

MINUTES

Mid Month Meeting of Council

Held at the
Civic Centre
511 Burwood Highway
Wantirna South
On
Monday 12 February 2024

The Agenda for the Mid Month Council Meeting, Monday 12 February 2024, 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 Mid Month Council Meeting.



The meeting commenced at 7:02pm.

PRESENT:

<i>Cr J Dwight (Chairperson)</i>	<i>Chandler Ward</i>
<i>Cr Y Allred (Via Zoom)</i>	<i>Baird Ward</i>
<i>Cr M Timmers-Leitch</i>	<i>Collier Ward</i>
<i>Cr S Grasso</i>	<i>Dinsdale Ward</i>
<i>Cr M Baker</i>	<i>Dobson Ward</i>
<i>Cr N Seymour</i>	<i>Tirhatuan Ward</i>
<i>Mr B Dobson</i>	<i>Chief Executive Officer</i>
<i>Ms N Lorkin</i>	<i>Chief Financial Officer</i>
<i>Mr G Thorne</i>	<i>Director - Infrastructure</i>
<i>Mr M Kelleher</i>	<i>Director - City Liveability</i>
<i>Mr G Curcio</i>	<i>Director - Customer & Performance</i>
<i>Ms J Chalkley</i>	<i>Director - Connected Communities</i>
<i>Ms S Weerheim</i>	<i>Head of Governance</i>
<i>Members of Council's Governance Team</i>	

Order of Business

1 Apologies4

2 Declarations Of Conflict Of Interest.....4

3 Confirmation Of Minutes4

4 Officer Reports.....5

 4.1 Monthly Transformation and Capital Report (formerly ICT Capital Report).....5

 4.2 Capital Works Program Update7

 4.3 Amendment to 2024 Meeting Schedule8

 4.4 Contract 3013: Egan Lee Sportsfield - Variation9

5 Motions For Which Notice Has Previously Been Given11

6 Supplementary Items.....11

7 Urgent Business11

8 Confidential Items.....11

1 Apologies

Apologies were received from Councillor Laukens, Councillor Cooper and Councillor Pearce.

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 final Meeting of Strategic Planning Delegated Committee held on 11 December 2023. There being none, the Chairperson declared the Minutes be confirmed.

4 Officer Reports

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

SUMMARY: Portfolio Office Lead, Elly Liu

The Monthly Transformation Report shows the capital and operational projects being delivered for the organisation and customers as of 15th January 2024. The most recent financials available are as of November 2023, and they have been included in this report. The updated financials from December will be made available in the next report. This report marks the first report of the year 2024.

As of November 2023, \$1,194,463 has been expensed, which is 23% of the \$5.3m capital financial year budget:

- Technology stream expenditures are \$867,292 (27% of its \$3.22m capital budget).
- Customer and Digital Experience stream spent \$298,631 (20% of its \$1.47m capital budget).
- Strategy and Transformation expenses are \$28,540 (5% of its \$610,000 capital budget).
- Governance and Risk stream projects are funded by operational budget.

All streams have been developed for the current financial year, the implementation of which is expected to improve customer and employee experience, increase operational efficiency, and reduce operational risks. This roadmap will be communicated to the organisation in late January.

There are currently 54 projects in progress across the four streams, with two projects in the Technology stream having been completed in this reporting period. The portfolio's health indicates one additional 'red' and four fewer 'amber' status updates compared to last month.

The Council has implemented new contracts for the independent members of Transformation Governance Committee, officially formalising their roles for the next two-year term. The Portfolio Office and Enterprise Change team are planning for the new Committee induction, in anticipation of the inaugural meeting scheduled for late February.

The primary risk remains the tight labour market and the challenges in recruiting experienced staff. Attrition has compounded this challenge, resulting in impacts to on-time implementation of some projects. Furthermore, recent legislative changes concerning temporary staff could impact future project delivery, given that most of the Project Delivery team is employed under fixed-term arrangements.

RECOMMENDATION

That Council receive and note the January Monthly Transformation Report.

RESOLUTION

MOVED: Councillor Seymour

SECONDED: Councillor Grasso

That Council receive and note the January 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 29 January 2024.

RECOMMENDATION

That Council receive and note the Capital Works Program Report, as of 29 January 2024.

RESOLUTION

MOVED: Councillor Timmers-Leitch

SECONDED: Councillor Grasso

That Council receive and note the Capital Works Program Report, as of 29 January 2024.

CARRIED

4.3 Amendment to 2024 Meeting Schedule

SUMMARY: Head of Governance, Saskia Weerheim

This report recommends an amendment to the adopted 2024 Council Meeting Schedule, with a proposal to change the start time for the Council Meeting on 16 December 2024 from 5.00 pm to 7.00 pm.

RECOMMENDATION

That Council:

1. Amend the start time for the Council Meeting to be held on 16 December 2024 from 5.00 pm to 7.00 pm.
2. Note the Chief Executive Officer (or such person nominated by the Chief Executive Officer) will give updated public notice of the meeting in accordance with the Governance Rules.

RESOLUTION

MOVED: Councillor Timmers-Leitch

SECONDED: Councillor Baker

That Council:

1. **Amend the start time for the Council Meeting to be held on 16 December 2024 from 5.00 pm to 7.00 pm.**
2. **Note the Chief Executive Officer (or such person nominated by the Chief Executive Officer) will give updated public notice of the meeting in accordance with the Governance Rules.**

CARRIED

4.4 Contract 3013: Egan Lee Sportsfield - Variation

SUMMARY: Project Manager Sportsfields and Reserves, Justin Horner
Contract 3013 for the redevelopment of Egan Lee sportsfield was approved by Council at the Council meeting on 28 August 2023. After commencement of works issues with soil moisture and stabilisation were identified and then compounded by unseasonal rainfall. Due to the extraordinary rainfall and soil conditions the site has reached a point where significant stabilisation works are required to progress the project.

This report outlines the stabilisation issue and details the expert advice sought to resolve and future proof the sub-base for the sportsfields. The report seeks approval for additional funding, over and above the Council approved contingency, to carry out the required works to deliver the project.

RECOMMENDATION

That Council:

1. Note the work conducted since approval of the project on 28 August 2023, in both progressing the project and in investigating and sourcing solutions for the identified subbase stability issues
2. Note the reasoning behind the required works being environmental impacts outside of Council's control and the normal scope of contingency considerations.
3. Approve allocation of the required additional contingency as outlined in Confidential Attachment 1 to complete the project.

RESOLUTION

MOVED: Councillor Seymour

SECONDED: Councillor Timmers-Leitch

That Council:

1. **Note the work conducted since approval of the project on 28 August 2023, in both progressing the project and in investigating and sourcing solutions for the identified subbase stability issues**
2. **Note the reasoning behind the required works being environmental impacts outside of Council's control and the normal scope of contingency considerations.**
3. **Approve allocation of the required additional contingency as outlined in Confidential Attachment 1 to complete the project.**

CARRIED

Councillor Seymour noted that some of the information in the report was confidential and asked at what point the amount in the confidential attachment might be made publically available, and whether it would be included in future Capital Works Reports to Council as part of a total cost for the project.

The Director Infrastructure, Grant Thorne confirmed in response that the total expenditure for this project would ultimately be made available in public reports provided to Council.

The Mayor suggested Councillor Seymour's question be included in the Minutes of the meeting.

Councillor Allred requested that her opposition to this Motion be recorded in the Minutes.

A Division was called by Councillor Seymour

For the motion: Councillor Baker, Councillor Grasso, Councillor Timmers-Leitch and Councillor Seymour

Against the motion: Councillor Allred and Councillor Dwight

Abstention: Nil

CARRIED 4:2

5 Motions for Which Notice has Previously Been Given

Nil.

6 Supplementary Items

Nil.

7 Urgent Business

Nil.

8 Confidential Items

Nil.

MEETING CLOSED AT 7:32pm

Minutes of Meeting confirmed at the
Mid Month Meeting of Council
held on Tuesday, 12 March 2024

.....
Chairperson

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

AGENDA



Mid Month Meeting of Council

To be held at the

Civic Centre

511 Burwood Highway

Wantirna South

On

Monday 12 February 2024 at 7:00 PM

This meeting will be conducted as a hybrid meeting

Order of Business

1 Apologies3

2 Declarations Of Conflict Of Interest.....3

3 Confirmation Of Minutes3

4 Officer Reports.....4

 4.1 Monthly Transformation and Capital Report (formerly ICT Capital Report).....4

 4.2 Capital Works Program Update36

 4.3 Amendment to 2024 Meeting Schedule55

 4.4 Contract 3013: Egan Lee Sportsfield - Variation59

5 Motions For Which Notice Has Previously Been Given63

6 Supplementary Items.....63

7 Urgent Business63

8 Confidential Items.....63

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 11 December 2023

4 Officer Reports

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

SUMMARY: Portfolio Office Lead, Elly Liu

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- Governance and Risk stream projects are funded by operational budget.

All streams have been developed for the current financial year, the implementation of which is expected to improve customer and employee experience, increase operational efficiency, and reduce operational risks. This roadmap will be communicated to the organisation in late January.

There are currently 54 projects in progress across the four streams, with two projects in the Technology stream having been completed in this reporting period. The portfolio's health indicates one additional 'red' and four fewer 'amber' status updates compared to last month.

The Council has implemented new contracts for the independent members of Transformation Governance Committee, officially formalising their roles for the next two-year term. The Portfolio Office and Enterprise Change team are planning for the new Committee induction, in anticipation of the inaugural meeting scheduled for late February.

The primary risk remains the tight labour market and the challenges in recruiting experienced staff. Attrition has compounded this challenge, resulting in impacts to on-time implementation of some projects. Furthermore, recent legislative changes concerning temporary staff could impact future project delivery, given that most of the Project Delivery team is employed under fixed-term arrangements.

RECOMMENDATION

That Council receive and note the January 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, our processes and the way we serve our customers.

The report has been designed to strike a balance of keeping management, 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 (capex and opex funded), 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, unless resolved.

‘Green’ is where the project is on-track and meeting stakeholder expectations to-date.

