

Quarter 2

1 October to 31 December 2021

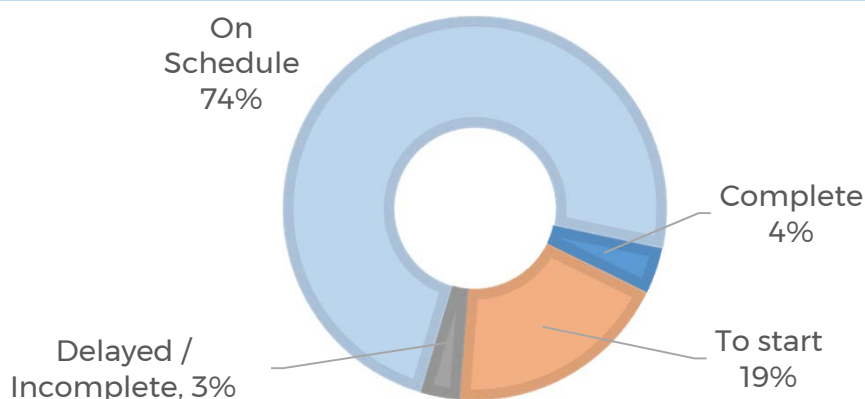
Manningham Quarterly Report

Key information on our performance and governance



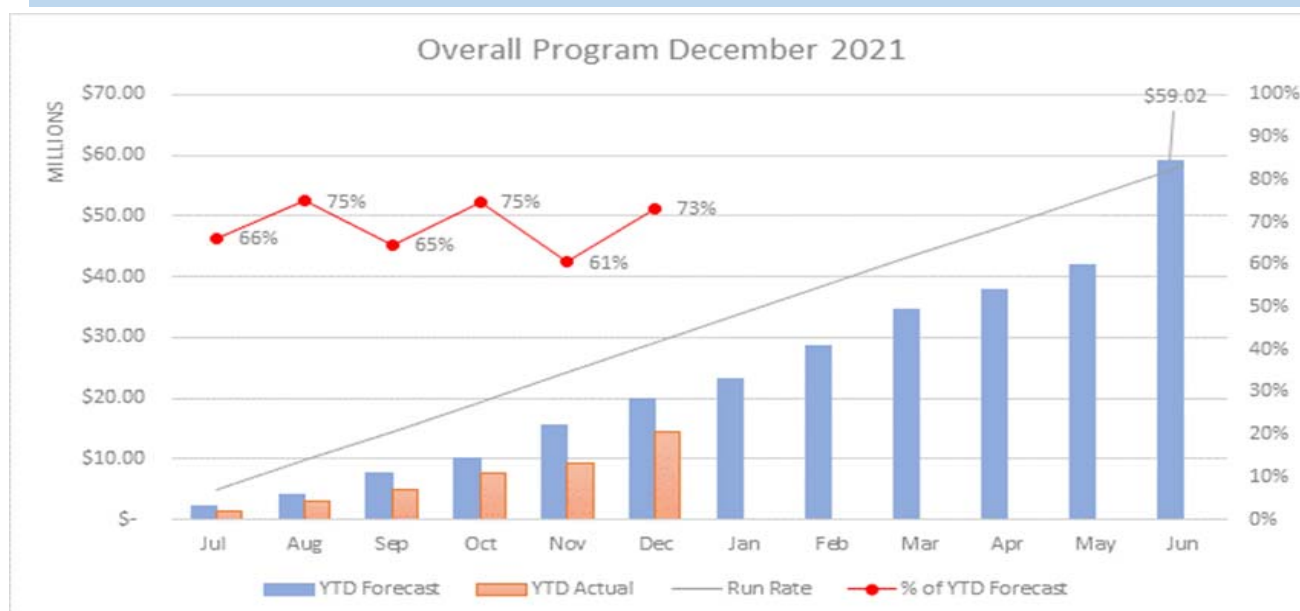
1. Capital Works

Capital Works Projects



Adopted Budget (m)	\$ 58.3
Additional Funding	\$ 0.7
Updated Forecast	\$ 59.0

Program Complete	Projects Complete	Value of Capital Works	Capital Income & Grants
25%	4%	\$14.47	\$4.9m



Capital Spotlight

- The adopted 2021/22 capital budget of \$54.37 million (m) in new funding plus \$3.92m in carry forwards has been supplemented by \$0.73m in additional grants and user contributions increasing the overall budget to \$59.02m. This is a significant increase over previous years
- Total capital expenditure as at the end of December 2021 was \$14.47m which equates to 25% of the total budget. An additional 15 projects were added to the program in Q2 bringing the total number of projects in the program to 176. Six projects have been delayed or deferred, seven projects have been completed, 132 projects are on track and 34 projects have yet to commence.
- COVID is impacting the execution of the capital works program in a number of ways. Many projects were slowed by the enforced construction industry shutdown earlier in the financial year, long material procurement lead times, increasing material costs, low contractor and material availability and external approver bottlenecks all attributable to COVID. The effects of the recent escalation of the Omicron outbreak over the Christmas period have yet to impact the numbers reported above, but it is possible they will impact on Q3 progress. To date six projects including the recladding of MC² and the Tram/Merlin Intersection works have been severely impacted and are unlikely to be completed this financial year as planned. Other projects are at some risk and will need to be monitored closely.
- Every effort is being made to pivot to projects less affected by COVID where possible, but this is becoming increasingly difficult.

1. Capital Works

Major Projects - progress update

Overall, many projects are progressing well, despite difficulties associated with COVID.

The **Tree Planting and Streetscapes** project is going well with more than 1000 trees planted in the first half of the financial year.



Program (year to date)	Expenditure	Percentage
Artworks Program	\$10,000	0.07%
Buildings Program	\$1,509,248	10.23%
Capital Works Management	\$177,947	1.21%
Community Facilities Program	\$13,226	0.09%
Drainage Program	\$658,580	4.47%
Open Space Program	\$1,253,670	8.50%
Plant and Equipment Program	\$560,373	3.80%
Property Acquisition Program	\$1,337,443	9.07%
Recreation & Leisure Program	\$3,159,469	21.42%
Roads Program	\$3,370,736	22.86%
Streetscapes Program	\$344,619	2.34%
Sustainability Program	\$310,537	2.11%
Technology Program	\$1,831,175	12.42%
Transport Program	\$210,156	1.43%
Waste Management Program	\$447	0.00%
TOTAL	\$14,747,627	100%

The **Knees Road upgrade** project has been completed, including:

- drainage works,
- footpath on east side
- a shared path on west side
- a new round-about at Arundel Road
- new road surface.



Heidelberg- Warrandyte Road Footpath project is almost finalised. It is awaiting approval by Melbourne Water and should be completed in January.



The **Road Resurfacing Program** is also well under way with \$1.78m in expenditure to date.



The **Alva Avenue Easement Drainage** has commenced with private easement and South Valley works to be completed soon.



The **Swilk Reserve Playspace** is another project to be completed soon.

