

AGENDA

Meeting of the Strategic Planning
Committee of Council



To be held at the

Civic Centre

511 Burwood Highway

Wantirna South

On

Monday 13 November 2023 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 Considering And Ordering Upon Officers’ Reports4
 - 4.1 C&P Monthly Transformation and Capital Report (formerly ICT Capital Report)4
 - 4.2 Capital Works Program Works Report30
 - 4.3 Contract 3243: Facilities Maintenance Services Report49
 - 4.4 Proposed Lease - 936 & 938 Burwood Highway Ferntree Gully57
- 5 Motions For Which Notice Has Previously Been Given60
- 6 Supplementary Items.....60
- 7 Urgent Business60
- 8 Confidential Items.....60

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 9 October 2023

4 Considering and Ordering Upon Officers' Reports

4.1 C&P Monthly Transformation and Capital Report (formerly ICT Capital Report)

SUMMARY: Portfolio Office Lead, Elly Liu

Head of Portfolio Office and Enterprise Change, Shona Richards

The Customer and Performance (C&P) Monthly Transformation and Capital Works Report (formerly ICT Capital Works Report) shows the directorate's capital and operational projects being delivered for the organisation and customers as of 19th October 2023. Financial data is as at the end of September 2023.

The \$5.3m FY2024 capital budget allocation for the C&P portfolio has been recently reallocated across the four streams due to changes in sponsorship / accountability. The updated values are; Technology - \$3.22m, Customer and Digital Experience - \$1.47m, Strategy and Transformation - \$610k. Note that, Governance and Risk does not require a capital budget as all projects are operational delivered, but still subject to monthly reporting.

As at the end of September, the total capital expenditure amounted to \$427,611, representing 8% of the allocated \$5.3m budget. The distribution across the four streams is as follows: Technology - \$300,953, Customer and Digital Experience - \$120,427, Strategy and Transformation - \$6,231, and Governance and Risk - \$0.

There are some projects that are behind in allocating costs to a capital code as codes for new projects have recently been implemented. The team believes that the actuals are higher than 8% spend, and closer to 12%. November reporting period will be used to rectify the gap.

As of the last reporting period, there are a total of 55 projects in progress, spread across 4 streams, indicating full capacity within the Directorate. As of 17th October 2023, a total of 6 projects have been successfully completed, with 49 projects in progress. 17 projects have been completed since the start of the financial year.

The health is relatively stable, with 1 additional red and 1 additional amber status change since last month.

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

RECOMMENDATION

That Committee receive and note the October Monthly Transformation Report.

1. INTRODUCTION

The aim of this report is to provide a monthly status, insights, key notable achievements, and risks & issues for defined projects that will contribute greatly to the core Council Plan theme of Civic Engagement and Integrity. The scope has been defined as broader than just capital technology projects and includes operational projects.

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

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

- Attachment 1 provides a detailed Monthly Transformation and Capital Works Report
- Attachment 2 provides a detailed a detailed break-down of capital only expenditure projects and 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.

Improvements and changes will continue to occur as the reporting matures.

2. DISCUSSION

The below table summarises all in flight projects in the C&P portfolio, and categorises each project in either red, amber or green status.

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

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

Stream	Red	Amber	Green	Total
Technology	2	6	16	24
Customer and Digital Experience Stream	1	4	4	12
Strategy and Transformation	0	4	4	8
Governance and Risk	0	0	5	5
Total	3	14	28	49

In comparison to last month, there is one additional “red” and one additional “amber”. Specifically, the movements and changes are:

- **Technology Stream:** Since the last report, five projects have been successfully completed and seven new projects have commenced from the next ranked backlog. There are now 24 projects in progress within the technology stream (two red and six amber).
- **Customer and Digital Experience Stream:** There are 12 projects in progress (one red and four amber). This includes three projects (Teams Calling, Contact Centre & Phone Solutions and Intranet) that were realigned from the Technology stream to Customer and Digital Experience, following a change in sponsorship.

- **Strategy and Transformation Stream:** One project has been successfully completed since the last reporting, and two new projects commenced. There are nine projects in progress (three amber).
- **Governance and Risk:** In-progress projects remain stable since last reporting period at five projects (0 red and 0 amber).

2.1 Key achievements and outcomes to note:

Customer and Digital Experience stream:

- **Voice of Customer Procurement Success:** “Qualtrics” has been selected as our vendor for the next 3 years, with an option for an additional year. This partnership will provide Knox with post-transaction customer surveys, aligning with our metrics in the Customer Strategy. This will give us insights into pain-points and opportunities for improvement & efficiency.
- **New Intranet (Team Sites Optimisation Milestone):** Out of a total 42 knowledge team-sites, 14 have been archived and a further 8 have been built in MS Teams ready for transition to the new intranet. This initiative will also enable Knox to decommission the remaining high-risk 2008 server.
- **Website Live Chat Trial Initiation:** Our customer service agents have undergone training to engage with customers directly via live chat on the website. The functionality has been activated for select test sessions, specifically on the Waste Management pages. Agents successfully responded to a small number of chats during the test sessions. Training is continuing.
- **Complaints Procedure Rollout:** Changes have been made to Pathway to enable the new procedures and it is now ready for go-live in November. A test environment has been built for the onboarding and training of new Pathway users. Training initiatives are in-progress for front-line teams and responders.

Governance and Risk stream:

- **Commencement of Victorian Electoral Commission election briefings and draft Election Period Policy:** VEC briefings are underway, providing essential information to support preparations for the upcoming 2024 Elections. The Election Period Policy was presented to the Executive Management Team and to Councillors during October. It is scheduled for public consultation phase.
- **Delivery of Risk Training and Councillor Risk Workshop:** Risk training was conducted for approximately 60 staff members during two workshops held on 21st September 2022. Additionally, a Councillor Risk Workshop took place on 11th October 2023, offering valuable insights into Councillors' risk appetite and tolerances, with a specific emphasis on the 2024/25 budget process. Feedback from the workshop will serve as a key input into Budget process as well as refinement of the Risk Management Framework and the development of Risk Appetite Statements.
- **Council Adoption of Revised Meeting Structures and Cycles Policy:** The revised policy adopted at the September Council Meeting locks in the decision-making forums that will be documented as part of the Governance Framework and facilitates finalisation of the revised report templates and report writing guidelines, which will facilitate better incorporation of risk thinking in Council reports.

Strategy and Transformation stream:

- **Service Planning and Review Framework:** The Service Planning and Review Framework, which delineates the approach for service management, planning, and review in Knox, gained

support and feedback from the Executive Management Team (EMT) on 28th September 2023, and Councillors at Issues Briefing in October.

- **Launch of Service Planning:** The first round of service planning (focusing on the development of Feature Snapshots – current state insights about the 180 service features Knox delivers) was launched at a dedicated Leaders Forum session in October, with 80 leaders in attendance.
- **Engagement for Annual Budget and Service Planning:** A community engagement initiative was initiated to inform the 2024/25 budget and service planning was launched and has recently just closed, with participation already significantly higher than last year. Outcomes to be presented at the December 2nd Strategy Day with Councillors.
- **Enhancements in Project Management Office (PMO) Tool:** The current Project Management Office (PMO) Tool underwent some enhancements, incorporating key functions to align with the new transformation governance structure. These improvements brought accuracy to the reports and efficiencies to project workflows. A new PMO Tool is being investigated for both transformation projects and Capital Works in Infrastructure.

Technology stream:

- **Cyber Security:** This includes a regular vulnerability scan for both internal and external infrastructure, in line with industry best practices. Recently, automations have been implemented that identifies and neutralises suspicious activities. A 'Honey User' (fake account) has been added to our Active Directory environment to ensure prompt alerts in the event of any attempted breaches.
- **Carelink Upgrade:** System used by the aged care area has been upgraded to the latest version.
- **Device Refresh:** 200 Surface Pros have been replaced with Dells, continuing the project on-budget.
- **Cloud Foundation and Environment Strategy:** Completed the development of cloud foundation deployment in Microsoft Azure that enables Knox to confidently host production-level applications in the cloud environment, mitigating against old and vulnerable infrastructure.
- **Early Years - server decommissioning:** Two old servers that were used by the old kindergarten system have been decommissioned, improving the Council's security posture.

2.2 Exception Reporting – C&P projects behind schedule and “get-to-green” actions

Attachment 1 details the “red” projects specifically on the first content pages, with actions to get the projects back to “green”. The remainder of the attachment details each stream for all projects, (green, amber and red).

3. CONSULTATION

Each project across C&P 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 C&P and/or other parts of the organisation. Through this process, consultation occurs and is reported up through the monthly C&P Portfolio Meeting in preparation for monthly stakeholder updates at the EMT and Council.

4. CLIMATE CHANGE CONSIDERATIONS

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

5. ENVIRONMENTAL/AMENITY CONSIDERATIONS

Not Applicable.

6. FINANCIAL & ECONOMIC IMPLICATIONS

As described in the executive summary, as of the end of September, the total FY2024 capital expenditure amounted to \$427,611, representing 8% of the allocated \$5.3m budget. The distribution across the four streams is as follows: Technology - \$300,953, Customer and Digital Experience - \$120,427, Strategy and Transformation - \$6,231, and Governance and Risk - \$0. \$1.77m of carry forwards from FY 2022/23 has been allocated to Infrastructure. The remaining carry forwards of \$3.8m are on-hold and may be used as contingency to offset income that may not be realised from Kingston Links.

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

7. SOCIAL IMPLICATIONS

Not Applicable.

8. RELEVANCE TO KNOX COUNCIL PLAN 2021-2025

Civic Engagement & Integrity

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

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

9. CONFLICT OF INTEREST

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

10. CONFIDENTIALITY

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

Report Prepared By: Portfolio Office Lead, Elly Liu

Head of Portfolio Office and Enterprise Change, Shona Richards

Report Authorised By: Director Customer and Performance, Greg Curcio

Attachments

1. Attachment 1 Monthly Transformation and Capital Works Report (October 2023) [4.1.1 - 21 pages]

C&P Monthly Transformation and Capital Works Report (Formerly ICT Capital Works Report)

October 2023



Exception Report – *Red Status Summary*

RAG Last month	RAG This month	Project Name	% Complete	"Get-to-Green" action
Technology				
Issue	Issue	Asset Management Information System (AMIS)	61%	The project status indicator of Red is due to the outstanding decision regarding the data migration and historical challenges. Should the current approach be accepted (testing to occur at the end of October), the project will return to a status of Green, and the implementation date will remain on 11 Dec.
At Risk	Issue	Corporate Reporting Solutions	94%	This project will go green once a new Project Manager is assigned. The remaining tasks will be assessed, and the path to green will be determined by the new Project Manager
Customer and Digital				
At Risk	Issue	Intranet redevelopment project	74%	A change request has been provisionally approved. Once approved, the project will be re-baselined and will return to green. Recruitment has begun for two new content writers.



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) :-\$120,427
Executive Summary: Some key milestones have been achieved this month including finalisation of the Voice of Customer procurement and conducting our first live chats with customers. Preparation for the new complaints procedure to go live has required significant attention and resources this month to train front line staff and responders. The intranet project has not made as much progress as we would have liked due to changing personnel in the content stream and waiting on vendor confirmation of total project costs for customisations. There is still some uncertainty surrounding the contact centre and phones solution which needs resolution.	

Achievements	Details
Voice of Customer procurement complete	Qualtrics has been appointed as our vendor for 3 + 1 +1 years to provide software to enable us to survey customers post transaction on satisfaction measures aligned to our metrics in the Customer Strategy. This will give us insights to customer pain points and opportunities for improvement.
40% of Team Sites have now been archived.	Out of 42 sites, 14 have been archived and a further 8 have been built in MS Teams ready for transition. This work is necessary to allow the decommissioning of the 2008 server once the new Intranet goes live.
Live Chat trial commenced	Customer service agents have been trained to respond to LiveChats and the functionality was turned on for some test sessions on the waste pages. Agents successfully responded to a small number of chats during the test sessions. Training is continuing for agents to service this channel.
Complaints procedure	Changes have been made in Pathway (set as inactive until go-live date) and a test environment set up for training new Pathway users. Training has commenced with front line teams and responders in readiness for the new procedure to take effect from November.

