

Quarter 4

1 April to 30 June 2022

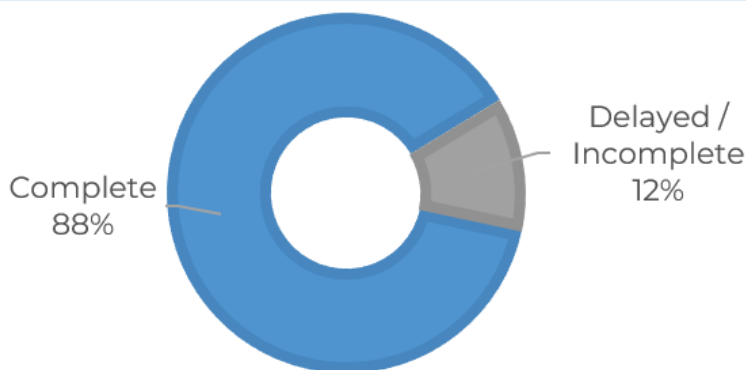
# Manningham Quarterly Report

*Key information on our performance and governance*



# 1. Capital Works

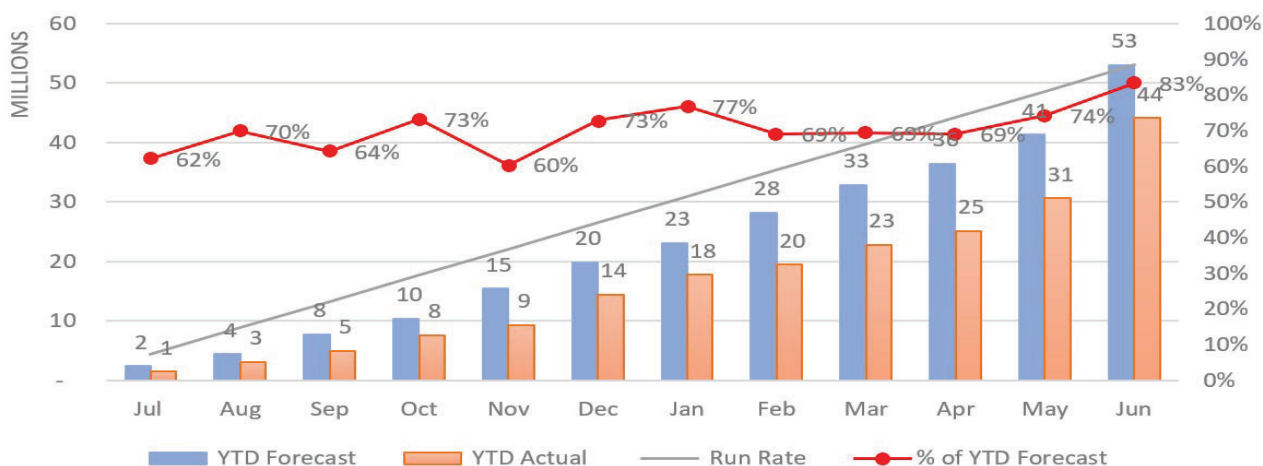
## Capital Works Projects



<b>Adopted Budget</b>	<b>\$58.29m</b>
<b>Less Adjustments</b>	<b>*-\$5.1m</b>
<b>Updated Forecast</b>	<b>\$53.2m</b>

Program Complete	Projects Complete	Value of Capital Works	Capital Income & Grants
<b>83%</b>	<b>88%</b>	<b>\$44.1m</b>	<b>\$4.6m</b>

Overall Program (Actuals vs YTD Target)



### Capital Spotlight

- The adopted 2021/22 capital budget of \$54.37m in new funding plus \$3.92m in carry forwards contained a provision for \$5m in strategic property acquisitions which was subsequently deferred to 2022/23 reducing the effective total budget to \$53.2 million. The reduced figure was still a significant increase over previous years.
- Total capital expenditure as at the end of the financial year was \$44.1m which equates to 83% of the adjusted capital budget of \$53.2m. 179 of the 204 projects tracked throughout the financial year were completed by the end of June which corresponds to a completion rate of 88%. \$6.2m in funding allocated to incomplete projects was carried forward to 2022/23.
- COVID-19 had a significant negative impact on the execution of the 2021/22 capital works program. Many projects had to be temporarily closed down during the enforced construction industry shutdown in the first part of the financial year, and long material procurement lead times, increasing material costs, low contractor and material availability continued to cause delays throughout the remainder of the financial year. While the completion of 88% of projects and 83% of budget expenditure is less than in previous years and below the desired completion rate stated in the KPI, the result is considerably better than many other Councils were able to achieve.
- Changes implemented to improve our community engagement practices has slowed a number of projects, but it is anticipated that these changes will contribute to very positive results going forward.