2. Financial Status

Income Statement

Account Group	YTD Current Budget \$'000	YTD Actuals \$'000	YTD Variance \$'000	YTD Variance %	Annual Adopted Budget \$'000	Annual Forecast \$'000	Annual Forecast Variance (v Adopted Budget) \$'000
1. Income							
Rates - General	113,256	113,464	208	0.2%	113,818	113,899	81
Statutory Charges, Fees & Fines	2,234	1,497	(737)	(33.0%)	4,163	3,426	(736)
User Charges	4,610	2,925	(1,685)	(36.6%)	9,049	7,319	(1,730)
Interest Received	187	189	1	0.7%	375	375	
Grants & Subsidies	5,254	7,697	2,443	46.5%	11,730	13,095	1,365
Capital Grants & Contributions	1,434	2,471	1,037	72.3%	7,160	7,720	560
Other Income	3,307	4,854	1,547	46.8%	7,655	8,752	1,097
Net gain/(loss) on disposal of Property, Infrastructure, Plant and Equipment		232	232		133	133	
Total 1. Income	130,282	133,330	3,048	2.3%	154,083	154,720	637
2. Expenditure							
Employee Costs	28,896	28,193	703	2.4%	56,259	56,229	30
Materials & Contracts	14,331	14,026	306	2.1%	29,799	32,750	(2,951)
Interest	9	26	(17)	(185.4%)	48	48	
Utilities	1,004	703	301	30.0%	2,135	1,364	771
Other	9,647	10,784	(1,137)	(11.8%)	16,571	17,286	(715)
Depreciation	14,145	13,396	750	5.3%	28,292	28,304	(12)
Total 2. Expenditure	68,032	67,126	906	1.3%	133,104	135,980	(2,877)
Operating Surplus / (Deficit)	62,250	66,204	3,954	6.4%	20,979	18,739	(2,240)

Executive Summary

At the end of December 2021, Council's Operating Surplus was \$3.95 million (m) or 6.4% favourable compared to the year-to-date (YTD) adopted budget.

The key favourable variances include:

- \$2.44m favourable Operating Grants income mainly from \$1.40m of Department Of Health grants received earlier than budgeted and an unbudgeted COVID Safe Outdoor Activation grant of \$575 thousand (k).
- \$1.55m favourable Other Income mainly due to \$802k unbudgeted Quarry Royalty income as the quarry continues to operate into this financial year and timing of developers contributions (\$596k favourable).
- \$1.04m favourable Capital Grants income received ahead of schedule primarily related to a Department of Infrastructure Local Roads Community Infrastructure Program grant
- \$703k favourable Employee costs due to a number of vacancies across the organisation.

These are partly offset by:

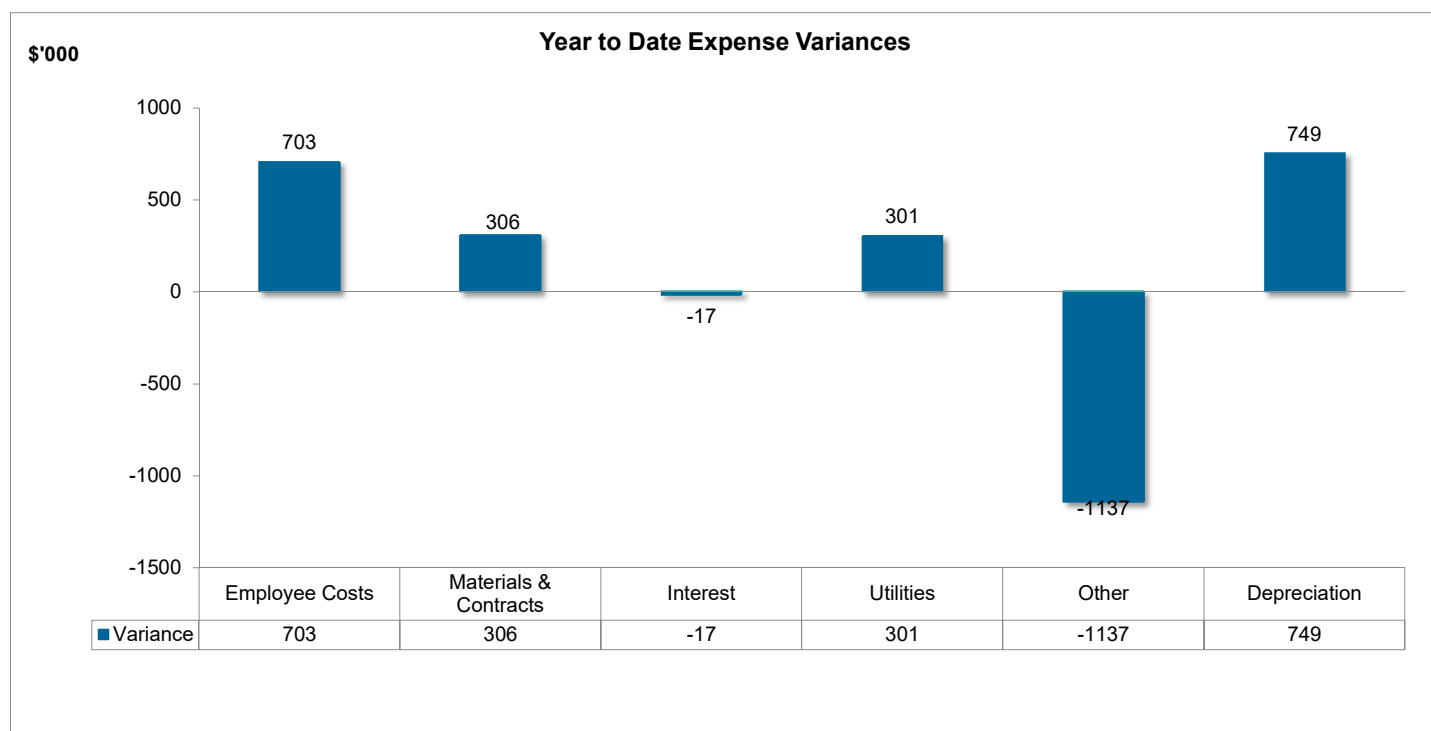
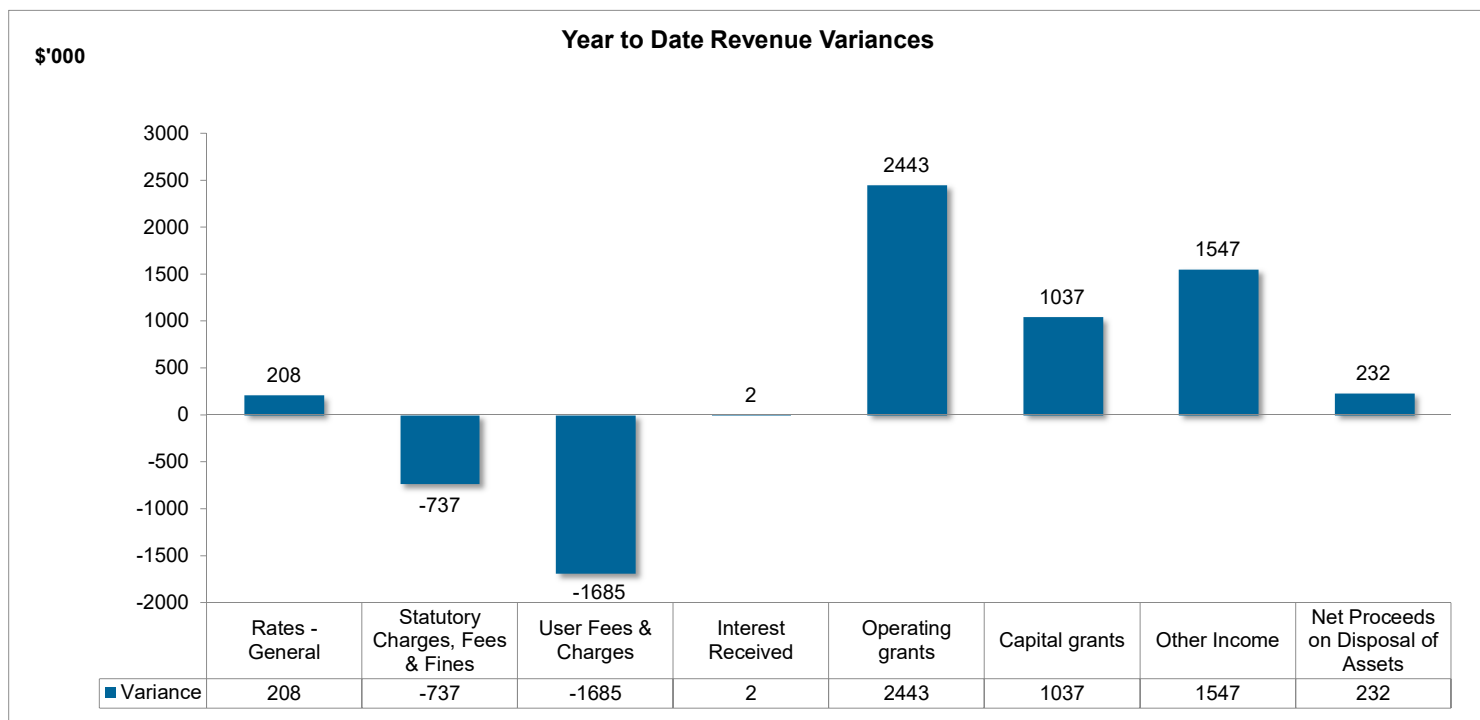
- \$1.69m unfavourable Fees and User Charges due to the COVID Pandemic Financial Relief provided to Council's tenants from Leases & Licenses charges and lower than budgeted income from Community Venues and Arts & Culture and the ongoing lockdowns and restrictions.
- \$1.14m unfavourable Other Expenses, including \$100K unbudgeted community grants, memberships for Legal, Governance & Risk being paid ahead of schedule and also early payment of library funding. Also Software licence costs are \$237k greater than the year to date budget and Data Communication costs are \$112k greater than the year to date budget.
- \$737k unfavourable Statutory Charges, Fees & Fines mainly due to Parking Infringement activity being lower than budgeted due to ongoing lockdowns.