RAG	Risk	Mitigation
Yellow	People Data critical dependency for success of new Knox intranet.	Chris 21 will be the source of truth for people data and other systems will feed off that. Ongoing operational reliance will be on Chris21 data being keep up-to-date by PCD.

RAG	Issue	Resolution
Yellow	Contact centre and phones solutions: critical dependency between phones and contact centre solution	Seek confirmation of product development roadmap and further demonstration specifically of SIP option
Yellow	Higher duties assignments cannot be sourced from Chris21	This issue has been referred to the Business Improvement team for further review.

Upcoming Milestones	Details
Complaints policy and procedure operational in Nov 2023	Improvements and clarity for dealing with complaints and will be operational in November 2023 following training.
Forms and Workflow RFQ to be released this month	Procurement will provide Council with a Forms and Workflow solution that will be used to improve efficiency of several internal forms as part of the Intranet Project, and ongoing benefits for a wide range of forms and workflows.

Project Status Report – Customer & Digital Experience

Stream Lead: Imogen Kelly

In-Progress Projects Status						
RAG Last Month	RAG This Month	Project Name	Project Description	Project Status Report	Get to Green actions	Completion %
Amber	Green	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.	We've completed an audit of the website and identified over 50 PDF forms. We are now working with the City Safety and Health team to prioritise.		25%
Green	Green	Website customer request look-up	Let customers look-up the status of their requests via the website.	Requirements have been provided to the enterprise integration project and we have been prioritised for an API to be built in late 2023		5%
Amber	Amber	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.	Workshops have been held with staff. Next step is to seek feedback from councillors and past participants. Consultants have been appointed to lead this work and a project plan developed.	Finalise engagement plan with consultants and initiate implementation.	10%
Amber	Amber	Contact centre and phone solutions	The external phone service will reach end of life on 30 June 2024 and will be replaced with Microsoft Teams Calling. There is a key dependency with our contact centre solution (Touchpoint and QMS) which may also need to be replaced or upgraded.	Completed Arts Centre pilot of Teams Calling and planning a second pilot with broader staff group representing different segments. Overall RAG status remains Amber, as we await final confirmation on if our current contact centre solution can work with Teams Calling.	Meet with vendor and set expectations for further demonstration	5%
Amber	Red	Intranet redevelopment project	This project replaces the staff intranet, enabling staff to efficiently connect with colleagues, information, ideas and systems across Council.	Content is delayed and customisations are required. Team Site migration is progressing well. Sample pages from the Customer Service Knowledge Base were migrated for testing.	A change request has been provisionally approved. Once approved, the project will be re-baselined and return to green. Recruitment has begun for two new content writers.	74%

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

In-Progress Projects Status						
RAG Last Month	RAG This Month	Project Name	Project Description	Project Status Report	Get to Green actions	Completion %
Green	Green	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.	Procurement process complete and contract signed with software vendor.		10%
Green	Green	Complaints Policy and Procedure	Provide consistent guidelines for how complaints are handled and one system for recording details of complaints and resolutions to enable identification of opportunities for improvement	Policy adopted. Procedure approved by EMT. Changes made in Pathway. Testing environment set up in Pathway to train staff. Training scheduled and underway.		75%
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 January.		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.	Charter approved by EMT. Currently updating all relevant web pages, email confirmations and knowledge base used by Customer Operations		85%
Yellow	Yellow	ePathway Forms UX	Improving the user interface to improve the experience for customers using mobile devices to transact online	Regression testing of the changes we made have identified unexpected impacts to the user interface in areas we didn't want to change. We have stopped development until we have a solution.	Investigating options to make our changes into smaller updates. The hope is that this will make it more manageable and reduce unexpected errors	15%
Green	Green	Live chat trial	A one year trial of providing Live Chat to allow customers to directly chat online with a customer service officer with the intent of keeping the customer in the online channel.	Customer Service Officers have completed their first training and several chats were responded to during trial sessions.		50%
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. This project has been delayed in the past due to having poor source data, but this now resolved.	We are investigating the cause of the duplicate data points. We suspect it relates to an SQL script that needs fixing as we have confirmed the underlying data is now correct	80%

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

Overview	
Report Prepared By:	Title: Manager Governance and Risk Name: Andrew Dowling
Financials:	Capital Budget (FY): N/A Capital Actuals (FY): N / A
Executive Summary: Capacity was reduced in the Governance and Risk Department over the past month due to the combination of unplanned and planned leave, and a vacancy arising within the Governance Team. The key focus areas for the Governance Stream over the next month will be the revised Governance Rules and finalisation of the Governance Framework. In the Risk Stream, the priority over the next quarter will be on the implementation of actions arising from the Risk Management Audit, including drafting refinements to the Risk Management Framework following the Councillor Risk Workshop.	

Achievements	Details
VEC Election Briefings commence and finalisation of a draft Election Period Policy	VEC briefings have commenced providing information to assist preparations of the 2024 Elections. The Election Period Policy was presented to EMT on 17 October 2023 and will be presented to Councillors on 30 October, before going to public consultation.
Risk Training & Councillor Risk Workshop Delivery	Risk training was delivered to approximately 60 staff across 2 workshops on 21 September 2022. A Councillor Risk Workshop was conducted on 11 October providing insights into Councillors' risk appetite and tolerances with a particular focus on the 2024/25 budget process. Feedback from the workshop will serve as a key input into Budget process as well as refinement of the Risk Management Framework and the development of Risk Appetite Statements.
Council adoption of a revised meeting structures and Cycles Policy	The revised policy adopted at the September Council meeting locks in the decision-making forums that will be documented as part of the Governance Framework and also facilitates finalisation of the revised report templates and report writing guidelines, which will facilitate better incorporation of risk thinking in Council reports.

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
Governance and Compliance Frameworks	Drafts to be finalised and presented to EMT, prior to presentation to Councillors
Report Writing Guidelines & Revised Report Templates	Drafts to be finalised and presented to EMT, prior to presentation to Councillors
Governance Rules & Election Period Policy (EPP)	Public consultation will commence following consultation with Councillors on the Governance Rules, and EPP.



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

In-Progress Projects Status						
RAG Last Month	RAG This Month	Project Name	Project Description	Project Status Report	Get to Green actions	Completion %
		Compliance Framework	A compliance framework provides a foundation for ensuring Council is adhering to relevant laws, regulations, industry standards, and internal policies. It provides a systematic way to identify, assess, manage, and monitor compliance requirements and risks.	Progress impacted by resource constraints	N/A	50%
		Council Election and Induction	Council elections will be held in October 2024. This project will support the delivery of a successful election, and transition to a new Council Term. Planning for the effective induction of Councillors will ensure Councillors are equipped with the knowledge and skills to effectively perform their duties and serve the community.	VEC briefings complete. See achievements.	N/A	5%
		Ferntree Gully Cemetery Masterplan	The Cemetery Masterplan will be a comprehensive document that guides the maintenance, presentation and future development of the Ferntree Gully Cemetery.	Work is progressing towards procurement of an external resource to commence design work.	N/A	15%
		Risk Management Framework	Revising and refreshing the risk management framework is essential to align with the changing landscape in which risks are identified and managed by the council.	Training rolled out. See achievements.	N/A	5%
		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	25%

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): \$6,231
Executive Summary:	
<p>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>	

Achievements	Details
Service Planning and Review Framework supported	This framework outlines the approach for service management, planning and review for Knox. It was supported by EMT on 28 September and will be taken to Issues Briefing in October.
Service Planning launched	The first round of service planning (focusing on the development of Feature Snapshots – current state insights about the 180 service features Knox delivers) was launched at a dedicated Leaders Forum session in October, with 80 leaders in attendance.
Annual Budget and Service Planning engagement	Community engagement to inform the 2024-25 budget and service planning was launched and is currently live, with participation already significantly higher than last year.
Project Management (PMO) Tool Enhancements	The current PMO Tool has been enhanced with key functions to align with the new C&P Portfolio governance structure. A demo will be scheduled with the streams leads and Director.

RAG	Risk	Mitigation
Yellow	The C&P Portfolio Roadmap can't be baselined until the Technology Stream project budgets are confirmed.	The Technology stream will prioritise their projects within the approved budget allocation and establish all required project accounts to enable financial reporting. (Target 14 Nov)
Yellow	There is a significant demand on limited resources in the Service Planning and Review Program to facilitate the population and analysis of 180 Feature Snapshots, and simultaneously undertake 4 service review opportunity analyses.	The Head of Business Improvement is preparing a resourcing map to identify if resources from other teams can be pulled in to support the program over the coming few weeks.

RAG	Issue	Resolution
Grey	No issues for noting	

Upcoming Milestones	Details
Transformation Governance Committee Recruitment	Recruitment of external independent members for the new advisory committee, covering expertise across the C&P streams and portfolio.
Councillor Strategy Day (Annual Budget and Service Planning)	Scheduled for 2nd December, insights from service planning (Year 1) will be explored with Councillors to inform the annual budget 2024-25.
C&P Portfolio Roadmap baseline	The project budgets for all streams are to be baselined and project accounts created to enable accurate and effective financial monthly capital reporting at a project, stream and portfolio level.

In-Progress Projects Status						
RAG Last Month	RAG This Month	Project Name	Project Description	Project Status Report	Get to Green actions	Completion %
Green	Green	Service Planning and Review – Program Mobilisation	The Service Planning and Review – Program Mobilisation is the establishment of the Service Planning and Review program. This includes the development of a Service Catalogue, Service Planning and Review Framework, and prioritised list of services.	With EMT’s endorsement of the Service Planning and Review Program, mobilisation is now complete with the focus shifting to program delivery.	N/A	100%
Green	Yellow	Enterprise Change Management Operating Model	The Enterprise Change Management Operating Model is the development of a Change Management Framework and supporting service offering to ensure the Customer and Performance Program projects are successfully delivered and to reduce organisational risk.	The Enterprise Change Management Project Initiation Document has been drafted and is currently under review.	Finalise the Enterprise Change Management Project Initiation Document and establish the project control board.	2%
Yellow	Green	PMO Tool Replacement	The existing PMO Tool, Project Centre, was customised and configured over 3 years to accommodate Information Technology (IT) projects. This tool is no longer fit-for-purpose to meet the new Customer and Performance (C&P) Portfolio Governance Framework Structure and the organisational structure across all 4 streams. The aims of the project is: • Proceed with going out to market via a Request for Quote (RFQ). • Procure and deploy a new digital enterprise Portfolio and Project Management (PPM) tool that provides enhanced in-built reporting features, new timesheeting functionality, financial system integrations, etc.	Project is Green. Initiation and planning activities are underway with key stakeholders to: (a) Define the projects objectives, scope, and impacted stakeholders by 31 Oct 2023. (b) Gathering business requirements for approval and prioritisation by 30 Nov 2023. (c) Decision made 19 Oct 23 to move ahead with market engagement for a new PMO tool. Infrastructure team will be included in scope	N/A	1%
Yellow	Yellow	Integrated Planning Framework Implementation	The purpose of the Integrated Planning Framework Implementation is to understand and simplify Knox’s strategic planning landscape. It includes an audit of all existing strategies, strategic plans and policies, development of new strategy templates, and a consolidation of existing documents into higher order integrated strategies aligned with Council’s key directions.	Progress has been delayed this month with delivery focused on the Annual Report, Community Satisfaction (CSS) RFQ and Quarterly Performance Report, and the establishment of new team member roles.	This work will be picking back up again in the coming months now that new team members have been appointed and a few key deliverables in the team have been finalised.	3%