Stream	Red	Amber	Green	Total
Customer and Digital Experience	0	3	9	12
Governance and Risk	0	0	5	5
Strategy and Transformation	0	2	7	9
Technology	2	2	24	28
Total	2	7	45	54

In comparison to last month, the movements and changes are:

- **Customer and Digital Experience Stream:** There are twelve projects in progress, with none marked as 'red' and three as 'amber'. This reflects no change compared to last month's report.
- **Strategy and Transformation Stream:** There are nine projects in progress, with none marked as 'red' and two as 'amber'. This reflects no change compared to last month's report.

- **Governance and Risk Stream:** There are five projects in progress, with none marked as 'red' and none as 'amber'. This reflects no change compared to last month's report.
- **Technology Stream:** Since the last report, two projects have been successfully completed: the Early Years Platform (a capital project) and the Application Upgrade - Bing Mail (an operational project). The status of one project, AMIS, has shifted from 'amber' to 'red', reflecting challenges with vendor progress. The status of four projects has changed from 'amber' to 'green', and one project has changed from 'green' to 'amber'. Currently, there are 28 projects in progress, with two marked as 'red' and two as 'amber'.

2.1 Key achievements and outcomes to note:

Customer and Digital Experience Stream:

- **Voice of Customer implementation commenced:** A project kick-off meeting with all stakeholders has taken place, and workshops with the pilot services have been conducted to develop customer surveys.
- **Community Engagement Review:** Internal and external consultations on the current policy and practice are now complete. Planning for the next phase of consultation is underway.
- **Complaints Procedure:** After comprehensive training of our staff on the updated complaints procedure, it is now fully implemented. All complaints are currently being monitored and managed through the Pathway system.
- **Live Chat Trial:** A regular roster of staff is now in place to manage this channel, and Live Chat has been activated for the Animal Management and Waste pages.

Governance and Risk Stream:

- **Governance Rules & Election Period Policy (EPP):** Public consultation has been finalised, and a report has been prepared for the Council.
- **Community Awards Program:** A scoping report for a new community awards program has been finalised for Council's consideration at the January Council meeting.
- **Council Elections:** The Council assisted the Victorian Electoral Commission (VEC) in sharing information with non-resident ratepayers about the research the VEC was conducting.

Strategy and Transformation Stream:

- **Service Feature Opportunities Analysis:** Detailed analysis of identified service opportunities is currently underway with the service owners. This analysis aims to identify specific financial savings and outline high-level implementation steps to inform the Councillor leadership weekend in February.
- **Community Engagement Provider for the Council Plan 2025-29:** The Request for Quotation (RFQ) process for the Community Engagement Provider for the Council Plan 2025-29 is nearing completion. The selected provider will be announced in the next Monthly Transformation Report.
- **Annual Budget and Service Planning engagement:** Community engagement activities for the 2024/25 annual budget and service plans concluded with the Public Submission Meeting on 4 December 2023. Six community members attended the meeting.
- **Change Management Recruitment:** Recruitment for the Enterprise Change Specialist position has been finalised. The immediate priority will be supporting the Call System project and facilitating Enterprise Change Management.

Technology Stream:

- **Cyber Security:** Cyber security initiatives undertaken include:
 - Improvement in Vulnerabilities (December vs. November): There has been a 10% improvement in workstation vulnerabilities and a 141% improvement in server vulnerabilities.
 - Public Web Servers Security Logging: All public web servers are now successfully logging data to the Rapid7 security tooling, except non-domain joined web servers, which are the next focus area.
 - Knox Website Security Enhancement: The security score for the Knox Website has improved from an 'F' to a 'B-'. Further enhancements, currently being tested, are expected to raise this score to an 'A-'.
 - eServices Security Upgrades: Significant work has been completed on eServices to enhance best-practice security compliance. This includes the implementation of security header configuration and Captcha to limit scraping and brute-force attempts.
- **Completed projects:** The Early Years Platform project was successfully completed and officially closed during this reporting period. The Application Upgrade - Bing Mail project has been completed, with the Bing Mail application successfully upgraded since the last report. Users are now required to install the new version from the Software Centre on their PCs. The uptake of this new version is being actively monitored, and reminders are being sent to encourage users to complete the installation.
- **Pathway UX Upgrade:** Approximately 170 Knox staff members attended an online vendor-led showcase highlighting key changes and improvements in the new UX platform, with significant positive feedback received from attendees.

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 November, the total FY23/24 capital expenditure amounted to \$1,194,463, representing 23% of the allocated \$5.3m budget. The distribution across the four streams is as follows:

- Technology - \$867,292,
- Customer and Digital Experience - \$298,631,
- Strategy and Transformation - \$28,540, and
- Governance and Risk - \$0.

Refer to confidential Attachment 2 for a full break-down of capital only spent on the 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. Attachment 1 Monthly Transformation and Capital Works Report Jan 2024 [4.1.1 - 27 pages]

Monthly Transformation and Capital Works Report (Formerly ICT Capital Works Report)

January 2024



Exception Report – Red and Amber Status Summary

Nov RAG	RAG This month	Project Name	% Complete	"Get-to-Green" action
Technology Stream				
At Risk	On Track	Access switch replacement (EOL – End of life)	30%	
At Risk	Issue	Asset Management Information System (AMIS)	65%	The project status will remain 'red' until the following conditions are met: a revised schedule is established, vendor resources are reallocated, all integration defects are resolved, the Confirm configuration is completed, a different vendor engagement model is implemented, end-user training is conducted, and end-user acceptance testing is completed.
At Risk	On Track	Cisco Identity Services Engine (ISE)	30%	
Issue	Issue	Corporate Reporting Solutions	93%	This project will go green when the full list of changes included in the upcoming release is received and a change request is raised to set a revised completion date that aligns with this release.
On Track	At Risk	DC1 - Server Room AC and Ups	10%	On-premise infrastructure confirmation will be required to get the status back to green
At Risk	On Track	Device refresh - Surface to Dell, including Decommission Adobe Acrobat XI	59%	
At Risk	On Track	Penetration Testing and Remediation - External	75%	
At Risk	At Risk	Policy Management as a Service (PMaaS) Rollout - IT Policies Part 1	71%	This project will return to green status when the other work is nearing completion and the expected acquisition of additional resources in the coming ~4 weeks provides the required staffing to move it towards completion
Customer and Digital Stream				
At Risk	At Risk	Call Systems Upgrade – Phase 1	7%	The rationale for a Change Request for additional required funds was endorsed by the Project Control Board, however additional budget from elsewhere in the Portfolio has not yet been sourced. When the funds are able to be sourced, the RAG Status of this project will return to Green.
At Risk	At Risk	ePathway Forms UX	15%	This project will go green when we successfully investigate options to transform our changes into smaller, more manageable updates.
At Risk	At Risk	Capital Works Visualisation	80%	The project status will return to 'green' once the duplicated data points issue is resolved, either through fixing the Structured Query Language (SQL) script by the Research and Geospatial Analysis team or by successfully linking the map to a simple spreadsheet as an alternative solution.

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

Nov RAG	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 go back to green when the Enterprise Change Management Project Initiation Document is finalised and the Project Control Board is established.
At Risk	At Risk	Integrated Planning Framework Implementation	3%	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.



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): \$298,631
<p>Executive Summary: A major milestone achieved this month was the launch of the complaints procedure, including over 35 training sessions for front line staff and responders. The first phase of consultation is complete for the review of the Community Engagement Policy, identifying opportunities to better meet community, Councillor and internal expectations and requirements, in particular the principles that will underpin policy and practice. Two additional content resources have begun working on the Intranet project The API for the website customer request look up has been created by the project team and this means we can start building the test lookup.</p>	
Achievements	Details
Voice of Customer implementation commenced	A kick-off meeting with all stakeholders has taken place and workshops with the pilot services have been run to develop customer surveys.
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 for Animal Management and Waste pages.
Community engagement review	Internal and external consultation on the current policy and practice is now complete. Planning for the next phase of consultation is underway.
Complaints procedure operational	Following extensive staff training for the new complaints procedure, the procedure is now in place and all complaints are being tracked in Pathway.

RAG	Risk	Mitigation
Yellow	People Data critical dependency for success of new Knox intranet.	Ongoing operational reliance will be on Chris21 data being keep up-to-date by People Culture and Development (PCD).
Yellow	Critical dependency between Teams and TouchPoint.	Further demonstration of Session Initiated Protocol (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	Delay to adding standard timeframes to email confirmations.	Training of Digital team in ePathway updates.

Upcoming Milestones	Details
Council meeting 20th February 2024.	Present Community Engagement Policy consultation findings and discuss principles of engagement.



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

In-Progress Projects Status (Capital)						
Nov RAG	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 seven forms we will build. We are now transitioning from the discovery phase to design. We are mapping the backend processes and identifying opportunities for improvement.</p>	N/A	40%
		Website customer request look-up	Let customers look-up the status of their requests via the website.	<p>The API has been created and we have completed an initial scoping session with our web developer partner Bliss Media.</p> <p>We are currently reviewing the quote provided and working towards having this built in our testing environment in February.</p>	N/A	15%
		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.	The project has been formally kicked off with all stakeholders. The pilot services for the Voice of the Customer program ; Animal Management, Trees and Vegetation and Maternal Child Health have been engaged to complete workshops and the results of these are currently being reviewed and assessed.	N/A	34%



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

In-Progress Projects Status (Capital)						
Nov RAG	RAG This Month	Project Name	Project Description	Project Status Report	Get to Green actions	Completion %
		ePathway Forms UX	Improving the user interface to improve the experience for customers using mobile devices to transact online	<p>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.</p> <p>We've isolated the property search updates and working towards implementing these changes in February.</p>	This project will go green when we successfully investigate options to transform our changes into smaller, more manageable updates.	15%
		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 four hours daily. The next focus will be on expanding the chat feature's availability across the Knox website	N/A	55%
		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.	Initial consultation complete including six focus groups and online survey to gather community feedback. Eight Councillors participated in interviews. The findings of the consultation were presented to SMT to workshop the current policy with particular focus on the engagement principles and the definition of levels of engagement.	N/A	40%
		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 with front line teams and responders has been completed and detail user guides are now available on eRIK. The new complaints procedure is now operational with all complaints being recorded and tracked in Pathway. An eLearning module will be developed to support the ongoing training for staff. Stakeholder meetings will commence in January to further support the transition.	N/A	95%