Impact of State Government restrictions associated with COVID

With the State Government continuing a State of Emergency and the ongoing restrictions, the ongoing financial impact on Council is being closely monitored. Any additional financial impacts on Council services, and/or any additional community financial relief measures beyond the assumptions adopted in the 2021/22 budget are being/will be reflected in the Annual Full Year Forecast

2. Financial Status

Year to Date Income and Expenditure Variances by Category



2. Financial Status

Cash and Investments

Council's cash and cash investments balance as at December 2021 is \$96.24 million

Council has a portfolio of \$80.50 million in term deposits. Investment options are regularly assessed for more profitable returns.

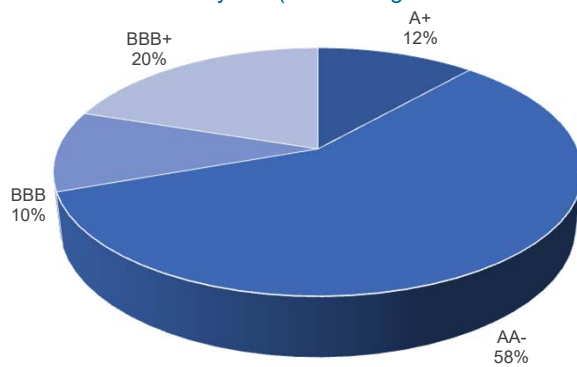
Summary of Council's Investments

Average Weighted interest rate	0.45%
Average monthly interest	31,480
Maximum interest rate earned	0.95%

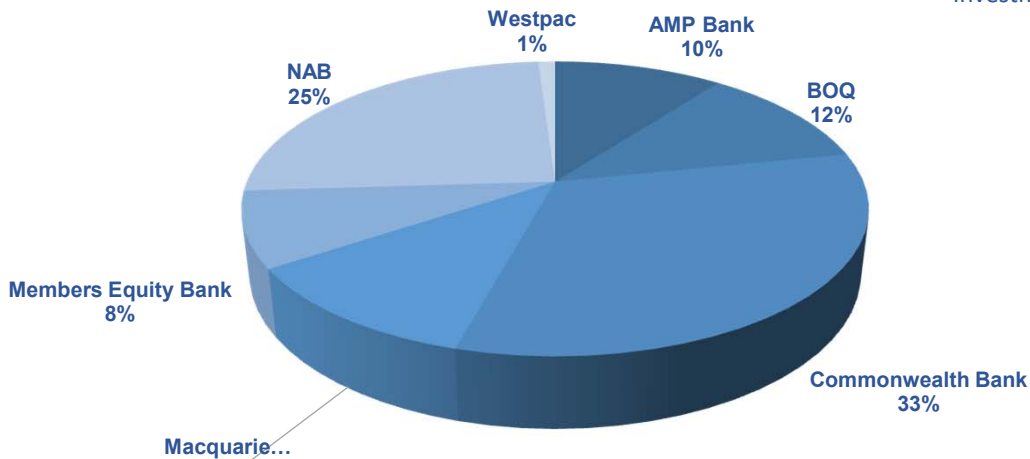
Standard & Poor (S&P) is a universal credit rating. There are 17 ratings, only using four different letters A-D. This is achieved by doubling or tripling letters—the more the better. Ratings can also include a plus sign (which is better than standalone letters) or a minus sign (which is worse than standalone letters).

The best is "AAA." This rating means it is highly likely that the borrower will repay its debt. The worst is "D," which means the issuer has already defaulted.

Investments by risk (S & P Long Term Credit Rating)



Investment Summary



2. Financial Status

Balance Sheet

	December 2021 (\$)	June 2021 (\$)	Movement (\$)
ASSETS			
Current Assets			
Trade and Other Receivables	63,484,828	15,908,770	47,576,058
Accrued Income	606,366	548,754	57,612
Cash and Cash Equivalents	2,735,054	2,805,106	
Other Financial Assets	91,500,020	74,086,656	17,413,364
Prepayments	140,313	1,275,030	(1,134,717)
Trade and Other Receivables	7,290,215	169,853	7,120,362
	165,756,796	94,794,169	70,962,627
Non-Current Assets			
Other Financial Assets - Non current	1,999,473	11,030,002	(9,030,529)
Investments in associates	2,826,117	2,826,117	0
Sundry Debtors - Non Current	601,931	616,286	(14,356)
Infrastructure, Property, Plant & Equipment	2,204,159,433	2,203,285,841	873,592
	2,209,586,954	2,217,758,246	(8,171,293)
TOTAL ASSETS	2,375,343,749	2,312,552,415	62,791,334
LIABILITIES			
Current Liabilities			
Trade and Other Payables	23,135,481	26,779,839	3,644,359
Provisions	14,545,075	14,149,304	(395,771)
Trust Funds and Deposits	13,280,154	13,444,291	164,138
	50,960,709	54,373,434	3,412,725
Non-Current Liabilities			
Provisions - Non Current	3,462,022	3,462,022	0
	3,462,022	3,462,022	0
TOTAL LIABILITIES	54,422,731	57,835,456	3,412,725
NET ASSETS	2,320,921,018	2,254,716,958	66,204,060
EQUITY			
Accumulated Surplus	789,555,538	760,593,232	28,962,306
Reserves	1,465,161,419	1,465,161,419	0
Current Retained Earnings	66,204,061	28,962,307	37,241,754
TOTAL EQUITY	2,320,921,018	2,254,716,958	66,204,059

Reason for YTD variances

Current Assets

Current assets include cash and cash equivalents (cash held in bank accounts and term deposits or other highly liquid investments with terms of three As at 31 December 2021, total current assets (trade and other receivables) have increased compared to 30 June 2021 due to the 2021/22 annual rates and charges being raised during July 2021.