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

In-Progress Projects Status						
RAG Last Month	RAG This Month	Project Name	Project Description	Project Status Report	Get to Green actions	Completion %
Green	Green	Council Annual Budget Development	The Council Annual Budget Development is the planning and development for the 2024-25 Annual Budget. It includes the coordination of planning, finance, capital, community engagement and communications streams of work. Service Planning is a key part of the annual planning and budget process but will be reported under the "Service Planning and Review – Program Delivery" project.	The planning phase for the Annual Budget Development is progressing well with fortnightly working group meetings to connect several departments involved. In addition, the community engagement activities opened on 2 October with a Have Your Say survey to inform the development of the Budget 2024-25. Submissions close on 22 October and will be followed by a public submission meeting on 4 December.	N/A	30%
Grey	Green	Community Satisfaction Survey Refresh	The Community Satisfaction Survey refresh is the market testing and tender process to appoint a new survey provider, with the aim to increase the quality of insights that are received through our annual community satisfaction survey.	The Community Satisfaction Survey Refresh request for quotation was finalised and released to market on 16 October.	N/A	30%
Yellow	Yellow	C&P Portfolio Transition	Transition from ICT to C&P Portfolio Office implemented on 3 April 2023. This includes all transition activities including developing and implementing a new governance framework, enhancing the current PMO Tool, obtaining approval to go out market to procure a new PMO Tool, developing and delivering a C&P Portfolio Roadmap for 2023-2027, baselining each Stream budget in the C&P Portfolio and establishing the financial management and reporting framework, creating a prioritisation model, and implementing the C&P Portfolio Management and Delivery Framework including project methodologies, processes, tools, templates and training.	The C&P Portfolio Roadmap projects for all streams have been confirmed. The external independent members for the Transformation Governance Committee have been advertised (18 Oct). Additional project tasks have been identified which has reduced the percentage complete.	The C&P Portfolio Roadmap requires the Technology Stream project budgets to be confirmed and then it can be baselined.	53%
Grey	Green	Business Intelligence program	The Business Intelligence program covers the Business Intelligence schedule of work. Key reports will be noted each month.	Customer Operations Channel Report - initial report completed Agent Call Performance Report - working with IT and stakeholders to source data GEAP – initial report completed Position Licensing Requirements - completed	N/A	30%

Project Status Report – Strategy & Transformation

Stream Lead: Liesl Westberry

In-Progress Projects Status						
RAG Last Month	RAG This Month	Project Name	Project Description	Project Status Report	Get to Green actions	Completion %
		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.	EMT's endorsed of the Service Planning and Review Program. Leaders in Knox are working with their teams to complete the next layer of information following the leaders forum on Oct 12 th . This information is currently due 3 rd Nov.	N/A	10%
		Portfolio Office – Transformation Governance	This budget allocation is to cover costs associated with Transformation governance including independent members of the Transformation Governance Committee.	The external independent members for the new Transformation Governance Committee have been advertised for two weeks until 31 Oct. Shortlisting is scheduled for the first week of Nov and interviews from 8 to 16 Nov. Scheduled to present preferred candidates to EMT on 28 Nov and SPC on 11 Dec. Target to commence committee in the new year.	N/A	59%



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) : \$300,953
Executive Summary:	
<p>There has been a continued focus this period on time-to-delivery, with improvement in the visibility and tracking of project and other technology activities down to a task level. This is being achieved by the establishment of visualization and management tools (Azure DevOps), and a physical enterprise activities (Kanban) board which has enabled a focus on priority activities, the work required, and who's responsible. This will continue to develop over time as a continuous improvement activity.</p> <p>Quarterly prioritisation and planning workshops have been introduced which focuses on the priorities for the quarter, and what can ideally be achieved for the proceeding quarter.</p>	

RAG	Risk	Mitigation
	Upcoming legislative change regarding temporary staff has the potential to significantly impact on the ability for CIO to deliver projects in the future, as the majority of the Project Delivery team are on fixed term arrangements.	The CIO LT met with People & Culture to understand the new requirements and will look at longer term planning around both people and finance implications to inform the development of a mitigation strategy.

RAG	Issue	Resolution
	Corporate Reporting – Due to the assigned Project Manager resigning, and lack of other PM availability, this project has been put on hold with agreement by the vendor and approved by the Project Board.	PM to be allocated to project as soon as possible, anticipating will be 3-4 weeks.

Achievements	Details
Security - Vulnerability Scanning Uplift	As an extension of our Rapid7 cyber security tool implementation, we have enabled weekly INTERNAL, and daily EXTERNAL infrastructure vulnerability scanning in line with guidance from the ACSC Essential Eight, maturity level 2 guidance. Vulnerability scanning is a key component of cyber security.
Security - ChatOps Uplift	Using the orchestration feature of Rapid7, we have enabled Indicator of Compromise (IoC) and blacklisting automations to improve the speed and consistency of blocking potentially malicious across Azure, Firewalls, and endpoints. Showcased to CIO team 17.10.23.
Security – Addition of Decoy User	A 'Honey User' is being added to our Active Directory environment, which alerts security operators if there is an attempted compromise of that account, a key indicator of an environment compromise.
Security logging from external webservers and the remainder of internal firewalls	We have begun adding additional internal firewalls and external webserver logs in the Rapid7 Security Information and Event Monitoring (SIEM) tool, to assist with the correlation of logging and detection of attacks.
Carelink Upgrade	System used by the aged care area has been successfully upgraded to the latest version.
Device Refresh	200 Surface Pros have now been replaced with Dell's.
Cloud Foundation and Environment Strategy	Successfully completed the development of a modern cloud foundation deployment in Microsoft Azure. We are now ready to host production level application in the cloud.
Early Years - server decommissioning	Two old servers that were used by the old kindergarten system have been decommissioned, improving Council's security posture.
Mulesoft VPN Platform Development	Successfully completed establishing secure network connectivity between our integration platform Mulesoft, and our on-premises systems.

Project Status Report – Technology Stream - [Stream Lead: Scott Coleman](#)

Achievements	Details
NIST Based CSF Review	Report presented to Knox by the vendor. Next steps to identify gaps and build work packages to address gaps.
Snap Send Solve Upgrade	An issue with this product resulted in the need to undertake a rapid upgrade to bring the product up to the latest version, this has been successfully undertaken.
Core Switch Failover Testing	The Core switch failover testing was successful at Civic Centre. We turned off the primary core and tested that all services routed through the second core switch at Civic Centre
Core Switch Deployment	The risk we had with our old core switches was mitigated by deploying 2x Core switches at Civic Centre and NextDC.
Cohesity Upgrade	The Cohesity cluster which houses our systems and data backup services was successfully upgraded to version 6.8.1.
MFA for Contractors	Approximately 78 unused accounts disabled so far, reducing our exposure footprint.
Nimble Upgrade	The Nimble storage software has been updated to version 6.1.1.300.
InTune Rollout – Phase 1	Intune Phase 1 was successfully deployed to 10 pilot users in IT. This is a big step to automating our laptop and desktop deployment and securing our devices to industry standard.
OIA IVM Decommission	As the Rapid7 security console has been migrated to SaaS, the old IVM on premise servers have been decommissioned mitigating security vulnerabilities and cleaning up the IT environment.

Upcoming Milestones	Details
Expense Management System go live Oct 23	The current expense management system, Fraedom, used for managing Council credit card expenses, is being sunsetted by the vendor at the end Oct 23. This system is being replaced with ExpenseMe Pro, which will go live at the end of Oct 23, and the integration between the new system and Computron in Nov 23.
Trapeze Pro go live Oct 23	Trapeze is used for important plan and drawing management processes by functions such as planning and building. Trapeze Pro is the new version of Trapeze and provides improved functionality.
Enterprise Integration Platform - Expense Me Pro and Computron Integration	An integration has been developed from the new Expense Management System to the finance system Computron in our strategic integration platform, reducing the risk of failures and data security vulnerabilities, goes live in Nov 23.
Function Rooms – Video conferencing	The new camera is in the process of being installed and work is in progress to implement a hearing loop in the council chambers, to ensure Knox operates in an inclusive manner for those with a hearing impairment.
MFA for Contractors	Ready to begin onboarding first contractors to MFA enforced named user account.
Commence Records Management Compliance Monitoring	Expanding & improving reporting on overdue KX activities and tracking.
Intune Rollout Phase 2	This is to rollout Intune to all laptops and desktops across Knox Council. The pilot phase has been completed successfully.
Disaster Recovery Test	The IT team will carry out a complete disaster recovery test between Civic Centre and NextDC. This will include failover of 2x switches at both sites and ensuring service disruptions are minimal.

Project Status Report – Technology Stream - Stream Lead: Scott Coleman

In-Progress Projects Status						
RAG Last Month	RAG This Month	Project Name	Project Description	Project Status Report	Get to Green actions	Completion %
		AMIS (Lifecycle to Confirm)	Council’s current Asset Management Information system ‘Lifecycle’ is a critical tool to manage Council Assets. 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. The ‘Confirm’ solution is market leading, innovative, and flexible in managing the broad range of Council asset classes and provision of services in the most effective and efficient manner. To deliver incremental value to the Council, the project has been separated into two distinct phases, with each phase consisting of several workstreams. The first phase was completed in December 2022, with the implementation of the Parks and Works Departments onto Confirm and discontinuation of their usage of Lifecycle. The second phase will cover the implementation of the remaining Infrastructure departments, these being Facilities, Plant and Fleet. Included in the second phase will also be the implementation of Asset Renewals, Strategic Asset Management, and the decommissioning of Lifecycle.	The project has entered the testing phase, with the asset and maintenance registers being successfully tested, leaving the only other major component, the historical asset information, to be tested. The ongoing dispute regarding the approach and impact of moving the historical information is ongoing however, a new internal data warehousing solution to resolve historical reporting requirements is currently being investigated to mitigate any additional spend on data migration. The linking between the new asset and financial systems is being configured and, together with the Utilities module, will be ready for testing by 31 Oct. Once these are complete, user acceptance testing will commence, testing the total solution end to end. Work has continued the end-user change management, covering Confirm Familiarisation and Process Training.	The project status indicator of Red is due to the outstanding decision regarding the data migration and historical challenges. Should the current approach be accepted, the project will return to a status of Green, and the implementation date will remain on 11 Dec.	61%



Project Status Report – Technology Stream - Stream Lead: Scott Coleman

In-Progress Projects Status						
RAG Last Month	RAG This Month	Project Name	Project Description	Project Status Report	Get to Green actions	Completion %
Yellow	Green	Application Upgrade – Trapeze Pro	Trapeze is an application used by the Building and Planning teams to measure, assess, annotate and stamp digital plans and drawings. The last upgrade was completed in May 2018 so is overdue to be upgraded.	Business team have signed off on Issues Register created during UAT period, confirming they are happy with resolutions and to proceed with the upgrade/deployment of the new Site License for Trapeze Pro. Training resources to be disseminated to Trapeze users for familiarisation of new functionality. Go Live is Tuesday 31st October.	N/A	80%
Yellow	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. Pulse will be rolled out in 2023 in the following phases; Audit - February, Corporate Reporting - April, Risk - July, Corporate Indicators - July and Polices & Delegations - October.	<p>The build phase for the final module, Delegations, was completed in early October and is now ready for testing. The implementation of the delegation's module is also dependent on an integration with Chris21 planned for November.</p> <p>The project is flagged red due to the previous Project Manager (PM) departing Council earlier than planned in October. The Project Board agreed to place the project on hold until a new PM is assigned. Once this occurs, the remaining tasks will be assessed and path to green determined by the new PM.</p>	Once a new PM is assigned, the remaining tasks will be assessed and path to green determined by the new PM.	94%



Project Status Report – Technology Stream - Stream Lead: Scott Coleman

In-Progress Projects Status						
RAG Last Month	RAG This Month	Project Name	Project Description	Project Status Report	Get to Green actions	Completion %
Green	Yellow	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.	<p>We have now deployed just over 200 Dell Devices across the organisation (approx 43% of all devices) and continue to receive fantastic feedback from our stakeholders.</p> <p>RAG status is Amber as further investigation revealed that the number of devices required to be replaced had been underestimated, increasing both project cost and time, completion was Mar 24 to May 24.</p>	Project status will move to green once we receive confirmation the contract extension has been formally signed by our technical resource. We expect this to occur either end of October, or early November.	43%
Green	Green	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 will deliver Sign In / Sign Out and the decommissioning of existing systems will conclude the project outcomes in mid-2023	Progressing work on storing documents on kindergarten children in the corporate records system, satisfying audit and retention requirements.	N/A	99%
Green	Green	Enterprise Integration Platform - Phase 1	The Enterprise Integration Platform will develop an organisational capability which can enable the sharing of data easily between systems, reducing the risk of integration failure and disruption to business, and enabling Knox City Council's transformation and customer experience goals. The project conducted a Proof of Concept in 2022, which proved the use of the Mulesoft Platform for complex integration between two core legacy systems (Document Management KX and Pathway).	An integration has been developed from the new Expense Management System to the finance system Computron in our strategic integration platform, reducing the risk of failures and data security vulnerabilities.	N/A	75%
Green	Yellow	Expense Management System Replacement	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 October 2023 by Visa.	Testing has completed for the implementation of a new expense management system to replace the current system which will no longer be available after October '23. To ensure we appropriately manage credit card purchases, meet audit requirements and avoid additional contractual costs by not transitioning to a new system.	Departure of PM revealed some concerns that are being addressed by new PM, Maria. Still expect to meet Go Live date.	85%