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

In-Progress Projects Status (Capital)						
Nov RAG	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.	Overall RAG status remains Amber as the projected costs are well above the allocated \$570K.	A Change Request regarding additional required funds was endorsed by the Project Control Board in December. When the funds are able to be sourced, the RAG Status will return to Green.	7%
		Intranet redevelopment project	This project replaces the current staff intranet with a contemporary digital solution, enabling staff to efficiently connect with colleagues, information, ideas and systems across Council. The project will be delivered in three stages: Stage 1 includes rewriting content and provision of core functionality such as staff directory, news hub, and the ability for staff to access the intranet without having to log into Council's network. Stage 2 due includes improvements to complex forms and movement of information from obsolete functionality. Stage 3 due includes staff collaboration functionality.	Migration of the Customer Service 1st Point knowledgebase has progressed well and will be ready for roll out late January. This effort is moving 400+ pages onto SharePoint online and is one of the dependencies for decommissioning the old server. User Acceptance Testing of the additional features released by Webvine in December found a number of issues. Webvine were able to resolve the majority of these promptly with a few remaining to be resolved in January. The forms and workflow RFQ closes on 12th January with desktop evaluation planned over January. Shortlisted vendors will be invited to demonstrate their products in February. The Intranet governance framework has been drafted and has been getting circulated for feedback from stakeholders. A robust governance framework will provide clear direction and guiding principles for the ongoing management of the Intranet and ensure it remains current and continues to meet changing needs.	N/A	79%

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

In-Progress Projects Status (Operational)						
Nov RAG	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 2024.		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 will be added to ePathway email confirmations in February after the Digital team have been trained.		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.	<p>We are investigating the cause of the duplicate data points. We suspect it relates to a Structured Query Language (SQL) script that needs fixing. This is currently sitting with the Research and Geospatial Analysis team.</p> <p>We are also looking into the options of linking this to a simple spreadsheet if we cannot get the data to work in its current set-up.</p>	80%



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

Overview	
Report Prepared By:	<p>Title: Manager Governance and Risk</p> <p>Name: Andrew Dowling</p>
Financials:	<p>Capital Budget (FY): \$0</p> <p>Capital Actuals (FY) : \$0</p>
Executive Summary:	
<p>Capacity continues to be reduced in the Governance and Risk Department due to a vacancy arising within the Governance Team. Recruitment has commenced for the role of Policy and Integrity Advisor.</p> <p>The key focus areas for the Governance Stream over the next month will be the preparation of a brief to secure the services of a landscape designer to develop a masterplan for the Ferntree Gully Cemetery.</p> <p>The new report writing guide and associated report templates will be finalised and rolled out across the organisation. Governance staff will share information about these documents through strategic communication channels and develop a training package for staff.</p> <p>In the Risk Stream, the Risk & Assurance Team is currently re-writing the Risk Management Framework based on actions arising from the Risk Management Audit. Refinements include updating Key Performance Indicators (KPIs), Risk Principals aligned to reflect ISO 31000 Risk Management Standards and Risk Appetite Statements following the Councillor Risk Workshop.</p> <p>The Internal Audit Service contract expired on 31st November 2023. The tender process has been completed for the new Auditor with sign off and award currently pending.</p> <p>The Risk & Assurance team are currently updating its Risk Assessment Tool. The tool will assist Council in identifying potential hazards, evaluate the likelihood and impact of those hazards and develop strategies to mitigate or manage them.</p>	
Achievements	Details
Governance Rules & Election Period Policy (EPP)	Public consultation has been finalised and a report has been prepared for Council.
Community Awards Program	A scoping report for a new community awards program has been finalised for Council consideration at the January Council meeting.
Council elections	Council assisted the Victorian Electoral Commission (VEC) to share information with non-resident ratepayers about research the VEC was conducting.

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
Ferntree Gully Cemetery landscape designer appointed	Landscape designer appointed and design completed for Council review
Report Writing Guidelines & Revised Report Templates finalised	Training and communications program to be rolled out.
Governance Framework adopted	Completion of draft for EMT and Councillor review.
Draft Councillor Support and Expenses Policy adopted	Finalised for Council review.



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

In-Progress Projects Status (Operational)						
Nov RAG	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.	Victorian Electoral Commission (VEC) briefings complete. See achievements.	N/A	10%
		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	20%
		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	70%
		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	40%

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): \$28,540
<p>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.</p> <p>The stream is tracking to schedule.</p> <p>Ahead of the first meeting of the Transformation Governance Committee, the Portfolio Office will complete a review of C&P Portfolio financial health for capital funded projects. Criteria / inputs needed for the review are being agreed week commencing 8th January, with the review to run throughout January, and findings and actions made available in early February.</p>	

Achievements	Details
Service Feature opportunity analysis	Detailed analysis is underway on all identified service opportunities with the service owners. The analysis will identify the detailed financial savings and the high-level implementation steps to inform the Councillor Strategy weekend in February.
Community Engagement Provider for the Council Plan 2025-29	The RFQ for the Community Engagement Provider for the Council Plan 2025-29 is nearing completion. The successful provider will be noted in the next Monthly Transformation Report.
Annual Budget and Service Planning engagement	Community engagement activities concluded with the Public Submission Meeting on 4th December 2023. Six community members attended.
Recruitment finalised	Enterprise Change Specialist recruitment has been finalised. Stephanie Ives will be joining as a Change Specialist on 16th January at 0.2 FTE increasing to 0.4 FTE due to a 4-month Flexible Working Arrangement. Priority will be Teams Calling support and Enterprise Change Management.

RAG	Risk	Mitigation
	Functional limitations and performance issues with the current PMO tool are impacting on PMO effectiveness and user capacity completing month end activities	Strategy and Transformation have allocated an additional \$5k for vendor support to resolve issues. New PPM tool is high priority for measuring Portfolio performance.

RAG	Issue	Resolution
	No issues for noting	

Upcoming Milestones	Details
Transformation Governance Committee Recruitment	The external independent members for the new advisory committee have now been appointed. The first meeting will be scheduled for February 2024 and induction documents are being prepared.
Councillor Leadership Weekend (Annual Budget and Service Planning)	Scheduled for 24-25 February, the agenda will cover service planning and the annual budget 2024-25.
SMT Session (service planning and service opportunities)	Strategy & Transformation will be conducting an SMT session on service planning and service opportunities on 24th January.

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

In-Progress Projects Status (Capital)						
Nov RAG	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 is Green and continues to make progress through the Initiation and Planning Phase. The Project Control Board (PCB) approved the project scope on 19th December 2023. Requirements have been documented with next the step being to engage key stakeholders from across the Council for their feedback by late January 2024 in order to then seek approval of the requirements from the Business Owner and Sponsor. In parallel, the project is working on the high-level change assessment, procurement planning activities, and initiation and planning stage gate approval in order to support going-to-market.	N/A	33%
		Portfolio Office – Transformation Governance	This budget allocation is to cover costs associated with Transformation governance including independent members of the Transformation Governance Committee.	Council has implemented new contracts for the Transformation Governance independent members, formalising the arrangements for the upcoming two year term of the members. Planning is underway for the new Committee induction ahead of the first meeting to be proposed for late February.	N/A	80%



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

In-Progress Projects Status (Operational)						
Nov RAG	RAG This Month	Project Name	Project Description	Project Status Report	Get to Green actions	Completion %
		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 community engagement activities have concluded with the Public Submission Meeting on 4th December 2023 and accompanying community engagement report. Interim external communications will be published in early 2024 to the Have Your Say website and Knox external website. The new Council Plan 2025-29 project group has been established. Planning is also underway for the February Leadership Weekend.	N/A	50%
		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 Metropolis was chosen as the successful provider. S&T will work with Metropolis in early 2024 to develop the new survey.	N/A	80%
		C&P Portfolio Transition	Transition from ICT to C&P Portfolio Office implemented on 3rd April 2023. This includes all transition activities including developing and implementing a new governance framework (<i>complete</i>), maintaining the current PMO Tool (ahead of new PPM project), developing and delivering a C&P Portfolio Roadmap for 2023-2027 (<i>FY24 complete</i>), baselining each Stream budget in the C&P Portfolio (<i>complete</i>) and establishing the financial management and reporting framework (<i>complete</i>), creating a prioritisation model (<i>complete</i>), and implementing the C&P Portfolio Management and Delivery Framework including project methodologies, processes, tools, templates and training (<i>in progress</i>).	The C&P Portfolio Roadmap for all streams has been developed for current financial year, which will be communicated to the organisation in late January. Roadmap format is being synchronised with PMO tool to reduce manual work. Financial health review of all capex roadmap items is underway. As Is process maps for current portfolio management practices are complete, and work to build To Be process maps are underway w/c 15 January. New templates and tools will be created to support the process.	N/A	65%

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

In-Progress Projects Status (Operational)						
Nov RAG	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.	The EMT People, Culture and Development Dashboard has been updated. Customer Operations Channel Report, Agent Call Performance Report are completed. Procurement Reports and Community transport issues have been resolved. The Waste collection reporting – Add 3 new rate code (ongoing). Finance Data Integration Alert – Investigating the issue and the 60-day stat tracking report - Validating the calculation logic. The PCD Timesheet Report - User testing in Progress	N/A	45%
		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.	Scoping of the feature opportunities identified form December 2 nd has begun.	N/A	35%



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

In-Progress Projects Status (Operational)						
Nov RAG	RAG This Month	Project Name	Project Description	Project Status Report	Get to Green actions	Completion %
		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. The recruitment for the new Change Specialist is complete. Knox has visited Casey Council to leverage their experience with utilising PCI (People Centered Implementation Change framework). A visit to a Prosci focused Council will be organised in coming weeks.	Finalise the Enterprise Change Management Project Initiation Document and establish the project control board.	5%
		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 Council Plan Community Engagement RFQ and mobilising the Council Plan project team.	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 – 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) : \$867,292
Executive Summary:	
<p>A quarterly planning workshop was held in December to focus on what was achieved for the quarter and then the priorities aligned to what can realistically be achieved for this quarter. The process identified several improvement opportunities and allocated tasks.</p> <p>One of the other key focus areas has been on Councils Cyber Security posture with some significant uplift being achieved during the quarter.</p> <p>Weekly Kanban Board standups are productive and showing work throughput.</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>	
Achievements	Details
Security - Vulnerability Reduction	Vulnerabilities for the December period (compared to November) shows a 9.5% improvement in workstation vulnerabilities, and a 141.31% improvement in server vulnerabilities.
Security - 24x7 cyber security monitoring	All public web servers are now successfully logging data to the Rapid7 security tooling, except for non-domain joined web servers, which are the next focus area.
Application Upgrade - Bing Mail	Bing Mail upgrade is live, resolving some ongoing issues experienced in the previous version.
Expense Management System	Decommissioning of the old system, Fraedom, has been undertaken.
Firewall Firmware Upgrades	The primary and DR Palo Alto firewalls had their firmware updated to the latest version 10.2.6
Intune Phase 2	All Knox devices have been added to Intune and can be co-managed. This will make it much easier for the IT team to manage laptops and desktops across Knox.