Non Current Assets

Property, infrastructure, plant & equipment and intangible assets represents 99.9 per cent of Council's non-current assets. As at 31 December 2021, the total non-current assets has decreased compared to 30 June 2021 relates to the classification of non-current investments as current in the new financial year.

Current Liabilities

As at 31 December 2021, the total current liabilities have decreased compared to 30 June 2021 primarily due to the timing of payments made to creditors (trade and other payables).

Non Current Liabilities

As at 31 December 2021, the total non current liabilities are in line with those at 30 June 2021

Equity (Accumulated Surplus and Reserves)

Equity includes Accumulated Surplus and Reserves. Reserves include Asset Revaluation reserves and other cash reserves which Council wishes to separately identify as being set aside to meet a specific purpose in the future and to which there is no existing liability. This component includes Reserves such as the Open Space Reserve and the Doncaster Hill Development Contributions Plan Reserve. These amounts are transferred to or from the accumulated surplus of Council and are separately disclosed.

As at 31 December 2021, the increase in Equity compared to 30 June 2021 is essentially related to the Year to Date Surplus in 2021/22.

2. Financial Status

Open Space Reserve and Doncaster Hill Development Contributions Plan (DCP) Reserve Summary

\$'000s	Opening Balance at 1 July 2021	YTD Actual Income at 31 Dec 2021	Forecast Expenditure for 2021/22	Projected Reserve Balance (accounting for Forecast expenditure)
Open Space Reserve	\$11,768	\$3,746	\$6,380	\$9,134
Doncaster Hill DCP Reserve	\$1,430	\$0	\$0	\$1,430

The **Open Space (resort and recreation) Reserve** was established to control contributions received from developers that will, upon completion of developments be utilised to acquire and create open space, and develop recreation and other facilities for residents in the respective development areas.

The **Doncaster Hill activity centre DCP Reserve** was established to control contributions levied on developers under the Doncaster Hill Development Contributions Plan Overlay (DCPO) and funds will be utilised to develop social and community infrastructure in accordance with the conditions contained in the DCPO.

Open Space Reserve Contributions - Year to Date	
Property	Amount
7 Tuscany Rise, TEMPLESTOWE VIC 3106	\$340,000
330 Manningham Road, DONCASTER VIC 3108	\$264,000
4 Leura Street, DONCASTER EAST VIC 3109	\$222,400
99-101 Old Warrandyte Road, DONVALE VIC 3111	\$175,000
135 Manningham Road, BULLEEN VIC 3105	\$144,000
19 Ascot Street, DONCASTER EAST VIC 3109	\$131,040
188 Manningham Road, BULLEEN VIC 3105	\$120,000
2 Rupert Street, DONCASTER EAST VIC 3109	\$120,000
26-28 Parker Street, TEMPLESTOWE LOWER VIC 3106	\$115,000
86 Wood Street, TEMPLESTOWE VIC 3106	\$112,000
18 Champion Street, DONCASTER EAST VIC 3109	\$110,400
18 Wetherby Road, DONCASTER VIC 3108	\$107,030
17 Champion Street, DONCASTER EAST VIC 3109	\$105,000
142 Parker Street, TEMPLESTOWE VIC 3106	\$104,000
723 Elgar Road, DONCASTER VIC 3108	\$104,000
7 Chippendale Court, TEMPLESTOWE VIC 3106	\$90,000
126 Mitcham Road, DONVALE VIC 3111	\$89,600
207 Thompsons Road, BULLEEN VIC 3105	\$88,000
8 Valentine Street, BULLEEN VIC 3105	\$79,000
191 Manningham Road, TEMPLESTOWE LOWER VIC 3106	\$78,400
40 Windella Quadrant, DONCASTER VIC 3108	\$77,500
3 Nauru Court, DONCASTER VIC 3108	\$76,500
19 Boyd Street, DONCASTER VIC 3108	\$70,000
2 Lautrec Court, DONCASTER EAST VIC 3109	\$70,000
34 Boronia Grove, DONCASTER EAST VIC 3109	\$69,500
16 Ireland Avenue, DONCASTER EAST VIC 3109	\$69,000
8 Nirvana Crescent, BULLEEN VIC 3105	\$64,750
7 Morrison Crescent, DONCASTER VIC 3108	\$60,000
7 Rooney Street, TEMPLESTOWE LOWER VIC 3107	\$56,250
70 Chippewa Avenue, DONVALE VIC 3111	\$56,000
9 Stafford Court, DONCASTER EAST VIC 3109	\$55,000
20 Wilsons Road, DONCASTER VIC 3108	\$55,000
6 Malcolm Crescent, DONCASTER VIC 3108	\$51,000
2 Trevor Court, NUNAWADING VIC 3131	\$50,000
14 Fairway Road, DONCASTER VIC 3108	\$50,000
14 Princeton Place, TEMPLESTOWE VIC 3106	\$50,000
817 Doncaster Road, DONCASTER VIC 3108	\$37,500
9 Montgomery Place, BULLEEN VIC 3105	\$29,400
Total Year to Date	\$3,746,270

Council Plan 2021-2025

Our Council Plan 2021-2025 has five themes:

- Healthy Community
- Liveable Places and Spaces
- Resilient Environment
- Vibrant and Prosperous Economy
- Well Governed Council

We developed goals for each theme in consultation with our local community, partners, Councillors and staff. We progress the Council Plan goals through actions and major initiatives each year



Major Initiatives are significant pieces of work, usually over the four years of the Council Plan. There are 19 major initiatives and initiatives to progress our 2021-25 Council Plan goals. You can find the full details of previous quarters and year's progress in our Manningham Annual Report at www.manningham.vic.gov.au.

Action we have taken to progress the goals of our Council Plan Progress

Healthy Community Goals: ■ Healthy, Safe and Resilient ■ Inclusive and Connected

1. **Improve the range of accessible support and services available to young people in Manningham** by exploring a youth hub, advocating for improved mental health resources and working collaboratively with youth agencies. ●

- Action**
- Advocacy materials developed and young people engaged.
 - Funding advocacy meeting held with Eastern Melbourne Primary Health Network.
 - Service partnerships underway with Access Health & Community and EACH.
 - Access Health & Community, Eastern Metro Primary Health Network all engaged. Regional colleagues aware and Whitehorse supportive of our advocacy.
 - Advocacy meetings held with Federal candidate

2. **Investigate extended use of community facilities, including libraries through a new Community Infrastructure Plan.** ●

- Action**
- Community Infrastructure Plan is well underway and on track to be delivered by 30 June 2022.