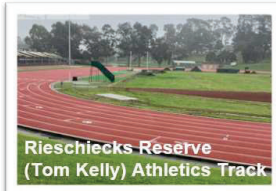
# 1. Capital Works

## Major Projects - progress update

Overall, many projects are progressing well, despite difficulties associated with COVID-19.

### Sporting and Community facilities

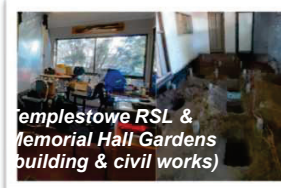
Works included resurfacing the **Tom Kelly Athletics Track**, changing places accessible facilities at **Ruffey Lake Park**, and accessible facilities at **Sheahans Reserve**. Works commenced at **Schramms Reserve Pavilion** to provide a modular pavilion with change rooms and associated amenities, storage, and kitchenette. Aquarena's toddler pool was repainted and cafe refurbished.



Program (year to date)	Expenditure	Percentage
Artworks Program	\$82,727.28	0.2%
Buildings Program	\$6,679,662.25	15.1%
Capital Works Management	\$275,766.40	0.6%
Childrens Servcies Program	\$67,815.20	0.2%
Community Facilities Program	\$405,778.66	0.9%
Drainage Program	\$3,473,558.20	7.9%
Open Space Program	\$3,618,137.28	8.2%
Plant & Equipment Program	\$1,200,623.79	2.7%
Property Acquisition Program	\$1,536,937.78	3.5%
Recreation & Leisure Program	\$9,242,921.00	20.9%
Roads Program	\$11,393,355.30	25.8%
Streetscapes Program	\$980,253.74	2.2%
Sustainability Program	\$344,819.80	0.8%
Technology Program	\$3,887,944.66	8.8%
Transport Program	\$936,794.48	2.1%
Waste Management Program	\$1,060.17	0.0%
<b>TOTAL</b>	<b>\$44,128,155.99</b>	<b>100.0%</b>

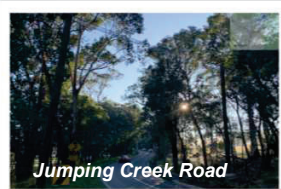
### Community buildings

Completed drainage and structural works at **Warrandyte Community Childcare**, including retaining wall and footpath works and asphalt paving of **Masonic Avenue** roadside. Works are underway at the **Templestowe RSL** and **Memorial Hall Gardens** with internal building works commenced on site.



### Roads and Footpaths

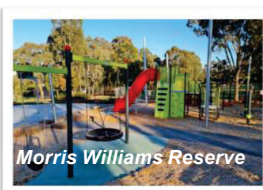
- Springvale Road footpath: Mitcham Road to Old Warrandyte Road works are completed. A section on Charlwood Court is pending possible works by the Department of Transport.
- Springvale Road Footpath: Reynolds Road to the Mullum Mullum Reserve entrance is complete.
- Jumping Creek Road Upgrade to improve traffic safety and drainage to manage surface water. Pre-construction activities including wildlife protection works are in progress.
- Tuckers Road Upgrade from King St to Bali Hi Blvd to improve surface water management and road safety. Stage one is 85% complete.



### Open Space and Playspaces

**Currawong Bush Park** has new suite of entrance, wayfinding and interpretive signage along with picnic area upgrade.

**Swilk Reserve** has a new local playspace to serve local residents and the Templestowe Pre-school. **Swanston Reserve** had the relocation and upgrade of district playspace to avoid a flood zone. **Morris Williams Reserve Playspace** works include a replacement and expanded hard court (still to be painted)



# 2. Financial Status

## Income Statement

Account Group	Annual Adopted Budget	Full Year Actuals	Variance	Variance	Annual Forecast	Annual Forecast Variance (v Full Year Actuals)
	\$'000	\$'000	\$'000	%	\$'000	\$'000
<b>1. Income</b>						
Rates - General	113,818	114,317	499	0.4%	114,315	3
Statutory Charges, Fees & Fines	4,163	3,092	(1,070)	(25.7%)	3,098	(6)
User Charges	9,049	7,017	(2,033)	(22.5%)	6,898	118
Interest Received	375	484	109	29.1%	450	34
Grants & Subsidies	11,730	13,320	1,590	13.6%	13,969	(649)
Capital Grants & Contributions	7,160	6,800	(360)	(5.0%)	7,188	(388)
Other Income	7,655	24,592	16,937	221.2%	9,226	15,366
Net gain/(loss) on disposal of Property, Infrastructure, Plant and Equipment	133	(2,478)	(2,611)	(1963%)	262	(2,740)
<b>Total 1. Income</b>	<b>154,083</b>	<b>167,144</b>	<b>13,061</b>	<b>8.5%</b>	<b>155,406</b>	<b>11,738</b>
<b>2. Expenditure</b>						
Employee Costs	56,259	53,816	2,443	4.3%	55,154	1,338
Materials & Contracts	29,799	29,030	768	2.6%	32,200	3,170
Interest	48	55	(6)	(12.9%)	49	(5)
Utilities	2,135	2,083	52	2.4%	1,982	(101)
Other	16,571	23,645	(7,074)	(42.7%)	17,557	(6,088)
Depreciation	28,292	26,395	1,897	6.7%	27,606	1,211
<b>Total 2. Expenditure</b>	<b>133,104</b>	<b>135,023</b>	<b>(1,919)</b>	<b>(1.4%)</b>	<b>134,548</b>	<b>(475)</b>
<b>Operating Surplus / (Deficit)</b>	<b>20,979</b>	<b>32,121</b>	<b>11,142</b>	<b>53.1%</b>	<b>20,858</b>	<b>11,263</b>