RAG	Risk	Mitigation
	Recent 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 Leadership Team 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
	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.	Deb Moutsias has now been allocated as Project Manager for the project and is reviewing remaining project tasks and outstanding issues.
	EIP - Solution Architect, Ajay Singh has departed, he was one of the key integration resources for the EIP project.	Existing Enterprise Architecture resources are being utilised to cover gaps and two integration vendors have been selected to undertake some integration work for us. The limited scope will assist in filling the gap left by Ajay and enable us to see if they could be suitable ongoing partners.

Project Status Report – Technology Stream Stream Lead: Scott Coleman

Achievements	Details
Security – Knox Website Security Enhancements	The Knox Website security score has been improved from an 'F' to a 'B-', and we expect this will increase to an 'A-' with some enhancements that are currently being tested.
Security - eServices Website Security Enhancements	Significant work has been completed on eServices to improve best-practice security compliance, including security header configuration and Captcha to limit scraping and brute-force attempts.
Security – MFA for Vendors	Migration of vendors from shared to named accounts with Multi-Factor Authentication (MFA) is progressing.
Security – Incident Response Plan Exercise completed	Staff with key roles in our Cyber Incident Response Plan attended an exercise to practice and refine our Incident Response capability. Several learnings have been identified and improvements will be rolled out over the coming months.
Cherwell enhancement	The ITSM tool, Cherwell has been configured to auto assign new tickets to Service Desk Technician in a round robin manner to make it easier to manage new tickets and make it easier to reply to customers within the SLA.
Carelink report enhancement	The generally clunky reporting in Carelink has been streamlined. Changes were made to the Database to make it easier for customers to run/receive reports.
Early Years Platform	Project has now been completed and closed.
Pathway UX Upgrade	Approx 170 Knox staff attended an online vendor lead showcase of key changes and improvements in the new UX platform, with significant positive feedback received from attendees.

Upcoming Milestones	Details
Expense Management System - closure	Expense Me Pro, the new expense management system used for managing Council credit card expenses, is being successfully used by staff. Awaiting final invoice to enable project to be closed.
City Safety & Health phone queue	A new phone queue will be set up in Touchpoint for the CS&H (Business Support) team to enable them to take calls from members of the public similar to the Customer Service and Building and Planning teams
Knox Library network	The new Knox Library going live in March will require a full network infrastructure including both LAN and Wifi.
Security – Implementation of CloudFlare WAF and Drupal Security enhancements	The Knox public website will receive additional security configuration uplifts that are currently being tested, in addition to the implementation of the CloudFlare WAF (Web Application Firewall) as an interim measure whilst a future WAF strategy is considered in line with the larger cloud strategy.

Project Status Report – Technology Stream Stream Lead: Scott Coleman

In-Progress Projects Status (Capital)						
Nov RAG	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.	Several vital issues were identified during the testing and configuration phase, resulting in the implementation for Facilities being delayed. The critical issues related to the integration into the finance system needed to be fixed, and a delay in configuring Facilities data onto Confirm. These issues had a compounding effect, delaying the testing and training phases. The leading cause of these issues was the lack of resource availability, which is currently being addressed with the vendor.	Actions include: A revised schedule; Re-allocation of vendor resources; Resolution of all the integration defects; Completion of the Confirm configuration; Different vendor engagement model; End-user training; End-user acceptance testing.	65%



Project Status Report – Technology Stream Stream Lead: Scott Coleman

In-Progress Projects Status (Capital)						
Nov RAG	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.	Data model for HR and Employees (People related data) has been defined. Entities related to this model are rolled into new data warehouse. New PowerBI reports are starting to be created with new Datawarehouse functionality.	N/A	25%
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.	A Project Manager (PM) was re-assigned to this project in December and has been reviewing remaining project tasks and outstanding issues. Pulse have indicated a March 2024 release will resolve key issues in the Delegations module.	Once the full list of changes included in this release is received, a change request will be raised for a revised completion date in line with this release to assist project to return to green.	93%
Green	Green	IT Network Security Evaluation and Upgrade	Core Switch Remediation Work to uplift core network reliability and security.	Redundancy is required within the Civic Centre, Eastgate South and Eastgate North if the network goes offline. This will be configured by our Network consultant in February 2024	N/A	75%
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. Project timelines and new business stakeholder to be confirmed.	N/A	1%

Project Status Report – Technology Stream Stream Lead: Scott Coleman

In-Progress Projects Status(Capital)						
Nov RAG	RAG This Month	Project Name	Project Description	Project Status Report	Get to Green actions	Completion %
		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 trial of Microsoft Purview and decision made to progress with Microsoft Lists due to high cost. All information asset entities will start to be captured from next month.	N/A	10%
		Expense Management System	Replacement of Council’s current expense management system, Fraedom, 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 Fraedom expense management platform is decommissioned on 31 st October 2023 by Visa.	Users are confidently using the new expense management system. Awaiting final invoice to enable project to be closed.	N/A	97%
		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.	The project board has approved a re-assessment of integration platforms to be completed. An options analysis and recommendations will be presented in a future project board meeting. Key project resource, Ajay Singh, has departed, existing EA resources are being utilised to cover gaps and two vendors are commencing mid-January to assist with delivery.	N/A	87%



Project Status Report – Technology Stream Stream Lead: Scott Coleman

In-Progress Projects Status(Capital)						
Nov RAG	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.	The Project Control Board (PCB) has been convened and project scope agreed. Key priorities are to complete documentation of requirements and obtain key stakeholder feedback on proposed project schedule and estimated financials.	N/A	17%
		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.	Project has been completed and closed.	N/A	100%

Project Status Report – Technology Stream Stream Lead: Scott Coleman

In-Progress Projects Status (Capital)						
Nov RAG	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.	Awaiting Readiness Assessment Report from Infor to advise of key activities that need to take place prior to transition to Pathway UX. GenCon Driver provider has been selected, and procurement is underway. Pathway UX showcase was attended by approx. 170 Knox staff and video recordings were subsequently disseminated to all users in late December. January and February will see communication with Pathway Module Owners to discuss initial UX familiarisation sessions.	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	80%
		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.	Once the decision is made on what infrastructure will be on premise, the correct UPS can be deployed to ensure there is adequate availability when there is a power outage. This will include a safe shutdown feature.	On-premise infrastructure confirmation will be required to get the status back to green	10%
		Architecture Design & Plan	This project delivers the uplift of architecture support tooling and processes including documentation, architecture governance and processes	Completed current state architecture documentation for a number of core applications including GIS and Portfolio management. Technical delivery sprint model operational. Delivery, security and architecture governance model to be defined and implemented into DevOps.	N/A	15%

Project Status Report – Technology Stream Stream Lead: Scott Coleman

In-Progress Projects Status(Capital)						
Nov RAG	RAG This Month	Project Name	Project Description	Project Status Report	Get to Green actions	Completion %
		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 initiation and planning is continuing. Key project activities included establishment of the Project Control Board and the formal project kick-off meeting. Building the project team and development of the Project Management Plan are also continuing.	N/A	11%
		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.	Completed key design decision of infrastructure consumption model, management of current infrastructure, and assessment of private cloud and public cloud options. Vendor selection (including migration) and procurement report to be developed this month.	N/A	10%



Project Status Report – Technology Stream Stream Lead: Scott Coleman

In-Progress Projects Status (Operational)						
Nov RAG	RAG This Month	Project Name	Project Description	Project Status Report	Get to Green actions	Completion %
		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.	Humanforce upgrade is now being managed by Joyleen Mathias in the Enterprise Architecture team. This upgrade is a transition from on-premise to Cloud, so is therefore a far more technical upgrade compared to a routine upgrade. We have reviewed their proposal, requested changes and are awaiting response from Humanforce. Once the proposal is signed, the next key step is to obtain the test environment for the payroll team to complete 4-6 weeks of testing (every second week to alternate with pay week). Go Live date will be determined once Humanforce proposal is signed.	N/A	20%
		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 application was successfully upgraded on 27 th November 2023. Users are required to install the new version from the Software Centre on their PC, and uptake is being monitored and reminders sent to ask users to install the new version.	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.	Focus is on developing processes, along with useful packs and templates, to assist with standardisation of Application Upgrades at Knox. Recent upgrades of Carelink, Trapeze and Bing Mail applications have provided useful insights of what worked well and what could be improved, all of which have been considered in its development, to ensure we are striving for best practice.	N/A	50%

Project Status Report – Technology Stream Stream Lead: Scott Coleman

In-Progress Projects Status (Operational)						
Nov RAG	RAG This Month	Project Name	Project Description	Project Status Report	Get to Green actions	Completion %
		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.	<p>Pathway vendor Atturra continue to provide support across a number of Pathway enhancements for Knox. Focus for January and February are on process improvements and simplification for the Property Management team, resulting in increased the uptake of managing license agreements for Council-owned facilities in Pathway, instead of individual spreadsheets and emails.</p> <p>A Rates Summary report is being created to provide a free option for customers to request, as requesting a copy of a Rate Notice is chargeable. Property Information Certificates for the Building Team is being tested, and almost ready for implementation.</p>	N/A	50%
		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.	A hearing loop has now been installed in the council chambers to ensure Knox operates in an inclusive manner to those with a hearing impairment and the booking system has been updated to cater for it and comms have been requested	N/A	96%



Project Status Report – Technology Stream

Stream Lead: Scott Coleman

In-Progress Projects Status (Operational)						
Nov RAG	RAG This Month	Project Name	Project Description	Project Status Report	Get to Green actions	Completion %
Yellow	Green	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. Fixes to eServices brute-force issue deployed (Captcha), and Webgrid LFI vulnerability rectification is currently being tested ahead of deployment to production.	N/A	75%
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 significant activity since last update due to resource constraint. Deployment of policies to be included in a roadmap and the process to be agreed with EMT.	Other work nearing completion and acquisition of additional resource in the coming ~4 weeks is expected to provide required resourcing to move this to completion.	71%
Yellow	Green	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.	As the access switch models have been confirmed to have an EOL of 2027, this upgrade will be halted and no further updates will be provided from next month.	N/A	30%



Project Status Report – Technology Stream

Stream Lead: Scott Coleman

In-Progress Projects Status (Operational)						
Nov RAG	RAG This Month	Project Name	Project Description	Project Status Report	Get to Green actions	Completion %
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.	Exercise conducted and draft report received from the vendor. Feedback to go back to vendor ahead of final report and recommendations to be considered for adoption and implementation.	N/A	90%
Yellow	Green	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.	As decisions have been made on the Access Switch project, the planning for the implementation of Cisco ISE will commence with our network consultant on 16/1/24.	N/A	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.	Security updates to eServices deployed, security updates to Knox website to be deployed and then the ASV scan to be reconducted to identify any further work required. Investigations on our payment capture methods to be conducted to relieve future PCI-DSS compliance burden if practical.	N/A	75%
Yellow	Green	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.	RAG status has returned to Green following confirmation that our primary technical resource has now signed a new contract. We have now deployed over 280 devices (approx. 59% of all devices) and continue to receive fantastic feedback from our stakeholders.	N/A	59%

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 29 January 2024.