3. **Work to connect service providers, community groups, local organisations and networks to improve and profile community outcomes through forums and connections** ●

- Action**
- We launched the 2021/22 Community Grants Program, alongside the Small and Community Partnership Grants. We will be launching the Annual Grant program in February.
 - We held *Strength Through Connection* forums to build relationships between multicultural community leaders and groups with Council. The successful forums also resulted in growing the Manningham Multicultural online network.

4. **Support and educate to connect inclusive and healthy communities (inclusive of our First Nations and culturally diverse communities) through:** ●

- Implementing recommendations in Reconciliation Action Plan (RAP) to enhance recognition of First Nation Peoples
 - Resources and information that link our community to the understanding of and responses to family violence
- Action**
- The draft RAP is awaiting endorsement from the Wurundjeri Woi wurrung Corporation.
 - Cultural Immersion Program that provided workshop opportunities for young First Nations people to reconnect with culture within their schools.
 - Civic Centre installation of artwork created by local First Nations artist Ash Firebrace.

3. Council Plan 2021-2025 (continued)

Action we have taken to progress the goals of our Council Plan

Progress



Liveable Places and Spaces

Goals:

- Inviting places and spaces
- Enhanced parks, open space and streetscapes
- Well connected, safe and accessible travel
- Well utilised and maintained community infrastructure

- 5. Strengthen our principles to guide responsible planning for new developments by:**
- adoption of Liveable City Strategy by December 2021 and Environmental Strategy by 30 June 2022
 - review the Manningham Planning Scheme (MPS) by 30 June 2022
 - investigate enhanced planning controls to enhance the protection of our environment.
- Action**
- Draft Liveable City Strategy endorsed for community feedback. Considering feedback for final document.
 - The Strategy identifies a range of considerations to guide responsible development and green our city, and will inform the review of relevant planning controls for the 2022-26 Manningham Planning Scheme.
- 6. Provide ways for people to connect by:**
- prioritising grant funding to support community inclusion and connections
 - deliver actions in our Transport Action Plan and Bus Network Review 2017 including contributing to the planning of the Suburban Rail Loop (SRL), Doncaster Busway, Bus Rapid Transits, bus network and service improvements and enhancing our walking and cycling network.
- Action**
- Community Grant Program Policy updated to prioritise *connection to and engagement in community life*.
 - Submission to Environmental Effects Statement for the SRL (Stage 1). Preparing for submission hearings.
 - Met with Department of Transport on the Bus Networks Review.
- 7. Upgrade our park and recreation facilities** (as scheduled): including Petty's Reserve Sporting Development (Stage 2), Rieschiecks Reserve Pavilion Redevelopment and Deep Creek Reserve
- Action**
- Works at Petty's Reserve and Rieschiecks reserve progressing well and due for completion in Q3.
 - Awarded the contract for Deep Creek and due to commence works at the beginning of 2022.
- 8. Implement our Parks Improvement Program** including creating a new open space on Hepburn Road, Ruffey Lake Landscape Masterplan, Waldau Precinct Plan and naming of Warrandyte Riverside Park
- Action**
- Naming of upgraded park in Warrandyte, (Lions Park) to wonguim wilam completed.
 - Hepburn Road tenders awarded for demolition of houses in early 2022 and sculptural art piece.
 - Ruffey Lake Park Landscape Masterplan and the Waldau Precinct Masterplan continues with:
 - path and surface treatment upgrades near The Boulevarde
 - planning for consultation and concept design for Victoria Street playspace upgrade
 - planning for additional tree planting throughout the park and progressing an EOI for the proposed café
 - installation of two fitness stations in the park
 - finalising concept design for Waldau Visitor Centre
- 9. Investigate use of our facilities and identify opportunities to develop or repurpose facilities and the use of Council land for multi-use purposes to meet changing community needs through:**
- Finalising the Community Infrastructure Plan by 30 June 2022 and implementing the 20 year Action Plan
 - Assessing and improving the way stadiums are used in conjunction with Stadium Managers
 - Improve access to sport and recreation facilities and spaces for broad community use and benefit
- Action**
- Community Infrastructure Plan on track
 - We are developing masterplans for the Donvale Indoor Sports Centre, Aquarena (outdoors), Manningham Templestowe Leisure Centre, Anderson Park and Wonga Park Reserve and engaging stakeholders in the review of management contracts for our leisure facilities to ensure that our facilities are providing inclusive and innovative programs and services to the community.
- 10. We will continue to work to maintain to a high standard our roads, footpaths and drains.**
- Action**
- Additional funding allocated for 2021/22 capital works budget to expand works on these three assets.
 - Preparing detailed design for Tuckers Road, Jumping Creek Road, Porter/Anderson/James/Swilk/Union street in Templestowe. Stage 2 of the improvement works are underway in Knees Road, Park Orchards.
 - Secured \$1m federal funding from Local Road and Community Infrastructure (LRCI) Program. Planning now for delivery by June 2022 to improve road safety and road condition on Brysons Road.

3. Council Plan 2021-2025

Action we have taken to progress the goals of our Council Plan

Progress



Resilient Environment

Goals:

- Protect and enhance our environment and biodiversity
- Reduce our environmental impact and adapt to climate change

11. Delivery of our Environmental Strategy to:

- Strengthen principles to protect the environment, biodiversity and wildlife
- Advocate to government and business on environmental issues
- Improve management practices of bushland maintenance, pest animal and environmental weed control and monitoring, evaluating and improvement mechanisms
- Explore biodiversity improvement or environmental community engagement programs for local public areas with the Wurundjeri Woi-wurrung Cultural Heritage Aboriginal Corporation, Melbourne Water and Parks Victoria
- Explore protection measures in our Community Local Law by 30 June 2022.

Action

- Draft Environmental Strategy is on schedule to be presented to Council before 30 June.
- Environment and renewable energy included in the Eastern Regional Group of Council's regional advocacy agenda for the upcoming federal election.
- Awaiting Wurundjeri's approval of the Reconciliation Action Plan (RAP), and the lifting of COVID restrictions to explore opportunities for community engagement programs
- Draft local law on track for Council to consider findings of gender impact/equality lens and legal review and readiness of the draft local law for community feedback.

12. Support and educate to connect inclusive and healthy communities (inclusive of our culturally diverse communities) through environment education and waste programs

Action

Waste and environmental education and awareness program delivery in place. Some delays incurred due to COVID lockdown and restrictions on delivery of some programming.



Vibrant and Prosperous Economy

Goals:

- Grow our local business, tourism and economy

13. Support local business through:

- Demonstrating leadership to increase procurement with Social Enterprises, Aboriginal Enterprises and Australian Disability Enterprises (collectively known as Social Benefit Suppliers) and local businesses.
- Capacity building and support through the Business Development Program.
- Exploring local opportunities to support local businesses to collaborate via a hub or co-working space
- Implementing the recommendations in the Doncaster Hill Strategy and Economic Development Strategy to encourage and support tourism and employment opportunities

Action

- Secured two Business Liaison Officers until mid-May 2022 with the extension of funding of the Victorian Government's funded Business Concierge and Hospitality program. These Officers are engaging directly with local business on a range of issues including COVID regulations, business permits and business development program.
- Working with Eastern Innovation Business Centre and Flexible Working Australia to take part in a regional Boosting Coworking program. We were successful in obtaining \$3,000 grant to support coworking, and local business can access a voucher of \$100 to be used at local coworking location.
- Building understanding of the immediate needs of business and creating a support program to assist through the Business Engagement app on CRM.
- Continue to deliver the Business Mentoring and Development Program
- Community consultation on draft Liveable City Strategy included tourism and employment opportunities such as a night time economy will also inform the Doncaster Hill and Economic Development Strategies.
- The key objectives of the Doncaster Hill Strategy to support tourism and employment opportunities continue to be implemented through the mixed-used development as part of the Doncaster Church of Christ Development, and the Bunnings development under construction, which includes a hotel.