Project Status Report – Technology Stream

Stream Lead: Scott

In-Progress Projects Status						
RAG Last Month	RAG This Month	Project Name	Project Description	Project Status Report	Get to Green actions	Completion %
		Intramaps review and implementation	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 and onwards. The project’s purpose is to: • Complete a technology review of the IntraMap/QGIS application suite as it has been in place since 2014. • Assess the outcomes and options from the review with a view to implement a go-to-market strategy and potentially complete a Proof of Concept (POC) . • Deploy a digital GIS solution before 30 April 2025 that is agreed, fit-for-purpose, scalable, reliable, and meets the Council’s business functional and architectural requirements.	Project is Green. Initiation and planning activities are underway with key stakeholders to define the Projects objectives, scope, and impacted stakeholders by 31 October 2023.	N/A	5%
		Hybrid Meetings Technology - Phase 2	Implement Microsoft Teams Rooms technology for the remaining rooms in KCC council offices in order to support KCC’s hybrid way of working. An additional phase has been incorporated to procure a vendor for ongoing support.	The recommendations from the independent review have been reviewed and prioritised and will be transitioned to a new BAU project for future work. Following the completion of this action, this project will be closed.	N/A	100%



Project Status Report – Technology Stream

Stream Lead: Scott

In-Progress Projects Status						
RAG Last Month	RAG This Month	Project Name	Project Description	Project Status Report	Get to Green actions	Completion %
		24x7 SOC Implementation (Rapid7) (CS1)	Deployment of 24x7 SOC Monitoring and Workflow tooling to enable ChatOps	Workflows functional, 1:1 and team training in progress, solution 'showcased' to the CIO team on 17/10.	N/A	90%
		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.	Lessons learnt from recent Carelink upgrade has provided very useful information to be included in developing a 'pack' to standardise corporate application upgrades at Knox. Focus is on developing the process, along with standard templates. Key upgrades this month have been Carelink and Trapeze Pro. Next month will focus on Bing Mail.	N/A	50%
		Application Upgrade - Bing Mail	Bing Mail is a digital mail service which allows Knox staff to send mail via from their computer. The software uses either an application or a web portal to upload mail which is printed via the Bing Mail mailing house and sent via Australia Post. This project will focus on upgrading the application only.	Bing Mail upgrade planning has commenced with internal working group from IT and Corporate Information and external Vendor, with anticipated upgrade to take place on 20th November 2023.	N/A	20%
		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.	Vendor allocated and kick-off meeting held. Awaiting NDA signature from vendor to enable document sharing for initial plan review, and forward date schedule.	N/A	60%
		Cloud foundations development	To develop a cloud environment within Microsoft Azure which will host Knox City Council's infrastructure going forward. Strategically it will reduce the risk of maintaining on-premises infrastructure and will be a key enabler for our transformation and customer experience goals.	Completed	N/A	100%
		DaaS POC (Data as a Service)	To develop foundations of a new data warehouse using a Data as a Service model as phase 1 part of the Data Foundations project (previously called Master Data Management – MDM)	Completed – to be invoiced at the end of December (\$27,445)	N/A	100%
		Create Information Asset Register	To develop a consolidated, information asset register that captures information assets such as data assets, application assets and record assets.	Phase 1 of project has commenced with the development of initial draft of asset register in OVIC template encompassing application assets Phase 2 will comprise an Information function based view	N/A	5%

Project Status Report – Technology Stream

Stream Lead: Scott

In-Progress Projects Status						
RAG Last Month	RAG This Month	Project Name	Project Description	Project Status Report	Get to Green actions	Completion %
Green	Yellow	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.	Meeting booked with vendor at the end of October to discuss Cloud transition as opposed to an on-premise upgrade, as all Humanforce clients will need to transition to Cloud by mid-2025. Go Live date is to be confirmed.	Decision required as to whether we upgrade to on-prem or to cloud and timeframes	15%
Green	Green	InTune Rollout - Phase 1	InTune MDM (Mobile Device Management) is a Microsoft service that will help Knox Council manage and secure devices such as laptops, desktops and mobile phones. It enables the IT team to control device settings, deploy apps, and enforce security policies, enhancing data protection and productivity in the workplace.	InTune Phase 1 was successfully deployed to 10 pilot users in IT. This is a big step to automating our laptop and desktop deployment and securing our devices to industry standard.	N/A	100%
Yellow	Green	Application Upgrade – Carelink Plus	Carelink is the system used by the Community Access & Support department to manage and roster services for clients, such as Meals on Wheels, Home Maintenance/Modifications, Occupational Therapy and Community Transport. This project will cover the upgrade from version 19.3 to version 22.1, including the implementation of available fixes.	The Carelink upgrade/fixes have been implemented into Production on 25th September. An issue was identified post-Go Live with the Reports Centre within the application, which has now been resolved. As a result, the Service Desk team have re-installed Carelink app onto users’ computers, with the remaining 2 staff being attended to by the Service Desk upon their return from annual leave. Technical and Business Retrospective Reviews were held on for 9th and 11th October respectively, and Action Plans have been disseminated. Lessons learnt will inform ‘Establishing an Application Upgrade Schedule’ project to develop a more standardised upgrade process for Knox’s corporate applications.	N/A	100%



Project Status Report – Technology Stream

Stream Lead: Scott

In-Progress Projects Status						
RAG Last Month	RAG This Month	Project Name	Project Description	Project Status Report	Get to Green actions	Completion %
Green	Green	Pathway Enhancement Program (23/24)	The Pathway Enhancement Program aims to facilitate and implement system improvements to one of Council's core applications, Pathway, to provide efficiencies for staff and positive customer experiences.	Implementation of a script to bulk-update rates payment frequency in Pathway for customers who have requested to pay by 9 monthly instalments option, which eliminates manual work for the Rates team to update thousands of assessments during the Rates period. New complaint category codes and request types have been configured in Pathway by vendor, to allow for customised view in our virtual environment for the Complaints Procedure User Training for staff taking place from mid-October to early-November, with Go Live on 20th November. Late-October will focus on KX/Pathway integration for Animals documents, and the migration of old animal and infringement documents into KX. Pathway vendor is working on Property Information Certificates for the Building team, ready for testing in late-October. Role-Based Access work with vendor falls under Pathway Enhancement Program and also pre-work for Pathway UX transition.	N/A	40%
Green	Green	Transition to Pathway UX (User Experience)	Pathway UX is a new user interface, which includes updated/new features to make the user experience more streamlined and intuitive.	From a technical perspective, final readiness assessment workshop to take place on 18th October, which will inform final report from Infor regarding Knox's readiness for transitioning to Pathway UX. Received 20 nominations from Managers and Coordinators to attend a monthly Pathway User Group meeting to share ideas and opportunities for improvement within Pathway to optimise functionality in the system across the organisation. Infor are presenting an online Pathway UX showcase for our Pathway users in late-November 2023, which will be recorded for future use.	N/A	25%
Green	Green	Penetration Testing and Remediation - External (CS14)	Penetration test of select assets by Deloitte, and the remediation of the findings from the testing.	One 'High', one 'Medium' issue resolved, 2 'Medium' and 1 'High; plus 9 'Low' category items remain to be addressed. Testing of Captcha solution to prevent password brute-force in progress. Awaiting rectification of the remaining 'High' risk item in conjunction with the vendor.	N/A	70%
Yellow	Yellow	Policy Management as a Service (PMaaS) Rollout - IT Policies Part 1	Creation, Review/Update and deployment of IT related policies to aid in Cyber Security and Acceptable Use of IT systems.	No activity since last update due to resource constraint.	Other work nearing completion and acquisition of additional resource in the coming 4-8 weeks is expected to provide required resourcing to move this to completion.	70%

Project Status Report – Technology Stream

Stream Lead: Scott Coleman

In-Progress Projects Status						
RAG Last Month	RAG This Month	Project Name	Project Description	Project Status Report	Get to Green actions	Completion %
		Enterprise Resource Planning System (ERP) - Expression of Interest (EOI) and Proof of Concept (PoC)	Enterprise Resource Planning (ERP) system 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.	Scope of project, including which system types are to be included, is to be determined as part of the project.	N/A	1%
		Cisco Identity Services Engine (ISE) (CS11)	Cisco Identity Services Engine (ISE) is a network security solution that provides identity-based access control and policy enforcement. It authenticates and authorises devices and users, ensuring secure network access. ISE is used to define and enforce policies for network resources, improving security and compliance for Knox Council.	This project is due to continue after the Access Switch Review project items have gone through procurement. There is a reliance on vendor assistance as there is no FTE network engineer position to carry out this project in-house.	Dependency on the Access Switch replacement Project – supply issues., expected to be resolved in Jan 2024	30%
		Payment Card Industry Data Security Standards (PCI DSS) Compliance	Respond to requirement for PCI DSS Audit (self-assessment questionnaire) as required by the bank.	~238 questions reviewed, and data largely collected. Next stage is to initiate the website scan and feed the data back into the ThreatView portal.	N/A	65%
		Access switch replacement (EOL – End of life)	There are approximately 40 access switches across the Council that are EOL and require replacement. If any of these switches fail, network services provided from that particular switch to all devices connected will be offline. As they are EOL, there is no support for these switches either.	The IT team have reviewed the current state and are in the process of ordering the switches. Due to a worldwide shortage in supply, this will take a few months to arrive.	Look to place a priority order, and implement as soon as possible when they arrive, anticipated in the early months of next year	30%
		Function Room – Video Conferencing	Due to COVID, the use of the Function Rooms has changed with requiring the ability to have remote participants. As a result, additional technology is required to be implemented. The existing Function Rooms can be set up in multiple layouts which means the technology (i.e. cameras and audio) must accommodate meeting participants sitting in different spots in each room.	Work is in progress to implement a hearing loop in the council chambers to ensure Knox operates in an inclusive manner to those with a hearing impairment.	N/A	95%



4.2 Capital Works Program Works Report

SUMMARY: Coordinator, Capital Works Planning, John Bixby

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

RECOMMENDATION

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

1. INTRODUCTION

This report summarises Council's Capital Works Program for the 2023/24 financial year.

The aim of this report is to provide a regular and succinct status summary of each project over the last month. The Capital Works Report, as of 27 October 2023, is attached as Attachment 1.

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

- Drainage Pit and Pipe Renewal Program - works 90% committed with many drainage renewal works completed across Council.
- Plant & Machinery Renewal Program - Council has received delivery of 2 tractors used to maintain park land and reserves. These are fitted with accessories and are now being used in the field.
- Eildon Park Reserve, Rowville – contracts works are nearing completion with renewal of tennis courts 7,8 and 9 due to be completed at the end of October.
- Sportsfield Fencing Renewals – Eildon Oval 2 fencing works completed in October.

Council has just commenced the 2023/24 program with 4 months progressed to date. Council is completing projects that have been carried forward from the 2022/23 program with many other projects entering a scoping/design phase with delivery to occur later in this financial period.