RECOMMENDATION

That Council receive and note the Capital Works Program Report, as of 29 January 2024.

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 29 January 2024, is attached as Attachment 1.

Highlights of the Works Report as of 29 January 2024 include:

- Eildon Park Reserve, Rowville - Tennis Court Renewals of courts 7 to 9 have been completed
- Glenfern Park (FTGTC) - Tennis Court Renewals Design – design work has been reviewed and completed. Renewal of courts is scheduled in Councils 5year program.
- Wantirna Reserve - Pavilion Upgrade – Scoping of works, including detailed design and estimated costing have been completed.
- Carrington Park Multi-Purpose Hub - Wall Mirror Install – custom manufactured wall mirrors have been installed completing all works at this site
- Teddington Way (At Brentwood Drive) - Splitter Island – works completed.

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. Attachment 1 - Capital Works Program - Works Report as at 29 January 2024 [4.2.1 - 18 pages]

Knox City Council Project Status Report

29-Jan-2024

Project Number	Project Name	Total Adjusted Budget
1	Bridges Renewal Program	\$339,971
All Wards	Investigating upcoming renewal projects for prioritisation and validation. Scoping underway for consultant investigative report on the current state of highlighted structures in latest Level 2 Condition Audit. Report will provide clear direction on structure priorities and future funding requirements as well as potential opportunities to seek grant funding.	
4	High Risk Road Failures	\$425,501
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 fully committed. Internal Patching and Relining Packages 2 & 3 being completed currently and due for completion by March.	
9	Footpath Renewal Program	\$2,761,278
All Wards	Over 85% of the 23/24 program has been delivered and the remaining 15% has been allocated to contractors.	
10	Bicycle and Shared Path Renewal Program	\$619,200
All Wards	Paths completed along Stud Rd (Harold Street to Boronia Rd) and rear of Knox City SC to Lewis Park. Further works are scheduled for February at The Haven and Waldheim Road. Overall program on track for completion by May 2024.	
16	Building Renewal Program	\$4,732,056
All Wards	<p>Targeted audits of Hot Water Systems and Roof Conditions across building portfolio are under way and works will be arranged over the coming months.</p> <p>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 of Historic Society and Leisure Services. These will be programmed for the second half of the Financial Year as per requirement and budget.</p> <p>Request for quotation process for Templeton Reserve Tennis Pavilion Disability Discrimination Act Compliant Bathroom renewal completed and job awarded, set to commence in coming months.</p> <p>Final changes to scope (minor) being resolved 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. Of the eleven painting jobs that have been awarded, several were completed over the Christmas break. Early Years Centres programs have been reassessed and discussion with Family and Children's Services will commence as to what priority sites works can be scheduled for.</p>	

Knox City Council Project Status Report

29-Jan-2024

Project Number	Project Name	Total Adjusted Budget
	<p>Several floor covering jobs will be scheduled as a result, along with additional painting and potential bathroom upgrades. As reported previously, this would normally have been completed already, however due to expressions of interest for operations of services being released, it was strategically decided to postpone any renewal works to these centres until more information was obtainable.</p> <p>Remaining LED Lighting Upgrades were completed over Christmas break period.</p> <p>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 in the year.</p>	
17	Playground Renewal Program	\$1,890,125
All Wards	<p>Knox Playspace Renewal 2022-23: Stud Park Playground was completed December 2023. The tender of the Tim Neville Arboretum playground renewal has now been awarded with construction anticipated to commence April 2024. The request for quotation (RFQ) for the delivery of playspace renewals at Kent Park, Castlefield Square and Val Boyd Reserve has also been awarded with an anticipated commencement in April 2024. Knox Playspace Renewal 2023-24: The Strategic Open Space team are currently developing concept designs of this financial years local playground upgrades in preparation for community consultation.</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 by Knox Construction at various locations for works to commence early 2024.</p> <p>The detailed design of Carrington Park Reserve carpark renewal has not yet commenced. Due to commence design in March 2024. Project team to meet on-site to clarify scope.</p>	
25	Plant & Machinery Renewal Program	\$2,734,500
All Wards	Fleet Renewal Program under way. To date Council has 69% of funds committed and 56% of funds expended.	
26	Street Tree Replacement Program	\$523,666
All Wards	Bulk tree planting program finalised. Tree stock secured at nurseries.	
31	Stamford Park Redevelopment	\$3,968,219
Tirhatuan	Works re-commencing following Festive Period Shutdown. Recent inclement weather review and clean up occurring.	
104	Roadside Furniture Renewal Program	\$103,000
All Wards	Detailed design works in progress for the retaining wall at Clematis Avenue Ferntree Gully with construction works expected to occur March/April.	
147	Energy Retrofits for Community Buildings	\$199,013
All Wards	Hot Water Replacement to Heat Pump Hot Water systems have been completed at Scoresby Tennis Centre and HV Jones Pavilion. Additional projects are also being designed including scoping of additional electrification opportunities across Council facilities.	

Knox City Council Project Status Report

29-Jan-2024

Project Number	Project Name	Total Adjusted Budget
229	Building Code Australia Compliance	\$75,000
All Wards	Funding utilised 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 is current scoping identified condition audit asset renewal works. Scheduling of patching and renewal works to occur in early 2024.	
409	Parks Furniture Renewal	\$90,000
All Wards	Installation of additional seat completed at Walker reserve.	
410	Parks Signage Renewal	\$20,000
All Wards	Damaged sign at Stratford reserve replaced.	
412	Water Sensitive Urban Design Renewal	\$209,020
All Wards	Golden grove has been awarded. Renewal budget has been fully allocated for this financial year. Currently developing communications plans for various projects. Timing of works will depend on weather, expected late February-March.	
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	Path renewal at Quarry Reserve completed (between carpark and upper path).	
492	Food Act Compliance - Kitchen Retrofitting	\$25,000
All Wards	Inspections completed and candidates still to be discussed and confirmed 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.	

Knox City Council Project Status Report

29-Jan-2024

Project Number	Project Name	Total Adjusted Budget
536	Parkland Asset Renewal	\$95,000
All Wards	Scoping further works for the 23/24 financial year.	
537	Roadside Plantings Renewal	\$80,000
All Wards	Scoping further works for 2023/2024 financial year.	
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. Knox Regional Netball Centre 'Kinematic' has been completed. Fairpark Reserve Public Artwork to be completed late January in preparation for official opening of facility. First Nations Public Artwork for Knox Library in final stages and will be installed for the March opening. FTG Creative Placemaking Project is in its final stages with major Public Art mural being installed at 46 Station St Ferntree Gully and First Nations Light Specific Artwork completed by May. Preparations for Immerse have commenced and are at Design/Engage stage.	
708	Cricket Run Up and Goal Square Renewal Works	\$100,000
All Wards	Xtragrass on Batterham oval 2 & Dobson oval 1 run-ups are completed.	
746	Revegetation Plan	\$110,000
All Wards	Community Event site preparation underway for Dandenong Creek, Blind Creek & Collier Reserve revegetation days in June-August.	
834	Oversowing of Sports Fields	\$90,000
All Wards	All sites have been confirmed with work scheduled to start in March 2024.	
837	Westfield Library (Permanent) - Design and Fit out	\$5,256,916
Dinsdale	Project is in Construction Phase, there is no change to the scheduled completion date being March 2024. Progress: Majority of plaster & ceiling work has been finished. All services have been installed, as well as mechanical works completed. Final stages of floor and ceiling works are underway. Manufacture of feature artwork is underway. Fit out of the site has started. All new furniture has been delivered to site, ready for installation.	
867	Knox Regional Netball Centre Extension	\$573,547
Dobson	Construction works completed. Project is presently under a defects liability period until October 2024.	

Knox City Council Project Status Report

29-Jan-2024

Project Number	Project Name	Total Adjusted Budget
868	H V Jones, Ferntree Gully - Masterplan Implementation Stage 3	\$423,787
Friberg	Carpark construction completed.	
871	Energy Performance Contract Implementation	\$50,872
All Wards	All projects completed. Evaluation and Monitoring underway and will be completed by June 2024.	
935	Scoresby (Exner) Reserve - Tennis Court Renewals	\$650,000
Tirhatuan	(1) Contractor appointed for renewal of Courts 4-5. Awaiting submission of pre-construction documentation before providing Possession of Site. Looking to schedule meeting with Club on site before commencement of works. Expect to be in a position to commence works by early February 2024. (2) Awaiting outcome of ongoing investigations and negotiations with Insurance Co. before deciding extent and timing of resurfacing of Courts 1-3.	
941	Knox Regional Netball Centre - Court Renewals	\$150,000
Dobson	Painting of player shelters have been completed. Court surface works to be completed in February.	
944	Knox Central (Former Operations Centre)	\$21,485
Dinsdale	Awaiting the final report for auditor signoff.	
948	Modular Building Program	\$187,343
All Wards	(1) Lakesfield Reserve - Project combined with Rowville Recreation Reserve Carpark. Construction and practical completion inspection completed. Awaiting contractor final claim.	
951	Community Toilet Replacement Program	\$446,357
All Wards	Chandler public toilet is expected to complete in Feb 2024. Upper Ferntree Gully Toilet design to be ready to review by stakeholders by end of February 2024.	
961	Knox Regional Netball Centre Floodlight Outdoor Courts 5 to 8	\$64,832
Dobson	This project is not proceeding.	
999	Lewis Park, Wantirna South - Masterplan Implementation - Stage 1 - Waterways	\$1,012,000
Dinsdale	Construction is progressing by Melbourne Water.	
1003	Wantirna Reserve, Wantirna - Masterplan	\$80,000
Collier	Draft Master plan progressed through Internal and External Stakeholder consultation. Public consultation completed, council approval targeted March 2024.	

