with no issues. It is recommended that Council enter into a new lease term with the existing tenant.

2. DISCUSSION

The 1,000sqm property located at 16 Kevin Avenue, Ferntree Gully (as shown in Image 1). This land is located in the area earmarked for the Dorset Road extension, which Major Roads Project Department have advised, the Dorset Road project is active, but unfunded.

The managing agents have negotiated a new lease with the current tenant together with council officers. The most recent agreement ended in August 2023, and the tenant has been on a month-to-month lease arrangement while officers completed the necessary steps to enter into a new lease agreement, including external consultation with Major Road Projects Victoria.

The proposed lease meets the strategic intent of this site. Specific lease terms safeguard the future access requirements of the site for the Dorset Road extension if the project was to progress.



Image 1: Aerial view of 16 Kevin Ave, Ferntree Gully (light red shading is the lease location)

3. CONSULTATION

Council officers have consulted internally with Planning, City Futures, Traffic and Finance. Officers have also consulted with Major Road Projects Victoria, who were supportive of a short-term lease.

In accordance with the Local Government Act 2020 there is no requirement to advertise as the lease is worth less than \$100,000 per year for both the lease, and current market value.

4. CLIMATE CHANGE CONSIDERATIONS

Implementation of the recommendation is considered to have no direct implications or has no direct impacts upon Council's Net Zero 2030 target, the Community Net Zero 2040, exposure to climate risks or climate change adaptation.

5. ENVIRONMENTAL/AMENITY CONSIDERATIONS

There are no environmental/amenity issues with this report.

6. FINANCIAL & ECONOMIC IMPLICATIONS

The proposed lease for 16 Kevin Avenue, Ferntree Gully is with Bellco Excavations Pty Ltd for a period of 3 years, commencing December 2023. The agreed rental is \$20,619.96 per annum (plus GST), plus outgoings, increasing annually by CPI.

The rental review was subject to a market valuation and was determined by agents appointed by Council in accordance with commercial rentals within this area and in accordance with the condition of the premises. This is a worthwhile opportunity for Council to receive income for vacant land while the Dorset Road extension project future is unknown.

7. SOCIAL IMPLICATIONS

There are no social implications related to this report.

8. RELEVANCE TO KNOX COUNCIL PLAN 2021-2025

Opportunity & Innovation

Strategy 1.1 - Maximise the local economy by supporting existing businesses and attracting new investment.

Civic Engagement & Integrity

Strategy 5.3 - Ensure our processes are transparent and decisions are accountable.

9. CONFLICT OF INTEREST

The officers contributing to and responsible for this report have no conflicts of interest requiring disclosure under Chapter 5 of the Governance Rules of Knox City Council.

10. CONFIDENTIALITY

There is no content in this report that meets the definition of confidential information from the Local Government Act 2020.

Report Prepared By: Coordinator Property Management, Paige Kennett

Report Authorised By: Chief Financial Officer, Navec Lorkin

Attachments

Nil

5 Motions for Which Notice has Previously Been Given

6 Supplementary Items

7 Urgent Business

8 Confidential Items