3. Council Plan 2021-2025 (cont)

Action we have taken to progress the goals of our Council Plan

Progress



Well Governed Council

Goals:

- A financially sustainable Council that manages resources effectively and efficiently
- We value our customers and community in all that we do

14. Maximise public value through the systematic planning and review of our services and effective early and broad engagement on our projects



Action We have developed inaugural service plans for each of our services, with resourcing being considered for 2022/23 as part of the 2022/23 Budget development cycle.

15. Explore ways to enhance performance reporting across social, environment and economic outcomes against community need.



Action Following improvements to the Manningham Quarterly Report, further understanding current state of how we report our outcomes across the business.

16. Ensure our long term financial sustainability by preparing our Budget and 10-year Financial Plan incorporating key strategies to Council by 30 June 2022



Action

- Consultation on upcoming budget on Your Say Manningham. Feedback is now being considered.
- Planning for the next Budget and long term financial plan cycle. Early engagement with Councillors in October and November 2021.

17. Improve our customer experience to better understand and meet their specific needs



Action See Customer Experience Section of this report.

18. Explore different ways to improve community satisfaction with our communications on local community issues, services and activities



Action

- Took out more specific advertising in local papers promoting the work of Council
- Promoted the Manningham eNews through QR codes to increase subscribers
- Proactive in involvement at earlier stage in projects to ensure communication is part of early planning
- Promoted 5Ways advocacy on Your Say Manningham page to encourage community participation and raise awareness of local issue
- Developed new post and pre council meeting videos with Mayor inviting the community to get involved
- Restructure website (as part of the website renewal project) to improve the way we deliver information
- Co-ordinated Mayors radio interview on ABC

19. Commence gender equality impact assessments on significant Council policies, services and programs for equitable, inclusive and accessible improvements for prominent issues



Action

- We are undertaking gender quality impact assessments on policies, services and programs as they are reviewed including the Community Local Law.

20. Continue to advocate, influence and respond to the North East Link Project (NELP) authority for improved mitigation measures and environmental outcomes, particularly around urban design, and to reduce the construction impact of the project on the community



Action

- Council offices met with NELP/ Spark consortium to commence working on the primary package (tunnel package) of the NEL project. The Spark consortium includes WeBuild, GS Engineering and Construction, CPB Contractors, China Construction Oceania, Ventia, Capella Capital, John Laing Investments, DIF and Pacific Partnerships.
- We also met with the 'southern package' to discuss the key objectives that Council presented to the environmental effect statement (EES) hearings and judicial review, and to again reiterate the importance of retaining as much open space along the project corridor. For information on the southern package visit <https://infrastructurepipeline.org/project/north-east-link-secondary-package-2>

4. Chief Executive expenses

The Chief Executive Officer (CEO) incurs expenses while carrying out the role. Expense categories related specifically to the CEO role are travel, conferences and seminars and miscellaneous. Gifts declared are also included in this report although not an expense to Council. The CEO is required to be transparent in the use of Council resources as per the Employee Code of Conduct.

	Travel	Food and beverage	Conferences and seminars	Gifts declared	Misc.	Total Qtr	Total Year
A. Day	\$0.00	\$285.70	\$0	\$0	\$0	\$285.70	\$524.64

Notes:

All costs are GST exclusive

Expense categories

Travel

Costs associated with assisting the CEO in meeting transport costs incurred whilst attending meetings, functions and conferences. This includes taxi services, uber services, car parking fees, airfares, accommodation costs etc.

Food and Beverage

Costs associated with food or beverages that directly relate to the CEO role within a professional context.

Conferences and seminars

Costs associated with registration fees from attendance by the CEO at conferences, functions and seminars. Meetings such as these are normally held by local government related organisations, professional bodies and institutions, educational institutions and private sector providers on areas and events which impact on the role of the CEO and the City in general. This category also includes memberships and subscriptions to bodies and organisations whose activities are relevant to role of the CEO.

Gifts declared

Any gifts that exceed the token gift threshold (\$50.00) that the CEO is required to declare as per the Token Gift Policy.

Miscellaneous

Any other costs associated with the CEO role not covered by the categories above.

5. Councillor Expenses

An allocation of \$13,091 for each Councillor and \$14,870 for the Mayor is budgeted each financial year to reimburse Councillors for expenses incurred while carrying out their official roles.

Significant demands are placed on Councillors in carrying out their civic and statutory roles attending community meetings and events, capacity building and advocacy meetings in pursuit of the best outcomes for the municipality. The Mayor has a slightly higher allowance as they are required to carry out additional civic and ceremonial duties.

The Council Expenses Policy guides the reimbursement of Councillor expenses. This budget is all inclusive and covers conferences and training, travel, child minding and information and communications technology expenses. As part of Council's commitment to remaining accountable and transparent, these expenses will be presented to the community each quarter.

Categories include: Travel (including accommodation, cab charges), Car Mileage, Childcare, Information and Communication Technology, Conferences and Training (including professional development, workshops), General Office Expenses (including meeting incidentals), Formal Attendances (including community events and functions) and Other (publications).

Councillor	Travel	Car Mileage	Childcare	Information Communication Technology	Conference & Training	General Office Expense	Formal Attendance	Other	Total Qtr	Year to Date	Allowance (Financial Year)
Cr A Chen	\$0	\$0	\$0	\$0	\$0	\$0	-\$135	\$1,200	\$1,065	\$1,065	\$13,091
Cr A Conlon	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	-\$213	\$13,703
Cr D Diamante (Deputy Mayor)	\$0	\$0	\$0	\$0	\$0	\$0	\$55	\$85	\$140	\$140	\$13,091
Cr G Gough	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$13,091
Cr M Kleinert (Mayor)	\$0	\$0	\$0	\$177	\$0	\$0	\$75	\$85	\$337	\$442	\$14,257
Cr C Lange	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$273	\$13,091
Cr T Lightbody	\$19	\$0	\$0	\$0	\$105	\$0	\$0	\$85	\$209	\$268	\$13,091
Cr L Mayne	\$0	\$0	\$0	\$386	\$0	\$0	\$0	\$0	\$386	\$464	\$13,091
Cr S Mayne	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$13,091