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. DISCUSSION

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

1. Attachment 1 - Capital Works Program - Works Report as at 13 November 2023 [4.2.1 - 18 pages]

Knox City Council Project Status Report

27-Oct-2023

Project Number	Project Name	Total Adjusted Budget
1	Bridges Renewal Program	\$339,971
All Wards	Identified condition audit maintenance works at 95% completion. Investigation of proposed renewal structures under way with the plan to design a number of structures this financial year in readiness for delivery in next financial year program.	
4	High Risk Road Failures	\$425,000
All Wards	Crack sealing program is underway in various streets across Knox. This initiative is based on the most recent roads audit data	
7	Road Surface Renewal Program	\$4,596,025
All Wards	Asphalt resurfacing package will be commencing on the 31st of October, and finish on 21st of November. This package will deliver approximately half of the overall 2023/24 program.	
8	Drainage Pit and Pipe Renewal Program	\$2,600,000
All Wards	Budget is over 90% committed with additional funds required to undertake high priority works. Construction works have been completed at the following locations; Harwell Road - Stage 1 Phipps Avenue Internal patching and relining package 1 of 3. Construction works are currently underway at the following locations; Harwell Road - Stage 2; Boronia Road Service Lane; Summit Crt - Easement; Internal Patching and Relining Packages 2 & 3. Road Renewal allocation directed towards Road Renewal Contract 3182 for 2023/24. Drawdown on funds will occur as road renewal works are implemented.	
9	Footpath Renewal Program	\$2,761,278
All Wards	We've made significant progress in our footpath renewal program, with over 50% completed. The remaining work is with contractors and on schedule.	
10	Bicycle and Shared Path Renewal Program	\$619,200
All Wards	Preliminary works are in progress including crack sealing works. Asphalt resurfacing work packages are expected to be allocate to contractors in November with the majority of works to occur January/February.	

Knox City Council Project Status Report

27-Oct-2023

Project Number	Project Name	Total Adjusted Budget
16	Building Renewal Program	\$4,732,056
All Wards	Renewal Program established and Communicated to stakeholders. Final Inspections to be completed this coming week and final program to be issued accordingly. Request for quotation process to commence for the following works: Templeton Reserve Tennis Pavilion Disability Discrimination Act compliant Bathroom renewal and removal of Gas appliances from pavilion. Glenfern Park Tennis Pavilion Amenities and kitchen renewal and Internal Painting. Ferntree Gully Community Arts Centre Amenities Renewal and Internal Painting. Several Painting Jobs will be issued, including Liberty Avenue reserve Pavilion, Kinderlea Children and Family Centre and several others. LED Lighting Upgrades at multiple sites and Epoxy Floor Application at 4 x Public Toilet blocks completed. 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.	
17	Playground Renewal Program	\$1,880,125
All Wards	Knox Playspace Renewal 2022-23: Stud Park Playground is under construction with anticipated completion November 2023, subject to favourable weather conditions. Detailed design documentation for the Tim Neville Arboretum playground renewal has been finalised and is now ready for public tender. A request for quotation (RFQ) is now open for the delivery of playspace renewals at Kent Park, Castlefield Square and Val Boyd Reserve. Knox Playspace Renewal 2023-24: Commencing site analysis of this financial years local playground upgrades.	
22	Fire Hydrant Replacement Program	\$151,000
All Wards	Expenditure is not likely required until late June.	
24	Carpark Renewal	\$576,800
All Wards	Remaining carpark program is under consultation with Councils Traffic and Transport department as a final stage of scoping. Carpark Renewal Design: Due to commence design in March '24. Project team will meet on-site to clarify scope and access requirements.	
25	Plant & Machinery Renewal Program	\$2,734,500
All Wards	Fleet Renewal Program under way. To date Council has 39% of funds committed and 22% of funds expended.	
26	Street Tree Replacement Program	\$523,666
All Wards	Infill program nearing completion. Eucalyptus Scoparia removal works completed, pest treatment to be completed by end of October.	
31	Stamford Park Redevelopment	\$3,968,000
Tirhatuan	Works are progressing well between wet weather. Final landscaping works are commencing. Arts component to be installed in late October. Playpark advancing and initial planting works due to commence in coming weeks.	

Knox City Council Project Status Report

27-Oct-2023

Project Number	Project Name	Total Adjusted Budget
104	Roadside Furniture Renewal Program	\$103,000
All Wards	Retaining wall renewal works have been completed in Selman Avenue FTG. Design works for Clematis Avenue FTG retaining wall are currently underway with construction to commence in the new year.	
147	Energy Retrofits for Community Buildings	\$199,013
All Wards	Scoping and Planning for energy and electrification projects underway.	
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.	
347	Miscellaneous Industrial Roads - Pavement Rehabilitation	\$170,000
All Wards	Council are waiting on street segments to have CCTV completed prior to resurfacing works commencing. CCTV provides details on any drainage works that may effect road pavements.	
409	Parks Furniture Renewal	\$90,000
All Wards	Scoping works for 2023/2024 financial year.	
410	Parks Signage Renewal	\$20,000
All Wards	New reserve signage installed at Marie Wallace Reserve.	
412	Water Sensitive Urban Design Renewal	\$209,020
All Wards	Awarded work for sediment removal at Colchester. Competed revegetation for civil work undertaken in 22-23. Reviewing scope of work at Golden Grove to inform brief.	
441	Significant Municipal Site Renewal	\$140,000
All Wards	Scoping final works for financial year.	
443	Reserves Paths Renewal	\$80,000
All Wards	Scoping works for 2023/2024 financial year.	

Knox City Council Project Status Report

27-Oct-2023

Project Number	Project Name	Total Adjusted Budget
492	Food Act Compliance - Kitchen Retrofitting	\$25,000
All Wards	Inspections completed and candidates to be discussed with Leisure Services. Sites that will be recommended are Windermere Reserve Football/Cricket Pavilion, and Miller Park Football/Cricket Pavilion. Both will likely require complete renewal, with this funding used to address requirements of the Food Act. Works planned to be executed during change of tenancy in March/April 2024.	
536	Parkland Asset Renewal	\$95,000
All Wards	Scoping final works for financial year.	
537	Roadside Plantings Renewal	\$80,000
All Wards	Scoping further works for current financial year.	
566	Artwork Renewal	\$81,600
All Wards	Assessment/audit on a number of Public and Civic Collection items is continuing. Upgrade lighting component for Aeroplane Boy sculpture in Bayswater is progressing with Metro Trains consultation 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.	
675	Public Art Project	\$285,346
All Wards	Major Public Art installations that support neighborhood renewal, village placemaking, tourism and cultural development projects are progressing well. One major public artwork is complete, 'Floodline' at Stamford Park. A second sculpture 'Orb' at Stamford Park will be installed at the end of October. Other Public Artworks are scheduled for completion over the coming months and planning for Immerse 2024 is progressing well.	
708	Cricket Run Up and Goal Square Renewal Works	\$100,000
All Wards	Egan Lee completed. Batterham to be completed in October.	
746	Revegetation Plan	\$110,000
All Wards	Scoping and designing priority sites underway	
834	Oversowing of Sports Fields	\$90,000
All Wards	All sites will be confirmed in January to start in March 2024.	
837	Westfield Library (Permanent) - Design and Fitout	\$5,256,916
Dinsdale	Construction - Internal partition walls erected and services rough in commenced.	
867	Knox Regional Netball Centre Extension	\$515,249
Dobson	Construction of the new facility and refurbishment works of the existing facility are complete.	

Knox City Council Project Status Report

27-Oct-2023

Project Number	Project Name	Total Adjusted Budget
868	H V Jones, Ferntree Gully - Masterplan Implementation Stage 3	\$423,787
Friberg	Construction completed in early September. Currently under maintenance.	
871	Energy Performance Contract Implementation	\$50,872
All Wards	All projects completed. Evaluation and Monitoring underway and will be completed by June 2024.	
935	Scoresby (Exner) Reserve - Tennis Court Renewals	\$600,000
Tirhatuan	(1) Renewal of Courts 4-5 is currently being tendered with tenders closing on 8 November 2023. Expect to be in a position to appoint contractor by end November 2023. (2) Awaiting outcome of ongoing investigations and negotiations with Insurance Company on deciding extent and timing of resurfacing of Courts 1-3.	
941	Knox Regional Netball Centre - Court Renewals	\$150,000
Dobson	Painting of player shelters has been awarded. On track to spend the budget by 30 June.	
944	Knox Central (Former Operations Centre)	\$21,485
Dinsdale	Awaiting revised final report for auditor signoff.	
948	Modular Building Program	\$187,343
All Wards	(1) Lakesfield Reserve Carpark - Project combined with Rowville Recreation Reserve Carpark. Contract works for carpark completed. Additional footpath/ramp works now underway after delay due to football finals. Construction works recommenced from 20 August '23 and expected to be completed by Mid-November due to handrail fabrication and installation. Total works 95% completed.	
951	Community Toilet Replacement Program	\$446,357
All Wards	Chandler Public Toilet concrete slab work will commence prior to Christmas and reach practical completion by March 2024. Upper Ferntree Gully Public Toilet scope of work and design to be completed by end of 2023.	
961	Knox Regional Netball Centre Floodlight Outdoor Courts 5 to 8	\$123,000
Dobson	This project is under review	
999	Lewis Park, Wantirna South - Masterplan Implementation - Stage 1 - Waterways	\$1,012,000
Dinsdale	Construction is well progressed by Melbourne Water.	
1003	Wantirna Reserve, Wantirna - Masterplan	\$80,000
Collier	Consultation on the draft masterplan to be undertaken in November 2023. Anticipated endorsement early 2024.	

Knox City Council Project Status Report

27-Oct-2023

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. The general site location is prone to flooding. We continue to monitor the site to identify any issues with flooding over the access road and car park.	
1123	Public Tennis / Netball / Basketball Court Renewals	\$110,000
All Wards	On track to spend the project budget by 30 June.	
1124	Sportsfield Fencing Renewals	\$75,000
All Wards	Melbourne Chain wire are completing fence works on Eildon#2 & Scoresby cricket net. Works to be completed in October.	
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	Quotes received for Civic Centre and Scoresby Recreation Reserve. Evaluation underway.	
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	Currently updating scope of works to ensure no negative impact on surrounding properties, as a result of diversion works.	
1183	Peregrine Reserve - Wetland Construction	\$25,000
Taylor	Concept design currently underway.	
1184	Egan Lee Reserve - Wetland Construction	\$820,000
Scott	Design well underway. Looking to integrate the proposed wetland works with the associated carpark works on nearby site. Also looking to integrate similar wetland/carpark project at Gilbert Park and aggregate the two as a combined contract for economy of scale. Anticipate going to tender in November '23. Waiting on outcome of public consultation to be held over October. Community consultation is now closed, with feedback received having no impact on timelines. Feedback will mainly inform seating and shading options around the wetland.	
1261	Wantirna Reserve - Car Park Upgrade	\$40,000
Collier	Feature and level survey underway. Awaiting advice on outcome of Master Plan consultation process for Wantirna Reserve.	

Knox City Council Project Status Report

27-Oct-2023

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/Licence Agreement for use of the private land for a shared path for consideration of the Body Corporates.	
1300	Parking Management Plan Implementation	\$30,000
All Wards	Signage works for Tormore Road, Boronia completed. Linemarking works completed for Dorset Road, Boronia Road, Boronia and Mountain Highway in Bayswater. Continuing to update signage at the Civic Centre.	
1308	Kevin Ave, Ferntree Gully Flood Investigation - Scoping	\$160,500
Dobson	Investigating the viability of alternate flood mitigation solutions, scoping of future works to occur within the next few months.	
1309	1825 Ferntree Gully Road - Flood Mitigation Works	\$0
Friberg	Advice received that project will not proceed in its current form, ward Councilor has been notified and funding removed at 23 October adopted amended budget. Council will investigate what direction future mitigation activities are best suited to resolve flooding at this site.	
1310	Flood Mitigation Reactive Complaints Upgrade Works	\$150,000
All Wards	Conyers Street works - Works Authorisation Certificate approved and Contractor appointed for the project, Knox Construction will be looking after construction.	
1311	Major Roads LED Streetlight Replacement	\$1,400,000
All Wards	Tender documents prepared and to be issued late October.	
1315	Fairpark Reserve - Pavilion Upgrade (incorporating U3A extension)	\$4,363,675
Baird	The external site works and the new southern car park are expected to be completed by the end of October, with planting / landscaping to follow. Building works are expected to be completed by mid-November with handover to the user groups by the end of November. Demolition of the existing sports pavilion to follow and completion of the northern car park. All works expected to be completed by the end of December.	
1320	Eildon Park Reserve, Rowville - Tennis Court Renewals	\$231,140
Taylor	Contract works well advanced with works anticipated to be completed by late October 2023.	
1322	Glenfern Park (FTGTC) - Tennis Court Renewals - Design	\$30,000
Dobson	Design works completed.	