## Executive Summary

The June Financial Report covers the year ending 30 June 2022 and is based on preliminary figures subject to the final external audit. At the end of June 2022, Council achieved an Operating Surplus of \$32.12 million, \$11.14 million or 53.1% favourable compared to the full year adopted budget Operating Surplus of \$20.98 million.

### The key favourable variances include:

- \$16.94m favourable other income mainly due to \$15.43m favourable non-monetary contributed assets (land, land under roads & other infrastructure) transferred to Council by developers. Also \$1.26m unbudgeted Quarry Royalty income as the quarry has continued to operate into this financial year and unbudgeted capital contributions have also been received (\$258k favourable).
- \$1.59m favourable Operating Grants income mainly due to earlier than expected receipt of some of next year's Grants Commission allocation (\$810k), unbudgeted Business Concierge funding (\$272k), kerbside waste reforms funding (\$139k), Covid Safe Outdoor Activation grant (\$96k), Neighbourhood Battery Initiative (\$83k) and Gender Equality Pilot for Community Development (\$27k).
- Rates - General \$499k favourable due to Interest Received on Rates being greater than budgeted and greater than budgeted Supplementary Rates and Waste Charges income.
- \$2.44m favourable Employee costs due to a number of vacancies across the organisation.
- \$1.90m favourable Depreciation and Amortisation for Intangible Software; Parks, Open Space & Streetscapes; Roads; and Computers & Telecommunications due to timing of delivery of the capital works program.
- \$806k favourable Materials & Contracts mainly due to lower than budgeted expenditure predominantly in Waste, Infrastructure Services, Community Programs and Economic & Community Wellbeing.