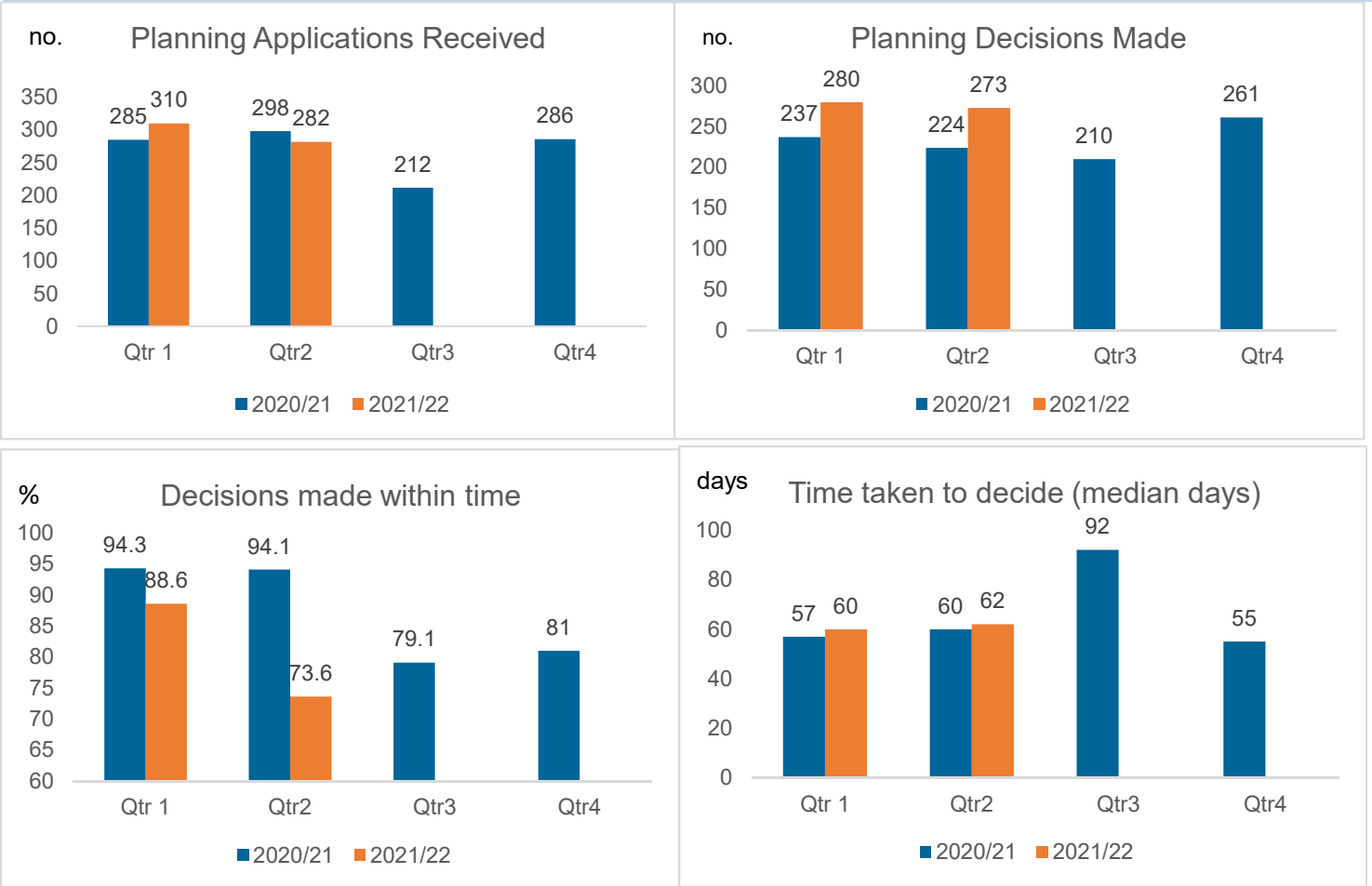
Notes for the Quarter

1. Cr Michelle Kleinert was sworn in as Mayor at Council's Annual Meeting on 4 November 2021. Allowances for Cr Kleinert and outgoing Mayor, Cr Andrew Conlon have been adjusted for the remainder of the financial year on a pro-rata basis
2. \$77 adjustment for Cr L Mayne to the figure reported last quarter
3. \$135 reimbursement for Cr Chen following a refund from a cancelled event last financial year

6. Well Governed Spotlight

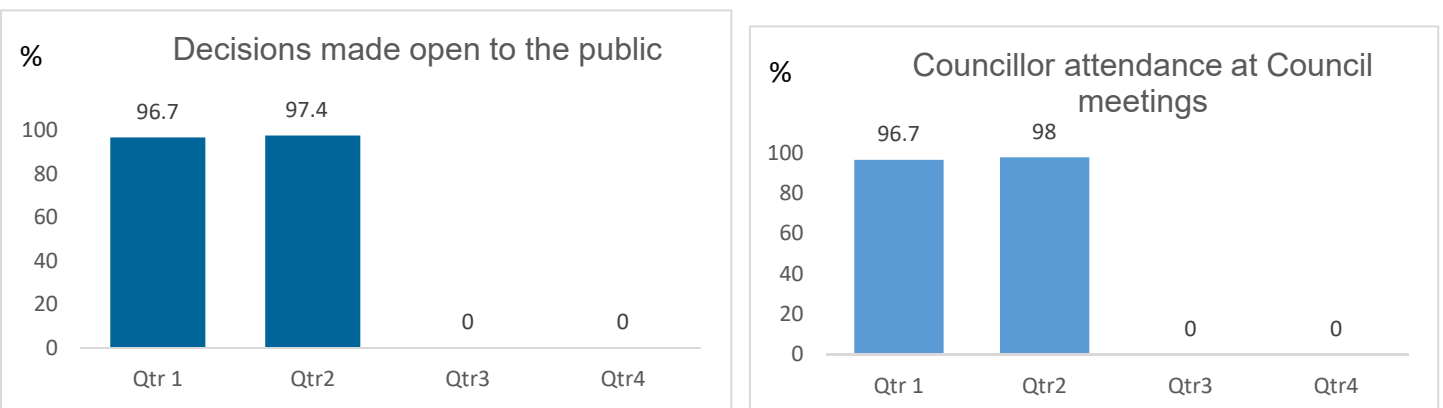
The indicators below are focus areas from the Local Government Performance Reporting Framework. Full data is available on the Know Your Council website

Statutory Planning



There has been a slight reduction in applications decided within time due to potentially Covid 19 and staffing and backfill.

Decision Making



- 97.4% decisions or resolutions were made open to the public, with 1 out of 39 resolutions being confidential as it related to contractual matters.
- There was 98% attendance by Councillors at Council meetings this quarter

7. Community Engagement

Live engagement projects for the period:



Liveable City Strategy

The draft Liveable City Strategy 2040 is a 20 year strategy to improve the liveability of Manningham, across our urban/suburban neighbourhoods to our rural areas.



JW Thomson Reserve extension

We are expanding JW Thomson Reserve in Doncaster to improve access and adding new facilities.



5 Ways: help make this intersection safer

The intersection of Ringwood-Warrandyte Road/Croydon Road/Husseys Lane and Brumbys Road in Warrandyte South is known locally as '5 Ways'.



2022/23 Budget

We are asking your priorities as we start our early planning on our draft annual budget to deliver services and infrastructure over the next four years.

Some of what you told us about what is proposed:

Liveable City Strategy 2040

in our activity centres

"More vibrant day and night life" and "night owl, live music"
"diverse shops and services"

our neighbourhood character

"Great idea, try to include controls on development that: respect the natural environment (flora & fauna) and minimize visual occlusion."

318 responses

JW Thomson Reserve extension

"The addition of a table tennis table sounds great but again I live here and the reserve acts as a wind tunnel".

18 responses

Safety on 5 ways intersection, Warrandyte

"had multiple accidents near misses at this intersection."