Knox City Council Project Status Report

27-Oct-2023

Project Number	Project Name	Total Adjusted Budget
1365	Programmed Road Renewal Works from June annual Audits	\$8,500
All Wards	Funds available to supplement funding requirements for various road renewal works as required. Expenditure on miscellaneous works has occurred and majority of funds expended.	
1386	Parks - New Tractor	\$120,000
All Wards	Council has recently received delivery of the new tractor. Councils are preparing the tractor for usage in the field.	
1389	Egan Lee Reserve Renewal - Top Oval Renewal	\$3,668,774
Scott	Construction has started.	
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	Quote to be obtained for updating design of Macauley Place since Mountain High Shopping Centre is completed. Detailed design during Nov-Dec.	
1413	Kings Park Reserve, Upper Ferntree Gully - Masterplan Implementation	\$89,790
Dobson	The draft masterplan and implementation strategy is scheduled to be presented to Council for endorsement late November 2023.	
1414	Cardiff Street - Flood Mitigation Works	\$600,000
Baird	Flood modelling complete. Evaluating results to form scope of work when renewing the existing Water Sensitive Urban Design assets.	
1415	Olivebank to Underwood & Alexander Reserve, FTG - Wetland Treatment - Scope & Analysis	\$320,000
Dobson	Flood modelling complete. Evaluating results to inform design of drainage upgrade works.	
1419	Carrington Park Reserve - Stormwater Harvesting Upgrade	\$120,000
Friberg	Quote for installation of harvesting upgrade being sought.	
1422	Gilbert Reserve - Wetland (Scoping & Analysis)	\$855,000
Friberg	Design well underway. Looking to integrate the proposed wetland works with the carpark works associated on nearby site. Also looking to integrate similar wetland/carpark project at Egan Lee Reserve and aggregate the two as a combined contract for economy of scale. Anticipate going to tender in November '23. Waiting for wetland plans to be finalised and tender documents to be prepared. Waiting on outcome of public consultation to be held over October. Community consultation is now closed, with feedback received having no impact on timelines. Feedback will mainly inform decking, seating and shading options around the wetland.	

Knox City Council Project Status Report

27-Oct-2023

Project Number	Project Name	Total Adjusted Budget
1426	The Basin Triangle Masterplan	\$30,000
Chandler	Project on-hold while the Basin Parking Management Plan project is being conducted. Council Officers will re-engage with the community for both projects once they are ready for consultation.	
1443	Faraday Street Boronia - Road Reconstruction	\$589,000
Baird	This project has been packaged as part of Road Renewal construction contract for 2023/24. Anticipate construction to commence late November '23.	
1462	Knox Athletics, Knoxfield - New Shade Structures	\$95,874
Friberg	Out to tender.	
1465	Knox Athletics, Knoxfield - Lighting to Track	\$382,182
Friberg	Out to tender.	
1470	Electronic Entry to Sporting Pavilions.	\$63,000
All Wards	Remainder of budget to be utilised for Locking systems at Liberty Avenue Reserve Pavilion and Colchester reserve Pavilion. Both are targeted for installation in Jan/Feb 2024, but may stretch out to tenancy change over in March/April 2024.	
1473	Egan Lee Reserve, Knoxfield - Car Park Extension	\$430,000
Scott	Design completed. Looking to integrate the proposed carpark works with the wetland works associated on nearby site. Also looking to integrate similar wetland/carpark project at Gilbert Park and aggregate the two as a combined contract for economy of scale. Anticipate going to tender in November '23.	
1474	Knox Skate & BMX Park, Knoxfield - Carpark	\$540,000
Friberg	Design completed. Looking to integrate the proposed carpark works with the wetland works associated on nearby site. Also looking to integrate similar wetland/carpark project at Egan Lee Reserve and aggregate the two as a combined contract for economy of scale. Anticipate going to tender in November '23. Waiting for wetland plans to be finalised and tender documents to be prepared.	
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. Detailed design underway and 30% complete on pause awaiting planning permit approval.	
1505	Mountain Highway, Boronia - Shared Path - Design	\$45,000
Chandler	Title boundaries being confirmed now. Design to be finalised in December. Cost estimate to be done in January.	

Knox City Council Project Status Report

27-Oct-2023

Project Number	Project Name	Total Adjusted Budget
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 next week.	
1517	Flamingo Reserve, Wantirna South - Landscape Plan	\$25,000
Collier	Final draft of landscape plan has been completed. Detailed design documentation to commence to include a picnic area, new playspace, an upgrade to the existing basketball key and new path networks.	
1518	Schultz Reserve, Wantirna - Landscape Plan Implementation	\$150,000
Collier	Detailed design documentation, which includes the construction of paths, playground upgrade and new BBQ facilities is complete. Requests for quotations (RFQ) will be sent out to suitably qualified contractors next week.	
1521	Erica Avenue Streetscape Renewal	\$750,000
Baird	Design complete and tender closed on 29 August '23. Tender evaluation underway and anticipate being in a position to award tender in late October '23 with construction to commence in mid November '23.	
1524	Harley Street - Road Reconstruction - Construction	\$439,000
Friberg	This project has been packaged as part of Road Renewal construction contract. Construction is well underway with all concrete works completed and contract works 75% complete. Soft spot rectification in progress with asphaltting to follow.	
1525	Allister Close - Road Reconstruction - Construction	\$421,500
Friberg	This project has been packaged as part of Road Renewal construction contract for 2023/24. Anticipate construction to commence mid-November '23.	
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 late November '23.	
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 and around 25% complete.	
1528	Chandler Road - Road Reconstruction - Design	\$33,000
Chandler	Design integrated with Greenspine corridor project and Consultation with VicRoads regarding Chandler/Dorset intersection design has been completed. Detailed Design is complete with design review currently underway. Awaiting advice from external Government Funding source on application for construction funding of potential stages.	

Knox City Council Project Status Report

27-Oct-2023

Project Number	Project Name	Total Adjusted Budget
1529	Knox Athletics Track Renewal & Upgrades	\$4,718,024
Friberg	Out to tender.	
1532	Batterham Reserve Oval 1 - Sportsfield Renewal	\$0
Chandler	Amended budget adopted by Council on 23 October removed funding from this project.	
1537	Bayswater Oval - Cricket Net Renewal	\$550,000
Dinsdale	The tender closes 27th October. Tender evaluation will be completed early November with the aim to award the Contract by the end of November.	
1540	Pickett Reserve - Cricket Net Renewal	\$369,640
Baird	Construction running 1-2 weeks behind schedule due to the weather.	
1541	Golf Practice Nets (Signage)	\$6,000
All Wards	Project is complete	
1543	Sportsfield Infrastructure program replacement	\$75,000
All Wards	Ongoing renewal/reactive replacement program	
1544	Irrigation Infrastructure Program Replacement	\$70,000
All Wards	Ongoing irrigation reactive/renewal replacement program	
1546	Rowville Recreation Reserve - DDA and Baby Change Facilities Upgrade	\$200,000
Taylor	Tender closed. Current evaluating all submissions.	
1547	Kings Park (Baseball) - Floodlighting Upgrade	\$387,733
Dobson	Applying for building permit. Contractor is preparing to commence light footings.	
1548	Guy Turner Reserve - Floodlighting Upgrade	\$290,937
Dinsdale	Work continuing on design to ensure lux level requirements are meet.	
1550	Park Ridge Reserve Existing Pavilion Refurbishment	\$3,550,000
Taylor	Detailed design to progress. Project was supported as part of the amended budget report the was endorsed in the October Council meeting.	
1554	The Basin Community House - portico	\$43,150
Chandler	Funding has been increased in the October amended budget, works will be scheduled based on contractor availability.	

Knox City Council Project Status Report

27-Oct-2023

Project Number	Project Name	Total Adjusted Budget
1555	Community Facilities Signage - Upgrades	\$42,486
All Wards	Delivery and installation of community signage underway.	
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	Concept layout for Sundew Avenue, Iris Crescent & Herbert Street LATM finalised. Resident notification letter was sent in October. Additional consultation underway with Cardiff Street residents about the need for extra speed humps due to the potential for their street to be a by-pass route.	
1558	Napoleon Road Stage 4 - Shared Path Construction	\$324,100
Taylor	Design completed. Finalising project documents for tendering purposes. Tender advertising planned for November.	
1559	Upper Ferntree Gully Rail Link - Shared Path Construction	\$148,000
Dobson	Consultant engaged to run application process via MTM/VicTrack. Consultant has started liaising with MTM/VicTrack. The process is likely to take the rest of the financial year.	
1560	Liverpool Road west side Salvation Army to Retarding Basin - Shared Path Design	\$40,000
Chandler	Design to be finalised and costed for consideration of inclusion in future Capital Works Program.	
1561	Harold Street Onroad Bicycle Facilities - Design	\$0
Collier	Previous design is being reviewed. Final design will be packaged with Templeton Street road reconstruction design later in 2023/24.	
1563	Stud Road Onroad Bicycle Facilities - Design	\$43,750
Taylor	Review concept design during November. Undertake traffic counts in School Term 4.	
1565	Napoleon Rd - Electronic 40km/h signs at school crossings	\$79,230
Dobson	Seeking advice from Department of Transport & Planning about support of appropriate speed limits	
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

27-Oct-2023

Project Number	Project Name	Total Adjusted Budget
1568	EV Charging stations in Council facilities for fleet charging	\$50,000
All Wards	Scoping underway for additional charging needs for Council's fleet.	
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 Gov Upgrade Masterplan. Relocation of public art lighting from Lupton Way to Erica Avenue was due to Boronia Station masterplan timeline. Due for completion early 2024.	
1574	Fairpark Reserve, Ferntree Gully - Cricket Net Renewal	\$13,000
Baird	The shed and winter cricket cover have been dismantled and stored. There has been feedback from the clubs around location of the winter covers and shade shelter. A further concept plan will be prepared for review.	
1575	Templeton Reserve, Wantirna - Cricket Net Renewal	\$450,360
Collier	Construction running 1-2 weeks behind schedule due to the weather.	
1576	Ambleside Homestead Upgrade Review	\$99,980
Dobson	Community consultation is underway with consultants appointed. Council is working toward providing information back to Councillors to assist with budget decision prior to December Budget Councilor meeting.	
1577	Tormore Reserve Pavilion - Facility Redevelopment Design	\$220,000
Baird	Tender Evaluation nearing completion. Consultant to be appointed by end October.	
1578	Templeton Road - Design	\$113,000
Collier	Survey completed. Geotechnical investigation underway and 70% complete and anticipate reports by October '23. Design due to commence in October '23.	
1579	Station Street - Road Reconstruction - Design	\$35,000
Dobson	Survey completed and Geotech investigations 70% complete. Design has commenced and around 10% complete. Anticipate Geotech reports to be completed by November '23.	
1580	Blackwood Park Road - Road Reconstruction - Design	\$60,000
Dobson	Survey completed. Geotechnical investigation underway and 70% complete. Anticipate Geotech reports to be completed by November '23. Design underway and around 15 % complete.	
1581	Wally Tew Reserve Oval 1 - Sportsfield Renewal - Design	\$50,000
Dobson	The design is on schedule.	