Knox City Council Project Status Report

29-Jan-2024

Project Number	Project Name	Total Adjusted Budget
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.	
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	Wally Tew & Carrington cricket nets repaired and Guy Turner irrigation fence repaired. On track to complete all works by 20 June 2024.	
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	Installation of Solar and Battery is due to be completed at Scoresby Tennis Centre and Scoresby Football/Cricket Pavilion by 19th of January 2024. The installation of Solar at the Civic Centre is currently with AusNet for Approval, with installation now expected around April 2024.	
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. Site investigation to be undertaken in the coming week to assess possible options 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 and Public consultation process completed. Integrating the proposed wetland works with the carpark works associated on nearby site. Also integrating similar wetland/carpark project at Gilbert Park and aggregate the two as a combined contract for economy of scale. Contract out to tender from 13 January 2024 with tenders closing on 6 February 2024.	
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.	

Knox City Council Project Status Report

29-Jan-2024

Project Number	Project Name	Total Adjusted Budget
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/License 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	
1308	Kevin Ave, Ferntree Gully Flood Investigation - Scoping	\$160,500
Dobson	In the process of scoping future works based on flood mapping.	
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. Knox Construction coordinating construction.	
1311	Major Roads LED Streetlight Replacement	\$1,400,000
All Wards	Tender evaluation concluded with no installer appointed due to large variation in the tendered price. Further design work is underway to identify intersections that would require night works to minimise uncertainty. Project to be re-tendered in March. Potential delays to project with installation now not expected until June 2024.	
1315	Fairpark Reserve - Pavilion Upgrade (incorporating U3A extension)	\$4,363,675
Baird	The final building works are being completed with occupancy expected in January and user groups to relocate to the new facility in February.	
1320	Eildon Park Reserve, Rowville - Tennis Court Renewals	\$181,140
Taylor	Contract works completed. Additional tree planting scheduled to provide appropriate screening for upgraded tennis courts.	
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.	

Knox City Council Project Status Report

29-Jan-2024

Project Number	Project Name	Total Adjusted Budget
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	Geo testing completed, stabilizing works being scoped.	
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 currently underway. Engineering design in February.	
1413	Kings Park Reserve, Upper Ferntree Gully - Masterplan Implementation	\$89,790
Dobson	Council endorsed the draft masterplan and implementation strategy on 27 November 2023. Design 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	Stage 1 works to go out to quote via Knox Construction Group in the next 2 weeks. Stage 2 to go out for quote in the coming months.	
1415	Olivebank to Underwood & Alexander Reserve, FTG - Wetland Treatment - Scope	\$320,000
Dobson	Design of drainage completed. Currently in the process of receiving quotes for road resurfacing and drainage works along Forest Road and Alexander Crescent. Knox Construction coordinating construction.	
1419	Carrington Park Reserve - Stormwater Harvesting Upgrade	\$120,000
Friberg	Quote for installation of Stormwater Harvesting System renewal and associated civil works received from contractor. Due to cost of project, an addition 2 quotes are to be sought.	
1422	Gilbert Reserve - Wetland (Scoping & Analysis)	\$855,000
Friberg	Design and Public consultation process completed. Integrating the proposed wetland works with the carpark works associated on nearby site. Also integrating similar wetland/carpark project at Egan Lee Reserve and aggregate the two as a combined contract for economy of scale. Contract out to tender from 13 January 2024 with tenders closing on 6 February 2024.	
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.	

Knox City Council Project Status Report

29-Jan-2024

Project Number	Project Name	Total Adjusted Budget
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 February 2024 and be completed by late May 2024.	
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 awarded the works in December and estimates the works 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	Tender has been awarded, contract is under construction.	
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 tenancy change over period in March/April 2024, but may also depend on the tendering of an electronic locking Contract.	
1473	Egan Lee Reserve, Knoxfield - Car Park Extension	\$430,000
Scott	Design and Public consultation process completed. Integrating the proposed carpark works with the wetland works associated on nearby site. Also integrating similar wetland/carpark project at Gilbert Park and aggregate the two as a combined contract for economy of scale. Contract out to tender from 13 January 2024 with tenders closing on 6 February 2024.	
1474	Knox Skate & BMX Park, Knoxfield - Carpark	\$540,000
Friberg	Design and Public consultation process completed. Integrating the proposed carpark works with the wetland works associated on nearby site. Also integrating similar wetland/carpark project at Egan Lee Reserve and aggregate the two as a combined contract for economy of scale. Contract out to tender from 13 January 2024 with tenders closing on 6 February 2024.	
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	Design finalised. Cost estimate to be done in 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 late January 2024.	

Knox City Council Project Status Report

29-Jan-2024

Project Number	Project Name	Total Adjusted Budget
1517	Flamingo Reserve, Wantirna South - Landscape Plan	\$25,000
Collier	Detailed design documentation to be finalised - on schedule.	
1518	Schultz Reserve, Wantirna - Landscape Plan Implementation	\$150,000
Collier	Open Space: 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 completed.	
1521	Erica Avenue Streetscape Renewal	\$750,000
Baird	Tender awarded and Contract works well underway. Contract works approximately 40% complete and anticipate completion by March 2024.	
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 and awaiting opportunity to undertake final asphalt layer to coincide with similar works in Rickards - contract works around 90% complete. Wearing course asphaltting anticipated to follow late January/early February 2024.	
1525	Allister Close - Road Reconstruction - Construction	\$421,437
Friberg	This project has been packaged as part of Road Renewal construction contract for 2023/24. Anticipate construction to commence in February 2024 and be completed by late April 2024.	
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 late April 2024 and completed by late May 2024.	
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 well under way with majority of Kerb & Channel and drainage works completed with works expected to be completed by March 2024 - works are around 50% 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 and Engineering Estimate complete with review changes underway. Awaiting discussion on external Government Funding source and potential for application for construction funding of stages - possibly being presented to March Boronia Renewal Board meeting.	
1529	Knox Athletics Track Renewal & Upgrades	\$4,718,024
Friberg	Awarded the works in December with works estimated to commence in February 2024.	

Knox City Council Project Status Report

29-Jan-2024

Project Number	Project Name	Total Adjusted Budget
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 has been awarded and the contractor is due to commence in late February/early March.	
1540	Pickett Reserve - Cricket Net Renewal	\$369,640
Baird	Construction progressing well soft netting and clean up to be completed.	
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 renewal/reactive replacement program.	
1546	Rowville Recreation Reserve - DDA and Baby Change Facilities Upgrade	\$200,000
Taylor	Project had to go through a design change in order to obtain a Building Permit. Indicative start on site date is early February 24, with a March 24 completion date.	
1547	Kings Park (Baseball) - Floodlighting Upgrade	\$387,733
Dobson	Contractor to erect light poles in late January. Commission the system in early February and Lux reading in late February 2024.	
1548	Guy Turner Reserve - Floodlighting Upgrade	\$290,937
Dinsdale	Trenching of electrical infrastructure scheduled to be completed in late January. Concrete footing to commence early February.	
1550	Park Ridge Reserve Existing Pavilion Refurbishment	\$3,550,000
Taylor	New architect started concept design. Anticipate completion by March 2024 hence design development can commence.	
1554	The Basin Community House - portico	\$43,150
Chandler	Construction works are in progress. Council aims to complete the works by end of March 2024.	

Knox City Council Project Status Report

29-Jan-2024

Project Number	Project Name	Total Adjusted Budget
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	Project details have been sent to Councils Construction Team. The project will procure and schedule the works to commence in early 2024.	
1558	Napoleon Road Stage 4 - Shared Path Construction	\$324,100
Taylor	Shared path to be aligned along Napoleon Road between Park Road and Teofilo Drive to avoid and minimise vegetation impacts. Council presently coordinating procurement of the works.	
1559	Upper Ferntree Gully Rail Link - Shared Path Construction	\$148,000
Dobson	Reviewing detailed design. Application to be made to Metro Trains Melbourne/VicTrack for 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 February for consideration of inclusion in future Capital Works Program	
1561	Harold Street On road 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. Potential funding of Amesbury Avenue pedestrian crossing under TAC/DTP Safe Local Roads Program.	
1563	Stud Road On road Bicycle Facilities - Design	\$43,750
Taylor	Consultation with community planned to occur early in 2024.	
1565	Napoleon Rd - Electronic 40km/h signs at school crossings	\$79,230
Dobson	Reviewing pedestrian survey at crossing points. Information will be included in application to the Department of Transport and Planning for approval to reduce speed limit. Carry forward likely to be required given timeframes required for approval.	
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.	

Knox City Council Project Status Report

29-Jan-2024

Project Number	Project Name	Total Adjusted Budget
1568	EV Charging stations in Council facilities for fleet charging	\$50,000
All Wards	Investigating and designing replacement of charging station 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 Vic. Govt. 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 March 2024.	
1574	Fairpark Reserve, Ferntree Gully - Cricket Net Renewal	\$13,000
Baird	Awaiting demolition of old pavilion (which is the proposed location of new cricket nets) to enable the remaining soil testing and design work to be completed.	
1575	Templeton Reserve, Wantirna - Cricket Net Renewal	\$450,360
Collier	Construction progressing well, with soft netting to be installed and clean-up. of site to be completed.	
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. Council's current concept plan has been estimated at approximately \$2.5M+. Council will collaborate with Knox Historical Society to propose a solution that is within Council financial capacity and also meets the agreed requirements of the Knox Historical Society. This will also require the guidance and approval of Councillors.	
1577	Tormore Reserve Pavilion - Facility Redevelopment Design	\$220,000
Baird	Design Development draft presented to clubs in December 2023. Response from Clubs received January 8. Design team currently considering design comments from clubs.	
1578	Templeton Road - Design	\$113,000
Collier	Survey and geotechnical investigation completed. Design underway - 25% complete.	
1579	Station Street - Road Reconstruction - Design	\$35,000
Dobson	Survey and Geotechnical investigations completed. Design has commenced and around 25% complete.	
1580	Blackwood Park Road - Road Reconstruction - Design	\$60,000
Dobson	Survey and geotechnical investigation completed. Design underway and around 50% complete.	