149 responses

2022/23 Budget

attention on parks and reserves, roads, traffic, and parking and waste management

1

129 responses

YOUR SAY | MANNINGHAM

For the Quarter:




- total visits: 4900
- new registrations: 138

Next steps on recent engagements

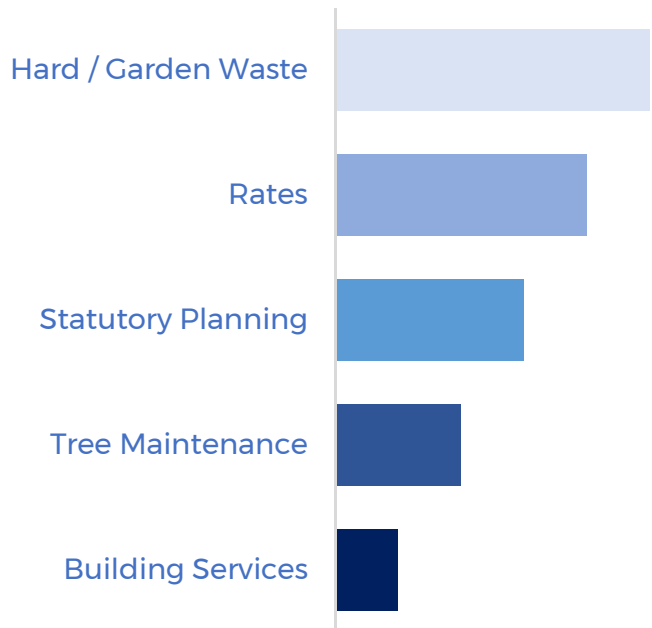
- Draft Anderson Park Masterplan: prepared for Council's consideration and support for its readiness for public comment early this year.
- Public Toilet Plan 2021: planning begins with Sheahans Reserve selected as the first site for new toilets.
- JW Thomson Reserve extension: feedback included support as well as concerns from neighbouring residents about the proposed new path location, table tennis facility and lighting. Officers are considering all feedback received as the plans are finalised over the coming months.
- Liveable City Strategy 2040: as part of the community engagement, we invited community feedback at two virtual drop-in sessions and two market stalls at Warrandyte Riverside and Tunstall Square. With the engagement now concluded, the project team are reviewing community feedback as the final document is prepared.

Register to have your say on upcoming projects at yoursay.manningham.vic.gov.au

8. Customer Experience

<p>1282 Customers chose to connect with us through Live Chat</p>	<p>Average queue time 15 seconds</p> 
<p>17,339 new customer requests lodged</p>	<p>178 new cases per day average</p>
<p>950 reports received via Snap, Send, Solve</p> 	<p>calls answered within 30 seconds</p> <p>51 %</p> 
<p>31,841 incoming calls to Council's main number</p>	

Top 5 Customer Requests



Our projects to improve our customer's experience

We are continuously working to improve our customer's experience with projects including:

Improving our overall customer experience - work has commenced on developing a Customer Experience Action Plan for 2022-2024. This will outline specific initiatives that will focus our efforts on improving our customer's experience.

Voice of customer program - we are creating a consistent, ongoing customer feedback loop that will provide us with immediate customer feedback. This will guide our approach on where to focus our improvements to our customer's experience.

Single view of customer transactions - preparing to launch in early 2022 our Customer Service team will be able to see all of our customers' requests from one location. This will help us to serve customers faster and better engage to understand each customer's particular needs.

Our Customer Promise



Make it easy

We strive to make the complex simple. And we make sure you know what to expect along the way.



Celebrate choice

We value diversity of people. And we celebrate choice. We do our best to interact with you in a way that you prefer.



Serve consistently



















No matter who you speak to or how you contact us, we try to be consistent, helpful and friendly.



Respond proactively

We respect you and your needs. And when you interact with us we are open, upfront and responsive.

9. Chief Executive Indicators

Key Performance Indicator	Comments	
A Council approved Streetscape Management Plan and Nature Strip Policy by 30 June 2022.	Development of with Streetscape Management Plan input from lead consultant, report to Council in June 2022 for endorsement following consultation with the community. Nature strip policy under review, report to Council in June 2022.	
Emissions targets are set by 30 December 2021 and progress reported back to Council at least annually.	Council adopted emission targets in November 2021 to be: net zero emissions by 2028 for Council operations and net zero emissions by 2035 for the Manningham community. These inspiring targets are well ahead of the Victorian and Federal Governments. The targets will be included in the Climate Action Plan progress report in November each year.	
FOGO implemented to the Manningham community in 2022/23.	Presentation provided to Council in December 2021 on transition plan with a further report to be presented to Council in April 2022 to include Implementation Plan for FOGO.	
Expenditure of business and organisation relief initiatives including the COVID relief fund and Business Development Program.	COVID Relief funding is being expended in accordance with the categories outlined in the Council report of 26 October 2021.	
Implement the leadership framework 30 June 2022 and progress actions to embed into key people processes.	Planning for the launch of the leadership framework in progress.	
Continue to foster a positive organisation culture through embedding our values and behaviours into every day practice		
Meeting the organisation financial budget target as set out in the annual budgets for 2021/22 and 2022/23.	At the end of December 2021, Council's Operating Surplus was \$3.95m or 6.4% favourable compared to the year-to-date adopted budget. However, with the Victorian Government continuation of a State of Emergency due to COVID, the ongoing financial impact on Council is being closely monitored. Any additional financial impacts on Council services, and/or any additional community financial relief measures beyond the assumptions adopted in the 2021/22 budget are being/will be reflected in the Annual Full Year Forecast. At the end of December 2021, the Full Year Forecast Operating Surplus is currently anticipated to be \$18.74m which is \$2.24m lower than the Full Year Adopted Budget Surplus of \$20.98m.	
90% of the Council Plan Major Initiatives and Initiatives are on track at the end of the financial year.		
Completion of the review of Shared Services and implementation of a new staffing structure by 30 June 2022.	Review completed and new senior management structure in place	
90% completion of annual capital works program implemented	A full report on earlier in this report.	
Service Management Framework is resourced and implemented.	Service Plans complete and aligned with the 2022/23 Budget cycle. Existing resourcing extended whilst structure review is being conducted.	
Workforce Plan completed by 31 December 2021 and implementation of annual actions as detailed in the Plan.	Workforce Plan completed and shared with the organisation by 31 December.	
Asset plan to be presented to Council and adopted by 30 June 2022 and actions from 2022/23 to be implemented as per the action plan.	Asset Plan currently under development, with a draft scheduled for EMT review in February	
Finalise the Community Infrastructure Plan by 30 June 2022 and implement the Action Plan.	Community Infrastructure Plan in final development, with initial draft to be ready in March for internal review	
Completion of the Gender Equity Action Plan (GEAP) in line with legislative requirements and implementation of annual actions.	Development of the GEAP is in progress with consultation undertaken in November / December 2021. Consultation with Councillors planned for February 2022.	
Improved consultation and engagement satisfaction results, from the previous year, in the Community Satisfaction Survey (or equivalent).	The survey takes place across Feb - March	
Implement a program of Community Engagement training for officers.	Organising meetings with managers and directors in early 2022. In the session we will cover the Community Engagement Policy, guidelines, assessment tool and training.	
Delivery of the milestones and timelines as agreed in the advocacy plan for 2021/22 and 2022/23.		

Manningham Council

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