

July-September 2024 Community Report Summary

Fast facts How you engaged with us



40,086 Calls taken
53% of enquiries resolved at first contact



10,227 Correspondence received
58% of enquiries resolved on time
(Includes letters and emails)



4,634 Webchats



6,043 Customers visiting our Customer Service Centres



22,661 Service Requests received
(Includes Snap Send Solve requests)
65% of enquiries resolved on time



1.35M Web page views

Jul-Sep 2024

Key Service Highlights

- **894** planning applications determined
- **120** planning compliance cases resolved
- **9,006** tonnes of kerbside waste diverted from landfill
- **2,426** potholes filled
- **342** kilometres of unsealed roads graded
- **5,018** kilometres of streets swept
- **\$536,027** in grants, sponsorships and subsidies paid to support community

Legend for commentary

- On track
- Attention
- No Activity
- ♡ Health and wellbeing priorities

Theme 1

Key highlight

Strategic Objective 1.1
An accessible and unique natural environment that helps our community to be healthy and well.



● On track

Council adopted our Urban Forest Strategy on 3 September 2024. The implementation of the strategy will be considered in the 2025-26 Budget process, which will include consideration of staffing resources, direct tree planting budget and community activation and support.

Strategic Objective 1.2
A healthy ecosystem, in which our coastline, bushland, wildlife and green wedge is resilient to the climate emergency and development.

● On track

Council advocated for stronger protections for the Shire's Green Wedge through its submission to the State Government's 'Plan for Victoria'. The submission included the recommendation that the Plan should incorporate actions to protect the distinctive role and function of the Mornington Peninsula Green Wedge.

Strategic Objective 1.3
A sustainable built environment that respects the natural environment and protects the community from the impacts of the climate emergency.

● On track

We are upgrading our major road streetlights to energy efficient LEDs. More than 600 lights were upgraded in the quarter. The project, once completed, will see 4,000 streetlights upgraded, save the Shire more than \$500,000 and avoid 575 tonnes of greenhouse gas emissions every year.

Strategic Objective 1.4
An accessible built environment that supports diverse, current and future community needs.

● On track

We started reviewing all 500+ community submissions received in the last quarter from the public exhibition of our draft Affordable Housing Development Contributions Strategy. We are currently working with the appointed project consultant to respond to issues raised in the submissions to identify whether any changes should be made to the draft Strategy.


Financial position as of 30 September 2024

- Net Operating position of **\$181.9M**
- Cash position **\$134.3M**
- **\$40.6M** invested in term deposits, **\$82.7M** held in at call account and **\$11M** of funds are held in Trust
- Net Operating position **\$181.9M**
- Year to date spend on Capital Works **\$10.2M** across **193** projects
- **\$580,000** in loan repayments year to date with total borrowings reduced to **\$32M**

Community Report Summary

Theme 2

Key highlight

Strategic Objective 2.1 
A community that has access to world class local learning opportunities through all stages of life.


 On track

The Small Business Festival 2024 ignited August with a month-long celebration of entrepreneurship, innovation, and local business. More than 1,200 small business owners and entrepreneurs joined the festival. The festival featured a selection of low-cost and no-cost events from 1 – 31 August for people to create a schedule of learning opportunities to suit their business needs.

Strategic Objective 2.2
A strong food economy, promoting growth to enhance community access.


 On track

Mornington Peninsula Produce (MPP) headed to the city with local food and beverage businesses to bring the flavours of the Peninsula to The Little Food Market in July. As a proud event partner, MPP showcased our region's finest, providing a unique opportunity for visitors to explore and enjoy the best of the Mornington Peninsula.

Strategic Objective 2.3 
A thriving entrepreneurial economy, with a vibrant tourism sector, that provides accessible employment to our diverse community.

 On track

Council's Community Investment Funding Program opened on 13 July, with more than \$4M in funding to support community initiatives via grants, sponsorships and subsidies. This includes the Business Development Grant - Accessibility stream, which funds projects to make businesses more accessible.


Strategic Objective 2.4 
A diverse economy, with green and renewable opportunities, encouraging entrepreneurship, investment and innovation.

 On track

As part of our submission to inform the development of the State Government's future 'Plan for Victoria', Council advocated that the Plan identify strategic locations for high-value employment precincts. We also encouraged the State Government to work with Council to facilitate a precinct plan for surplus land around the Port of Hastings.


Theme 3

Key highlight

Strategic Objective 3.1 
A healthy and self-determined community where everyone feels valued, supported and safe.


 On track

In partnership with Women's Health in the South East, we began planning for a menopause and post-menopause event, which will be held alongside Senior's Month in October 2024. The event will also include topics such as: Routine screening for cervical, bowel and breast cancer as well as screening for heart disease.

Strategic Objective 3.2 
A resilient and confident community where everyone connects and is supported.


 On track

Chasing Change, the local suicide prevention network, in partnership with the Mornington Peninsula Shire once again hosted an event to acknowledge World Suicide Prevention Day. On Sunday the 15 September approximately 500 community members participated in a walk around Mornington Park.

Strategic Objective 3.3 
A community in which people from all generations, backgrounds and abilities can access local services.


 On track

Touunin Wominjeka Youth Hub was officially opened in September. Programs are running daily for young people 10-25 years and there are now two permanent partners operating from the Hub. Our Youth Services team are currently working with other agencies to co-locate to the Hub.

Strategic Objective 3.4 
A community with vibrant arts, culture, sport and recreational opportunities that foster connections and participation across generations, backgrounds and abilities.

 On track

The Harry Potter: A Forbidden Forest Experience at The Briars finished on the 14 July. Not without its learnings on our part, which were published on 15 September as part of the independent Probity Review, this event had significant economic flow-on benefits to the local economy.

Strategic Objective 3.5 
A community that is well connected through sustainable, accessible and integrated transport options.

 On track

Council resolved to end the current Visitor Paid Parking Pilot and defer making a final decision on the future of permanent Visitor Paid Parking until the new year and the incoming Council. The Pilot officially concluded at 8pm on 14 September 2024.