Knox City Council Project Status Report

29-Jan-2024

Project Number	Project Name	Total Adjusted Budget
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	Tender submissions for the project were over budget. Additional funding is to be sort and a new procurement process to be undertaken.	
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	Cricket net specifications are being developed to assist in designing and delivery of the cricket nets at Windermere Reserve.	
1586	Gilmour Park - Shade Shelter	\$50,000
Dobson	Plans are being prepared for the building permit and formal Melbourne Water application.	
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	The design has been completed and a costing undertaken by a quantity surveyor. These will be used for a future business case for funding consideration by Council.	
1591	Wally Tew Pavilion Upgrade	\$100,000
Dobson	Council has issued a request for quote for design consultancy of full duration of project, which includes concept design, design development, detailed design, tender documentation, and construction contract assistance. Three quotes have been received, and tender evaluation has been completed. Procurement report is currently being completed and the architect is to be appointed upon completion of the report.	
1592	Bayswater Oval - Floodlighting Upgrade	\$250,000
Dinsdale	Footing completed. Erection of light poles scheduled for February.	

Knox City Council Project Status Report

29-Jan-2024

Project Number	Project Name	Total Adjusted Budget
1593	Windermere Reserve - Floodlighting Upgrade	\$300,000
Friberg	All construction work completed. Lux reading remains which is scheduled for late January.	
1594	Egan Lee Lighting Upgrade	\$300,000
Scott	Tender has be awarded, construction to commence with pitch renewal.	
1595	Knox City Tennis Courts - LED Lighting Upgrades	\$140,000
Dinsdale	Leisure Team currently exploring the possibility of additional funding for a different lighting system.	
1596	Stud Park Reserve - Car Park Upgrade - Design	\$35,000
Tirhatuan	Survey and Geotech completed. Scope confirmed, detailed design underway and 30% complete.	
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 - Councils Project Delivery team is working through design requirements and timing. Survey, underground service locating and geotechnical investigations report completed. Feedback received on Preliminary Design. Project team has met and finalised comments and clarified scope and access requirements. Detailed design completed and design review also completed. Assessing funding strategy due to estimates being over draft allocated funding for 2024/25.	
1598	Knox Park Reserve - Car Park Upgrade	\$35,000
Friberg	Consultation with Club completed. Survey and Geotech completed and Design underway and 10% complete.	
1599	Knox Regional Netball Centre - Wayfinding Signage	\$80,000
Dobson	Signage design is mostly complete with procurement and installation to follow.	
1600	Knox Regional Netball Centre - Outdoor Scoreboards - Courts 1 to 18	\$15,000
Dobson	This project is not proceeding.	
1601	Rowville Community Centre Hall2 Line Marking Redesign	\$10,000
Tirhatuan	Works required to alter the linemarking exceed the budget available. Costings completed will be fed into a future budgeting process.	
1602	Make safe storage rooms across all children & family centres	\$100,000
All Wards	Works have not commenced	
1603	The Basin Senior Citizens Hall - Upgrade	\$35,000
Chandler	Works have not commenced. Fit for purpose assessment complete.	

Knox City Council Project Status Report

29-Jan-2024

Project Number	Project Name	Total Adjusted Budget
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 completed	
1606	Boronia Progress Hall - access ramp	\$10,000
Baird	Revisited site and confirmed scope of works with relevant stakeholders. Concept design is expected to be ready in late 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 95% complete. Design review completed and minor alterations on design and consultation with arborist required to confirm need for retaining wall adjacent to 21 Cypress Ave.	
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	Engaged consultant to commence concept design	
1610	Musk Gr west side between Hilltop Rd and Glass Rd - Footpath	\$10,000
Dobson	Consult with original requestors to clarify needs and develop options. Council has assessed the location and believes any path design will not be Disability Discrimination Act compliant.	
1611	Oak Avenue between Dorset Road and Range view Road - Footpath - Design	\$10,000
Chandler	Council has engaged consultant to commence concept design	
1612	Wyandra Way, Rowville - LATM Treatment	\$15,000
Friberg	Preliminary consultation indicates majority of residents support the project. Concept design to be developed.	
1613	Wellington Road between Pinehill Drive - Napoleon Road Shared Path	\$50,000
Taylor	Survey complete. Due to commence design in March 2024.	
1614	Scoresby Road/Victoria Road/Devenish Road intersection - Redesign	\$48,000
Baird	Concept design under review. Planning an assessment of cycling options along Victoria and Devenish Roads as input into the final concept design.	

Knox City Council Project Status Report

29-Jan-2024

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. Construction expected in April 2024.	
1616	Burwood Hwy - Stud Rd to The Knox School - Shared path lighting	\$60,000
Collier	Obtained approval from Department of Transport & Planning for the project. In process of lodging an application with AusNet for a quote to install the new lights.	
1617	Turrumurra Drive - Kerb outstands at Arcadia Park	\$60,000
Tirhatuan	Detailed design well underway. Consultation with residents planned for March 2024.	
1618	Railway Parade - Street Light Improvements	\$25,000
Dinsdale	Estimate received from AusNet (for \$25,000 - \$32,000). Confirming details with AusNet and seeking firm quotation.	
1619	Teddington Way (At Brentwood Drive) - Splitter Island	\$10,000
Collier	Works completed	
1620	High Street Road Bus Stop Connections	\$55,000
Scott	Survey completed. Consultation with VicRoads and property owner underway by Traffic & Transport. Design completed and review undertaken with minor design alterations to follow pending outcome of consultation.	
1621	Dog Park Lighting	\$54,000
All Wards	Lighting has been installed and the project is now complete.	
1622	Bayswater Oval (Marie Wallace) - Stormwater Harvesting Upgrade	\$220,000
Dinsdale	Design completed by contractor and quote for installation of GPT received. Due to cost of project, an additional 2 quotes are to be sought.	
1623	Liberty Avenue Reserve Wetland/ Harvesting System	\$40,000
Taylor	Concept design currently underway.	
1624	Green spine Corridor (Chandler Road) - Design	\$50,000
Chandler	Consultation with VicRoads regarding Chandler/Dorset intersection design completed. Design integrated with Chandler Road road renewal project and Consultation with VicRoads regarding Chandler/Dorset intersection design has been undertaken. Detailed Design complete with review changes underway. Awaiting advice on application for construction funding of potential stages from external Government Funding source.	
1625	Boronia Basketball stadium demolition	\$50,000
Baird	The methodology design report is 80% complete and the document is to be used as basis for tendering for the demolition contractor. Cost estimate for the demolition work has also been provided by the consultant. Arborist has been consulted with regards to trees on site.	

Knox City Council Project Status Report

29-Jan-2024

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	Lux reading completed. Report indicated that lights had to be re-aimed to comply with the Standards.	
1631	Carrington Park - Squash Court	\$623,242
Friberg	(1) Building Works - Works are re-commencing following Festive Period shutdown. Pre-cast wall panels and structural steel due for delivery in coming weeks. (2) Access Road - Fire Service turning area integrated with extension of access road and tennis court carpark - working with MIU on requirements and timing. Design complete. Awaiting advice from MIU on appropriate construction timing.	
1632	Knox Leisureworks - Strategic Review	\$150,000
Baird	Project brief being developed in conjunction with Councils Major Initiatives Unit.	
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: \$75,387,704

4.3 Amendment to 2024 Meeting Schedule

SUMMARY: Head of Governance, Saskia Weerheim

This report recommends an amendment to the adopted 2024 Council Meeting Schedule, with a proposal to change the start time for the Council Meeting on 16 December 2024 from 5.00 pm to 7.00 pm.

RECOMMENDATION

That Council:

- 1. Amend the start time for the Council Meeting to be held on 16 December 2024 from 5.00 pm to 7.00 pm.**
- 2. Note the Chief Executive Officer (or such person nominated by the Chief Executive Officer) will give updated public notice of the meeting in accordance with the Governance Rules.**

1. INTRODUCTION

Council adopted the 2024 Council Meeting Schedule at the September 2023 Council Meeting, in accordance with Council's Meeting Structures and Cycles Policy.

Additional meetings may be scheduled throughout the year as and when required, and dates may be amended in accordance with Chapter 2, Part C of the Council's Governance Rules.

2. DISCUSSION

When adopted, the 2024 Council Meeting Schedule specified a 5.00 pm start time for the Council Meeting to be held on 16 December 2024.

Following discussion with Councillors at the conclusion of the 2023 meeting cycle, it is now proposed that the meeting be moved to the traditional starting time of 7.00 pm on the same date – Monday, 16 December 2024.

The revised 2024 Schedule is included at Attachment 1.

3. CONSULTATION

Councillors and the Executive Leadership Team have been consulted in relation to this amendment.

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 associated with this report.

6. FINANCIAL & ECONOMIC IMPLICATIONS

There are no financial implications associated with this report.