Knox City Council Project Status Report

27-Oct-2023

Project Number	Project Name	Total Adjusted Budget
1582	Lewis Park - Oval No.2 - Sportsfield Renewal - Design Dinsdale The design is on schedule.	\$50,000
1583	Knox BMX Track Renewal Works Friberg The design has been completed and clubs and council officers have reviewed. Drawings were signed off October 19 with detailed design due early November. Tender planned for mid-November.	\$300,000
1584	Eildon Park Oval 1 - Fencing Renewal Taylor The project has been completed and handed over to the sportsfield maintenance team.	\$65,000
1585	Windermere Reserve - Cricket Net Renewal - Design Friberg Advice from the engineer has been sought in relation to design and cost impacts. Discussions around design and scope continues to inform a potential standard design.	\$15,000
1586	Gilmour Park - Shade Shelter Dobson Still waiting on Melbourne Water to provide preliminary advice on the shade shelter location. The advice is overdue despite follow up. The service locating and Geotech is on hold pending Melbourne Water.	\$50,000
1587	Walker Reserve - Pedestrian Lighting Scott Project completed.	\$10,000
1588	Milpera Reserve Pavilion Collier Scope and design has not commenced.	\$110,000
1589	Wantirna Reserve - Pavilion Upgrade - Scope Collier Detailed design draft has been received and reviewed by the Access Consultant. Drawings are being amended by the designer and when completed by the end of October, these will be sent for a Performance Solution.	\$40,000
1591	Wally Tew Pavilion Upgrade Dobson Waiting for funding confirmation from state. Once confirmed, tendering process for architect will commence.	\$100,000
1592	Bayswater Oval - Floodlighting Upgrade Dinsdale Trenching and infrastructure completed. Footing work to commence late October 2023.	\$250,000
1593	Windermere Reserve - Floodlighting Upgrade Friberg Building permit issued. Footing work to commence late October 2023.	\$300,000

Knox City Council Project Status Report

27-Oct-2023

Project Number	Project Name	Total Adjusted Budget
1594	Egan Lee Lighting Upgrade	\$300,000
Scott	Tender has been awarded with 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 completed. Scope confirmed with Leisure and due to commence detailed design in Late October '23.	
1597	Carrington Park (Tennis/Scouts) - Car Park Upgrade - Design	\$35,000
Friberg	Carpark design to be integrated with extension of access road and squash court development. Survey and underground service locating completed, geotechnical investigations report received. Preliminary Design alignment drafted and feedback from consultation process has been received. Project team has met and finalised comments and clarified scope and access requirements. Further drainage investigation being undertaken to clarify existing conditions. Design underway and 30%complete.	
1598	Knox Park Reserve - Car Park Upgrade	\$35,000
Friberg	Survey completed. Awaiting scope confirmation with Leisure and due to commence design in December '23.	
1599	Knox Regional Netball Centre - Wayfinding Signage	\$80,000
Dobson	Additional funds have been adopted in the 23 October Amended budget. Signage contractor to being manufacturer and prepare for installation.	
1600	Knox Regional Netball Centre - Outdoor Scoreboards - Courts 1 to 18	\$15,000
Dobson	Project on hold while options are considered.	
1601	Rowville Community Centre Hall2 Line Marking Redesign	\$10,000
Tirhatuan	Project on hold until further investigation are completed	
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

27-Oct-2023

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 not commenced	
1606	Boronia Progress Hall - access ramp	\$10,000
Baird	Scoping of the ramp has started.	
1607	Cypress Avenue east side between 37 Cypress Ave and Boronia Rd - Footpath	\$300,000
Baird	Survey completed. Consultation with Traffic & Transport and Arborist complete with design underway and 70% complete.	
1608	Olive Grove north side Dorset Road and Albert Ave - Footpath - Design	\$40,000
Chandler	Title re-establishment and feature & level survey completed. Concept plan prepared and submitted to Traffic & Transport for feedback. Design has commenced and is 20% complete.	
1609	Mount View Road south side between Dawson Street and Willow Road - Footpath	\$10,000
Dobson	Feature survey completed. Reviewing survey for constructability and other project issues.	
1610	Musk Gr west side between Hilltop Rd and Glass Rd - Footpath	\$10,000
Dobson	Feature survey completed. Reviewing survey for constructability and other project issues.	
1611	Oak Avenue between Dorset Road and Range view Road - Footpath - Design	\$10,000
Chandler	Feature survey completed. Reviewing survey for constructability and other project issues.	
1612	Wyandra Way, Rowville - LATM Treatment	\$15,000
Friberg	Preliminary consultation will start in October.	
1613	Wellington Road between Pinehill Drive - Napoleon Road Shared Path	\$50,000
Taylor	Survey complete. Due to commence design in March '24.	
1614	Scoresby Road/Victoria Road/Devenish Road intersection - Redesign	\$18,000
Baird	Consultant appointed in September. Liaising with residents about extent of feature survey within private property. Survey planned for November.	
1615	Barmah Drive West - Line and Intersection Treatments	\$60,000
Collier	Layout plan to be prepared in November for consultation in December.	

Knox City Council Project Status Report

27-Oct-2023

Project Number	Project Name	Total Adjusted Budget
1616	Burwood Hwy - Stud Rd to The Knox School - Shared path lighting	\$60,000
Collier	Concept design completed. Application to be made to Ausnet for quote in November. Installation in 2024.	
1617	Turrumurra Drive - Kerb outstands at Arcadia Park	\$60,000
Tirhatuan	Survey complete. Design to commence in late October '23.	
1618	Railway Parade - Street Light Improvements	\$25,000
Dinsdale	Liaising with Ausnet about best options for powering the new street lights.	
1619	Teddington Way (At Brentwood Drive) - Splitter Island	\$10,000
Collier	Currently consulting with residents about proposed works.	
1620	High Street Road Bus Stop Connections	\$55,000
Scott	Scope confirmed and survey completed. Consultation with VicRoads underway by Traffic & Transport. Design underway and 70% complete.	
1621	Dog Park Lighting	\$54,000
All Wards	Currently reviewing quotations from suitably qualified contractors.	
1622	Bayswater Oval (Marie Wallace) - Stormwater Harvesting Upgrade	\$220,000
Dinsdale	Design by Optimal currently underway.	
1623	Liberty Avenue Reserve Wetland/ Harvesting System	\$40,000
Taylor	Survey, service proving, and geotechnical investigation currently underway.	
1624	Green spine Corridor (Chandler Road) - Design	\$50,000
Chandler	Consultation with VicRoads regarding Chandler/Dorset intersection design has been completed. Detailed Design has been integrated with Greenspine corridor project and is complete with design review currently underway.	
1625	Boronia Basketball stadium demolition	\$50,000
Baird	Quotation has closed and review of submissions is currently underway for the design brief that will provide the best methodology on how to demolish the building.	
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	

Knox City Council Project Status Report

27-Oct-2023

Project Number	Project Name	Total Adjusted Budget
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	Trenching completed and building permit issued. Footing work to commence late October.	
1631	Carrington Park - Squash Court	\$623,242
Friberg	Building Works have commenced with removals and demolition underway. Foundations will be next phase of work. Fire Service Watermain design is progressing concurrently to enable completion as soon as possible.	
1632	Knox Leisureworks - Strategic Review	\$150,000
Baird	Strategic review of Knox Leisureworks has commenced with internal meetings held.	

4.3 Contract 3243: Facilities Maintenance Services Report

SUMMARY: Facilities Officer, Matthew Everson

This report considers and recommends the appointment of a single provider for Contract 3243 - Provision of Facilities Management Services, incorporating electrical, plumbing and general maintenance services.

RECOMMENDATION

That the Committee:

- 1. Accept the tender submitted by DCFM Australia Pty Ltd for the schedule of rates Contract 3243 - Provision of Facilities Management Services, incorporating electrical, plumbing and general maintenance services, provided for a period of 3 years from 1st December 2023 to 30th November 2026 with an option to extend for a further 2 more years;**
- 2. Authorise the Chief Executive Officer (or such person the Chief Executive Officer selects) to execute contract documentation of 3243 – Provision of Facilities Management Services and to negotiate and execute any extensions up to a maximum 5 year term and**
- 3. Advise all tenderers accordingly.**

1. INTRODUCTION

Contract 3243 is for the provision of Facilities Management Services (incorporating plumbing, electrical and general maintenance services) on a submitted schedule of rates basis for reactive maintenance, routine/preventative maintenance and renewal/minor works.

The previously existing contract 2796 is to conclude on 30 November 2023, with all options exercised.

In line with Council's Procurement Policy, and after considering the complexity, value and risk associated with this Contract, Procurement Australia (PA) was engaged as a tender agent on behalf of Council to run the tender process. This is in accordance with the endorsed Council's Procurement Plan.

This report considers and recommends the appointment of a contractor to undertake the Facilities Management Services contract.

2. DISCUSSION

2.1 Background

Council has approximately 300 buildings and associated asset infrastructure in its building portfolio. The appointment of a service provider is expected to service the plumbing, electrical and general maintenance service requirements of Council and in addition assist in meeting the lifecycle asset management requirements of the building portfolio, as per the specified scope of works provided as part of the tender specification.

The Facilities Management Services provider will also assist the Facilities team and the organisation in meeting requirements of Council's Community Plan and delivering approved Capital Works renewal projects.

The Building Asset Management Plan provides strategic focus for the lifecycle management of Council owned building assets, incorporating agreed service levels and facility provision for the enhancement of various community services operating from the building assets portfolio. Knox City Council has previously utilised a number of trade based preferred supplier panel contracts (electrical, plumbing and general maintenance) for the provision of reactive maintenance, routine/preventative maintenance and renewal/planned minor work services to facilitate requirements of the Building Asset Management Plan (BAMP).

Further to this, in 2021 Council awarded a service contract for Facility Maintenance Services to a single service provider (DCFM) for a 2-year contract period via the existing Procurement Australia's pre-established Contract 2102/0838 – Defined Facilities Management – Maintenance & Asset Services. This contract will expire on the 30 November 2023 with no extension options available.

The provision of facility maintenance services via a single service provider has provided Council benefits with contract management, timely delivery of services and value for money, and as such continuation under this model has been assessed as beneficial.

2.2 Proposed Works

The objectives of the Facilities Management Service contract are:

- Provide on-site and off-site management (incorporating electrical, plumbing and general maintenance services)
- Achieve and demonstrate value for money and quality
- Recognise business opportunities and support the businesses in the local community
- Monitor and supervise all works associated with the provision of the services, inclusive of labour, systems, materials, plant, equipment, profits, and overheads

Typical works to be undertaken under the contract include, but are not limited to:

Electrical Services

For the provision of electrical services to Council owned Buildings, associated assets and reserve assets including but not limited to;

Ongoing maintenance and renewal works to electrical and communication systems

- Maintenance and replacement of electrical fittings and fixtures e.g. hot water services, fans, heaters, lights, GPO's, ovens, etc.
- Supply, install and/or maintenance to new or existing meters
- Electrical services/supply maintenance and renewal
- New/upgrade to electrical services supplies including distribution networks
- Administration and liaison with power authorities and relevant service providers
- Thermographic Scanning – Switchboards
- Exit/emergency light servicing and maintenance
- Tagging/testing of electrical equipment
- RCD servicing and maintenance
- Solar system(s) servicing/maintenance
- Routine electrical inspections

Plumbing Services

For the provision of plumbing services to Council buildings and associated assets, including but not limited to;

- Ongoing maintenance and renewal works to plumbing fixtures and fittings
- Maintenance, and renewals to sewerage, water, gas services and associated pipe networks
- Drainage connections services
- Administration and liaison with water authorities and relevant service providers
- Supply and or installation of new meters/check meters on site after liaison with water authorities
- Services pipe network maintenance and renewal (gas/sewer/water)
- Ongoing maintenance and renewal works to roof drainage systems (e.g. roof sheeting, flashings, gutters, downpipes, drainage pits)
- New plumbing installations (e.g. drinking fountains, check meters, fittings, fixtures, supply lines, etc.)
- Gutter cleaning as per scheduled program, including roof/roof drainage condition reports
- Routine plumbing servicing/maintenance as per scheduled programs (e.g. drainage pits, grease traps/trade waste, thermostatic mixing valves, heaters(gas), backflow devices)
- Maintenance and renewal works to water tanks (e.g. pumps, filters, pipes)

General Maintenance

The general maintenance services activities are to be undertaken at Council owned buildings, structures, reserve assets and associated assets, including but not limited to;

- Repairs and maintenance to building structures and surrounds, fixtures and fittings including general repairs and maintenance services on buildings and associated assets (e.g. ceilings, walls, floors, sub floors, doors, windows)
- Office fit-outs and relocation/disposal of furniture
- Lock hardware repair/coordination of lock hardware maintenance through Council nominated locksmith and electronic locking service providers
- Grounds maintenance (e.g. gates, fencing, retaining walls, access paths, external landings, door thresholds)
- Carpentry/cabinetry repairs and maintenance to fixtures, fittings, furniture
- Storm event clean-up and rectifications
- Furniture repair/coordination of furniture repair
- Routine servicing and maintenance to Kitchen exhaust systems
- Routine servicing and maintenance to Automatic Gates
- Routine servicing and maintenance to Roof Access Systems

Council building maintenance has been defined under four (4) categories;

Reactive Maintenance – Maintenance works undertaken to provide temporary or permanent repair to provide protection against potential risks and/or to rectify a failure/defect in order to restore the asset's intended functionality.

Reactive maintenance works usually result from a customer request regarding a defect affecting the functionality of a building component (e.g. fan maintenance).

Routine Maintenance – Maintenance works undertaken to preserve the life of the asset and ensure that it retains its intended functionality. This also includes regulatory inspections as required under individual legislative requirements (e.g. Essential Safety Measures). Routine maintenance works tend to be undertaken on a regular cycle and/or frequency (e.g. emergency lights/exit light testing/service).

Renewal – Works undertaken to renew or replace an existing asset. The works restore the service potential and restore the life of the asset (e.g. replacement of electrical switchboard, light fittings etc.).

New/Upgrade Works – New installation works (e.g. installation of external lighting where none exists or upgrade works undertaken to extend the service potential and extend the life of an existing asset).

Council has a 24 hour/7 day a week emergency procedure in place for responding to minor and major incidents, including those associated with Council facilities. The successful Contractor(s) will be required to attend to such emergency maintenance situations as they relate to Council facilities, across the 24 hours, and as directed by the Facilities Coordinator, nominated Facilities Officer or Council's After Hours Duty Officer. Response times are not to exceed one (1) hour during working times and two (2) hours outside normal hours.

Other services associated with facility management including - Graffiti Removal, Cleaning, Security, Essential Services Management (ESM), Heating Ventilation Air-conditioning and Cooling (HVAC), are not subject to this Contract for Facilities Management Services.

2.3 Tender Process

After considering a number of procurement options available for this service, it was determined to engage Procurement Australia to run the tender process on behalf of Council.

The tender process was run from 9 August 2023 to 6 September, with a public open tender available through Tenderlink. Following the advertisement period, submissions were received from the following tenderers:

- Blended Services Group Ltd
- Buildcore
- CBC Facilities Maintenance
- DBS Construction Group
- DCFM
- General Maintenance Hire and Services
- Guardian Facilities and Property Management
- Harris HMC Interiors
- Mylo Commercial Properties
- Programmed Property Services
- QA Electrical
- The Campeyn Group
- Top Gun Rope and Access

Confidential Attachment 1 (Procurement Report) and Confidential Attachment 2 (Procurement Australia Tender Evaluation Report) provide further detail on the tender process and assessment of submissions received.

Based on the tender assessment, the tender received from DCFM Australia Pty Ltd for Contact 3243 - Provision of Facilities Management Services, Incorporating Electrical, Plumbing and General Maintenance Services is considered to provide the best value for money to Council in undertaking these services.

3. CONSULTATION

The Tender was put together based on previous experience with panel contracts for various facility maintenance services and built on the previous Contract 2796 with an additional emphasis included on routine and regulatory maintenance items that are being carried out to maintain Council assets to the highest possible standards which fit the electrical, plumbing and general maintenance criteria above.

Consultation was undertaken during the pre-tender phase with the current contract administrators, Facilities Officers and the relevant Council staff advocating services to Council's building infrastructure.

Public consultation was not considered necessary.

The tender specification and scope of works was put together by the Coordinator Facilities with assistance of Procurement Australia.

In consultation with other Facilities team members, addendums were sent out to clarify questions from tenderers and to include roof access to the routine lump sum which is a vital safety consideration for any workers who may undertake works on a roof.

After the tender period was closed, the submissions were evaluated as per the Procurement Plan with an evaluation by Procurement Australia. (Refer to Confidential Attachment 2 – Procurement Australia Tender Evaluation Report).

The Evaluation Report recommended that additional officers evaluate the results and provide additional feedback which was carried out by Acting Coordinator Facilities/Compliance and Renewals Officer, both confirming agreement with the results of the tender evaluation. Consultation for individual projects undertaken over the course of the contract will be undertaken with relevant internal services and building end-users in regard to quality and timeliness of services.

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

5. ENVIRONMENTAL/AMENITY ISSUES

The services provided under this contract will contribute to an enhanced built and environmental amenity of the municipality's facilities, associated infrastructure and site surrounds.

The appointed contractors have provided Environmental Management Systems/Plans, incorporating mitigation on any environmental impacts and commitments to and demonstrable applications of waste minimization/disposal, recycling practices and energy saving initiatives.

6. FINANCIAL & ECONOMIC IMPLICATIONS

Council expends on average approximately \$1.85 million per annum on electrical, plumbing and general maintenance (routine, planned and unplanned) to service its building portfolio with facilities including Civic Centre and other offices, Community Centres, Leisureworks Aquatic Centre, Preschools, Maternal Child Health Centres, Child Care Hubs, Libraries, Public Halls, Sporting Pavilions, Sporting Stadiums and other community buildings.

As such, the spend for the Contract for provision of Facilities Management Services is expected to be in the quantum of \$5.6 million (ex. GST) \$6.2 million (incl. GST) over the three-year contract term, utilising the recommended supplier for this contract.

Of the estimated contract spend per year, \$600,000 will be spent on routine regulatory and non-regulatory maintenance, with approximately \$1.2m attributed to unscheduled/reactive maintenance works.

Additional spend may come in the form of quoted, programmed work of a renewal nature or from other stakeholders requiring the services of the Facility Maintenance contractor however, this will vary based on annual programs.

Based on the conditions of the current contract, Council is committed to the specified service provision for the schedule of rates supplied, however reserves the right to seek other quotations for minor works component of the contract for works:

- in excess of \$50,000 and/or
- works where schedule of rates has not been detailed in line with Council's Procurement Policy.

Further, Council reserves the right to seek other tenders/quotations and engage other suppliers as required in the event that service provision is unable to be realised.

The following approved budgets for the 2023/2024 will be utilised to fund the provision of service under this Contract:

- a) Operational – Activity 4801 – Routine Maintenance – 23/24 annual budget of \$627,605
- b) Operational – Activity 4803 – Unscheduled Repairs- 23/24 annual budget of \$1,317,297
- c) Operational – Various program areas – Activity 4802 – Vandalism – 23/24 annual budget of \$161,680
- d) Capital – Program 2000 Legal Requirements – 23/24 annual budget of \$175,000.00
- e) Capital – Program 1007 Project 16 – Building Renewals - R1000 40006 – 23/24 annual budget of \$4,732,056

7. SOCIAL IMPLICATIONS

The provision of adequately maintained and enhanced/improved building infrastructure as per the expected outcomes of this contract, that is, safe, fit for purpose, functional and accessible, delivers a number of social benefits to the community including:

- Maximisation of community and Council facilities;
- Increasing accessibility for all;

- Providing opportunity for individuals to engage within community based projects; and
- Capacity building for local organisations to deliver activities and programs to the community.

The recommended tenderer although not located in the Knox municipality, with their Victorian operations based in Thomastown, have nominated notable sub-contractors that they utilise in the Knox region and a list of local suppliers that they have supply agreements within Knox.

The ability to engage contractors who provide high quality workmanship, combined with their proximity to Knox, allows them to provide efficient and assessed value for money service delivery to Knox's buildings and associated facilities and infrastructure, whilst assisting where possible the local economy.

8. RELEVANCE TO KNOX COMMUNITY AND COUNCIL PLAN 2021-2025

Opportunity & Innovation

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

Strategy 1.2 - Encourage and support opportunities for skills development and lifelong learning for all people in Knox.

Neighbourhoods, Housing & Infrastructure

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

Natural Environment & Sustainability

Strategy 3.2 - Prepare for, mitigate and adapt to the effects of climate change.

Strategy 3.3 - Lead by example and encourage our community to reduce waste.

Connection, Resilience & Wellbeing

Strategy 4.2 - Foster inclusivity, equality, belonging and safety within the community.

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

Attachment 1 and Attachment 2 are included in the confidential agenda, as they contain confidential information pursuant to Council's Governance Rules and Section 66 of the Local Government Act 2020, as it relates to:

- private commercial information, that if released, would unreasonably expose all tenderers to disadvantage because it would release financial information about the businesses that is not generally available to their competitors.

Report Prepared By: **Acting Coordinator Facilities/ Facilities Officer, Matthew Everson**
 Acting Coordinator Facilities/ Compliance and Renewal Officer
 Nathan Hasankolli

Report Authorised By: **Director Infrastructure, Grant Thorne**

4.4 Proposed Lease - 936 & 938 Burwood Highway Ferntree Gully

SUMMARY: Property Officer, Tracy Vervoort

This report recommends the signing of a new 2-year lease, with 2 x 2-year options for the Council properties located at 936 and 938 Burwood Highway, Ferntree Gully.

RECOMMENDATION

That the Committee:

- 1. Enter into a new lease between Knox City Council (Lessor) and Ferntree Gully Automotive (Lessee) for 936 and 938 Burwood Highway, Ferntree Gully dependent on permit approval and approval from Department of Transport and Planning. The lease will be for a period of 2-years, with 2 further 2-year options, with the monthly rental being \$4,713 plus GST and outgoings, increasing annually by CPI; and**
- 2. Authorise the Chief Executive Officer, or such person as the Chief Executive Officer selects, to sign the lease documents required to execute the lease and to negotiate and execute any extensions up to a maximum of 6 years.**

1. INTRODUCTION

The Council owns vacant land located at 936 and 938 Burwood Highway, Ferntree Gully (refer to Figure 1) which is approximately 1,325 square meters in size. Council recently negotiated a proposed lease through managing agents to Ferntree Gully Automotive Pty Ltd to lease the land for car storage. As this parcel of land is subject to a Public Acquisition Overlay (PAO) the proposed use requires a permit. The lease is therefore conditional on a permit being approved by Council and the Department of Transport and Planning, a self-imposed demolition clause and no permanent permitted structures.

2. DISCUSSION

The property located at 936 Burwood Highway, Ferntree Gully is owned by Council and subject to a Public Acquisition Overlay as it is earmarked for the Dorset Road extension. The neighbouring property 938 Burwood Highway Ferntree Gully is zoned for industrial development. Council officers instructed managing agents to propose a lease for the combined site, to better utilise Council assets, which otherwise remain vacant while waiting for the Dorset Rd extension project to progress.

The prospective tenant is a car dealership and proposes to use the properties for vehicle storage. The proposed tenant is applying to Council for a planning permit to use the site to park vehicles. Officers have consulted with statutory planning and the Department of Transport and Planning and have determined that the proposed use meets the requirements of a permit application. The proposed lease meets the strategic intent for the site, and specific lease terms safeguard the future access requirements of the site should the Dorset Road extension proceed.

Figure 1 Aerial view 936 to 938 Burwood Highway, Ferntree Gully



3. CONSULTATION

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

Council officers have consulted internally with the planning department and externally with the Department of Transport and Planning and managing agents.

4. CLIMATE CHANGE CONSIDERATIONS

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

5. ENVIRONMENTAL/AMENITY ISSUES

The property has been vacant for over ten years. Having a tenant on the property improves utilisation of Council assets keeping them occupied, and cared for, particularly in such a prominent position on Burwood Highway.

6. FINANCIAL & ECONOMIC IMPLICATIONS

The proposed lease for 936 and 938 Burwood Highway, Ferntree Gully is with Ferntree Gully Automotive for a period of two years with further options; commencement date dependent on permit approval. The agreed rental is \$4,713 per calendar month (plus GST), plus outgoings, increasing annually by the Consumer Price Index (CPI).

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

7. SOCIAL IMPLICATIONS

There are no social implications in relation to this report.

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

Goal 8 - We have confidence in decision making

Strategy 8.1 - Build, strengthen and promote good governance practices across government and community organisations

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: Property Officer, Tracy Vervoort
Report Authorised By: Chief Financial Officer, Navec Lorkin

Attachments

Nil

5 Motions for Which Notice has Previously Been Given

6 Supplementary Items

7 Urgent Business

8 Confidential Items