7. SOCIAL IMPLICATIONS

There are no social implications associated with 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: Head of Governance, Saskia Weerheim

Report Authorised By: Director Customer and Performance, Greg Curcio

Attachments

1. Attachment 1 - Amended 2024 Council Meeting Schedule [4.3.1 - 2 pages]

Proposed 2024 Council Meeting Schedule

Day	Date	Time	Meeting
JANUARY			
Friday 26 January 2024 Australia Day			
School Starts Tuesday 30 January 2024			
Monday	29 January 2024	7.00pm	Council Meeting
FEBRUARY			
Monday	12 February 2024	7.00pm	Mid-month Council Meeting
Monday	26 February 2024	7.00pm	Council Meeting
MARCH			
Monday 11 March 2024 Labour Day			
Tuesday	12 March 2024	7.00pm	Mid-month Council Meeting
Monday	25 March 2024	7.00pm	Council Meeting
Friday 29 March 2024 Good Friday			
APRIL			
Monday 1 April 2024 Easter Monday			
Monday	8 April 2024	7.00pm	Mid-month Council Meeting
Monday	22 April 2024	7.00pm	Council Meeting
Thursday 25 April 2024 Anzac Day			
MAY			
Monday	13 May 2024	7.00pm	Mid-month Council Meeting
Monday	27 May 2024	7.00pm	Council Meeting
JUNE			
Monday 10 June 2024 King's Birthday			
11-13 June 2024 Meeting Free Week (Likely ALGA NGA dates)			
Monday	24 June 2024	7.00pm	Council Meeting
JULY			
Monday	8 July 2024	7.00pm	Mid-month Council Meeting
Monday	22 July 2024	7.00pm	Council Meeting
AUGUST			
Monday	12 August 2024	7.00pm	Mid-month Council Meeting
Monday	26 August 2024	7.00pm	Council Meeting
SEPTEMBER			
Monday	9 September 2024	7.00pm	Mid-month Council Meeting
Monday	23 September 2024	7.00pm	Council Meeting
Tuesday	24 September 2024	Election nomination day Caretaker period commences	

Day	Date	Time	Meeting
OCTOBER			
Monday	14 October 2024	7.00pm	Mid-month Council Meeting
Saturday	26 October 2024	Election day	
Caretaker period concludes			
NOVEMBER			
5 November 2024 Melbourne Cup Day			
Friday	15 November 2024	All Elections Declared	
Monday	18 November 2024	6.30pm	Council Meeting (for the Election of Mayor and Committee Appointments with no public question time)
Monday	25 November 2024	7.00pm	Council Meeting
DECEMBER			
Monday	9 December 2024	7.00pm	Mid-month Council Meeting
Monday	16 December 2024	7.00pm	Council Meeting

4.4 Contract 3013: Egan Lee Sportsfield - Variation

SUMMARY: Project Manager Sportsfields and Reserves, Justin Horner
Contract 3013 for the redevelopment of Egan Lee sportsfield was approved by Council at the Council meeting on 28 August 2023. After commencement of works issues with soil moisture and stabilisation were identified and then compounded by unseasonal rainfall. Due to the extraordinary rainfall and soil conditions the site has reached a point where significant stabilisation works are required to progress the project.
This report outlines the stabilisation issue and details the expert advice sought to resolve and future proof the sub-base for the sportsfields. The report seeks approval for additional funding, over and above the Council approved contingency, to carry out the required works to deliver the project.

RECOMMENDATION

That Council:

- 1. Note the work conducted since approval of the project on 28 August 2023, in both progressing the project and in investigating and sourcing solutions for the identified subbase stability issues**
- 2. Note the reasoning behind the required works being environmental impacts outside of Council's control and the normal scope of contingency considerations.**
- 3. Approve allocation of the required additional contingency as outlined in Confidential Attachment 1 to complete the project.**

1. INTRODUCTION

Contract 3013 for the redevelopment of Egan Lee sportsfield was approved by Council at the Council meeting on 28 August 2023.

The works for this project consist of the redevelopment and installation of a natural pitch and synthetic pitch for soccer. Since awarding the contract works have progressed to the point of removal of surface soil to allow for preparation of a solid subbase (a necessity for synthetic pitch).

During excavation works unexpected moisture in the soil profile was revealed (despite significant prior testing) which, when coupled with unseasonable rainfall, has resulted in the site requiring remediation before further works could continue. Investigations were conducted and expert opinion sought as to the stabilisation works required to allow for a safe and efficient completion of the project.

This report and Confidential Attachment 1 detail the required works to ensure effective completion of the project, with minimised risk of any future failure, and seeks Council approval for the funds required in addition to the existing contingency amount.

2. DISCUSSION

Egan Lee Soccer pitch re-development was approved by Council on 28 August 2023. The total budget for the proposed works was \$3,938,738.00 (ex GST).

The project's purpose is to remove the existing surfaces of the top soccer pitches and replace them with one synthetic soccer field and one natural turf field with drainage, imported sand profile, and irrigation. The works are expected to take approximately 12 months to complete. Work started at the end of the 2023 soccer season.

Pre construction testing and risk mitigation

As is standard for any project of this scope pre-construction testing was conducted in line with Council's specifications and industry standards. Initial soil testing was conducted before the design contract was awarded (25 locations), after the design contract was awarded, and as sports lighting was added, a second round of testing was completed using 2MH's preferred soil testing company. Neither soil tests reported on wet clays in the soil profile and did not suggest any contingency for stabilisation works as a precaution.

The first company dug 25 test pits at a depth of 1.5 metres (12 is the standard for synthetic pitch construction). The second company drilled nine boreholes at six metres depth (nine is standard for light tower construction). The two companies both recommended avoiding working through prolonged wet periods or after significant rain events. This is standard practice when renewing a sportsfield. However, there were no significant rain events before the commencement of works that would indicate the site would be problematic. Significant rain commenced only after the initial soil was removed.

A consultancy firm was also engaged to work through the construction and ensure that the hold points met the specifications. This company specialises in synthetic pitch design and construction. They did not advise that a contingency may be required and did not see any issues from the soil reports to suggest stabilisation would be required.

Lastly, second firm was engaged during the design phase to complete a peer review of the proposed design and specifications for quality assurance, and no suggestion of stabilisation was offered.

Identification of the sub base issue

After the comprehensive testing and planning the project commenced on 10 October 2023, with initial work focussed on soil removal to establish a base to build the two fields. The surface and excess soil were removed from site. Starting 17 October 2023 there was consistent and unseasonal rainfall which saturate the soil profile and particularly the subbase. On 17 November 2023, soil conditions were now wet enough across the site that machinery was sinking and the base was unable to be worked. With continued rain the site was not drying enough to enable the continuation of works and Council Officers worked with the contractor and previous consultants to investigate options and conduct further testing to decide a course of action.

Resolving the issue

Two companies were engaged to test and report on the subgrade. Both companies recommended stabilisation totalling 800mm. This involves removing 400mm of material and treating it with lime and cement and treating another 400mm layer in situ, with hydrated lime. The works are required to provide a suitable base to build a synthetic sportsfield that will not move after construction. The importance of the immobile subbase is amplified with synthetic pitches, where there is limited tolerance (plus or minus 10mm level change) to gain FIFA classification and to be suitable for insurance purposes. If the base was unstable the field could fail resulting in a rebuild.

Risk Mitigation

Officers have reviewed the recommendation above in the context of mitigating risk for Council. Given the technical advice from the Geotechnical consultants, both Council Officers and the contractor are not confident that the field can be built properly without the stabilisation works

and do not recommend proceeding with any works less than those suggested within the soil testing recommendations.

Should the proposed stabilisation works not be approved in a timely manner significant financial risks will be present including time lost and impacts due to potentially increased wet weather conditions.

Further to the above, changing methods of construction is not a viable or affordable option at this stage in the construction process. Any further variation to the construction process will slow progress, increase costs and increase risk of further delays arising due to wet weather conditions.

Reputational risk for Council from delaying or stopping the project would also be significant with strong interest in the project from both the local community and Knox City Soccer Club and its members.

The proposed solution, while an increased cost, mitigates the above risks by allowing timely completion of the project and a safe and stable subbase to minimise the potential of any future surface failure.

Practical completion was scheduled for 28 June 2024, but now with the delays, it is now scheduled for the start of September 2024.

3. CONSULTATION

The community, club, and internal stakeholders were consulted about the installation of a synthetic soccer field. The environmental impact was discussed and the Council Biodiversity team, Stormwater team, Urban Forest team, Leisure team, and Sportsfield team contributed to these conversations. The designer was briefed on the expectation from Council and the most environmentally sensitive plans were developed.

Significant investigation and consultation with industry experts has been conducted in finding solutions to allow progression of the project. Synthetic sportsfield construction is a specialised field requiring the experience of qualified consultants and contractors, both of which have been engaged.

4. CLIMATE CHANGE CONSIDERATIONS

The subject of this report has been considered in the context of climate change and its relevance to the Knox Climate Response Plan 2021 – 2031.

Implementation of the recommendation will slightly increase the overall carbon emissions resulting from the project through increased use of lime and cement. However, this will have minimal implications or direct material 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

The required stabilisation works will require additional use of lime and cement to stabilise the subbase, for the synthetic pitch construction. There are no known alternatives to this process. All works will be conducted in accordance with the contractor's Environment and safe work plans to minimise impacts on the local environment and community.

The project has already identified numerous environmental considerations and actions to reduce impacts of constructing the synthetic pitch as outlined in the previous report to Council.

6. FINANCIAL & ECONOMIC IMPLICATIONS

The variation amount sought and financial impact on Council's budget is outlined in Confidential Attachment 1. The variation will allow resolution of the soil stabilisation issue and progression of the project providing best value for Council and the Community in the medium and long term.

7. SOCIAL IMPLICATIONS

As per the previous report to Council, Bild Infrastructure (Turf One is a BildGroup Company) has been continually improving in delivering social outcomes. BildGroup have appointed a Social Enterprise Manager and formed an alliance and membership with Social Traders to assist with connecting to social enterprises. They have engaged disadvantaged staff under an employment scheme, have established relationships with some Victorian Aboriginal Businesses, engaged social enterprises that employ people with disabilities and those from disadvantaged backgrounds and provide workplace learning for Undergraduate Engineers annually, in its partnership with Latrobe and Federation Universities

8. RELEVANCE TO KNOX COUNCIL PLAN 2021-2025

Neighbourhoods, Housing & Infrastructure

Strategy 2.2 – Create, enhance and maintain places and spaces for people to live, work, play and connect

Connection, Resilience & Wellbeing

Strategy 4.1 – Support our community to improve their physical, mental and social health and wellbeing.

Strategy 4.4 – Support the community to identify and lead community strengthening initiatives.

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 is 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, as it relates to:

- Private commercial information, that if released, would unreasonably expose the contractors to disadvantage because it would release financial information about the business that is not generally available to their competitors.

Report Prepared By: Justin Horner Project Manager Sportsfields and Reserves

Report Authorised By: Director, Infrastructure, Grant Thorne

Attachments

Nil

5 Motions for Which Notice has Previously Been Given

6 Supplementary Items

7 Urgent Business

8 Confidential Items