### These are partly offset by:

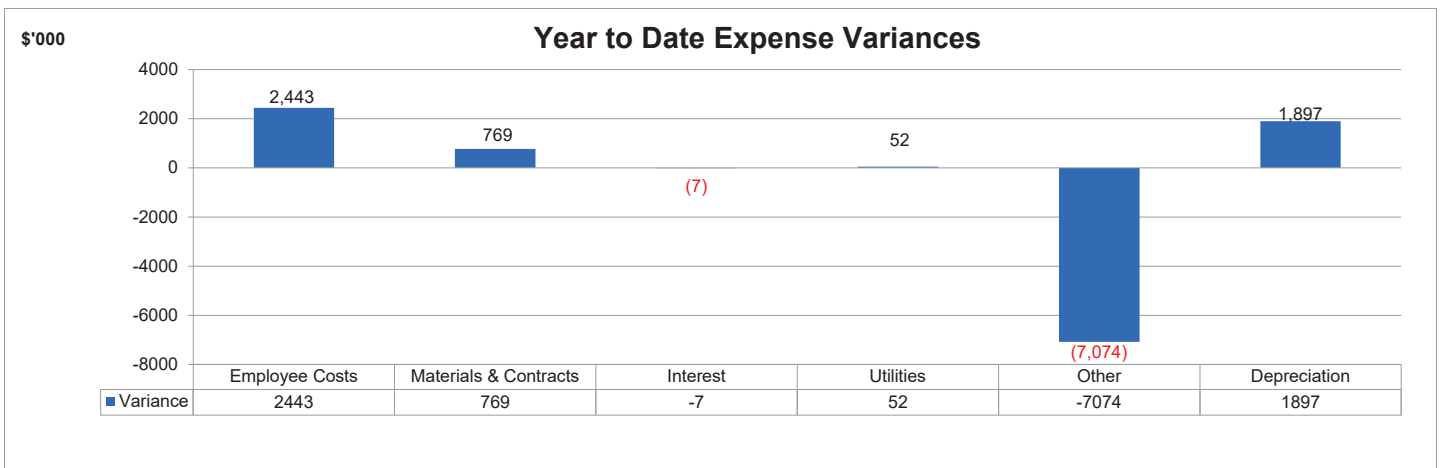
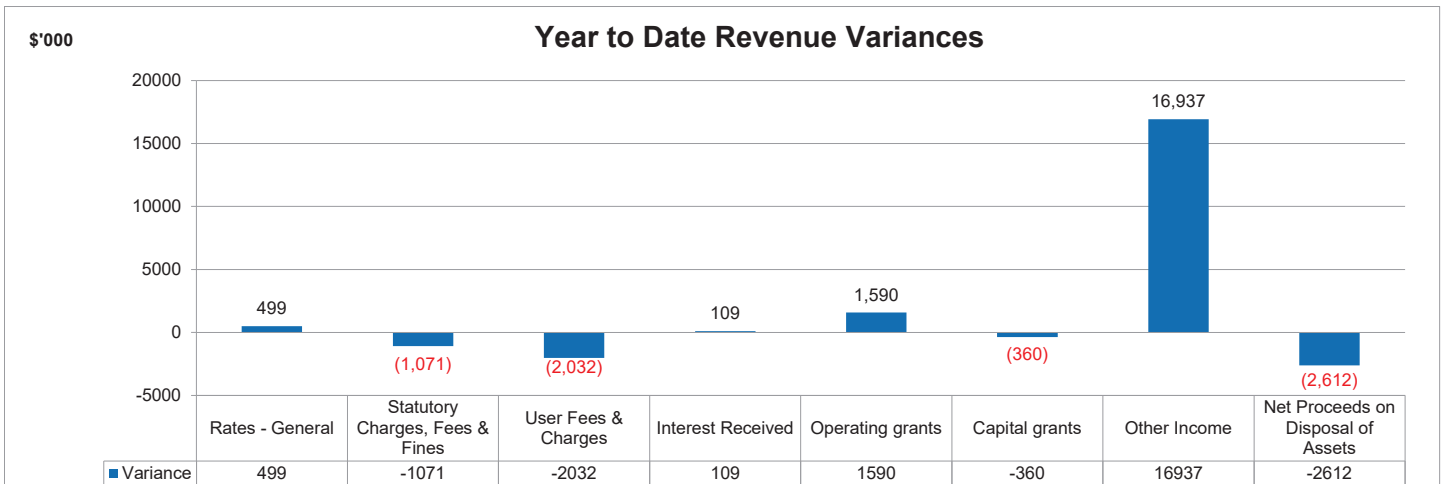
- \$7.04m unfavourable Other Expenses primarily due to \$6.55m of capital program expenditure that is operational (non-capital) in nature and unable to be capitalised. Also Software Subscriptions were \$329k greater than budgeted and Software Licences were \$269k greater than budgeted. Legal expenses were \$227k greater than budget for the year.
- \$2.6m unfavourable Net loss on disposal of assets which was mainly attributable to Council being required to divest \$1.5 million of parcels of land within the North East Link project area to the State Government for nil consideration and four buildings (three residential buildings on Hepburn Rd and one Pettys Reserve toilet block) totalling \$0.9 million being demolished as part of the capital works program to build a park and car park for the community.
- \$2.03m unfavourable Fees and User Charges due to COVID-19 Pandemic Financial Relief provided to Council's tenants Leases & Licences charges and lower than budgeted income from Community Venues and Catering income (\$965k unfavourable) due to ongoing lockdowns and restrictions. Utility recoveries and Children's Services utilisation are also impacted.
- \$1.07m unfavourable Statutory Charges, Fees & Fines mainly due to Parking Infringement activity being \$636k lower than budgeted. Building Services Permits & Consultancy fees income were \$344k unfavourable.
- \$360k unfavourable Capital Grants: State Capital grants favourable \$544k, Federal Capital grants \$1.37m unfavourable relating to the timing of receipt of these grants to fund various projects. These are partly offset by the early payment of 75% of the 2022/23 Grants Commission capital grant allocation.

### Impact of Victorian Government COVID-19 restrictions

Council was financially impacted by COVID-19 Victorian Government restrictions. Council services were impacted through reduced income (user fees, rental income and infringement activity) and increased expenses (community support, cleaning, personal protective equipment and contract variation costs).

# 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 June 2022 is \$93.30 million

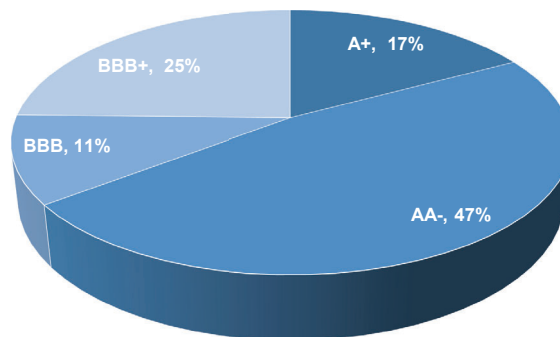
## Summary of Council's Investments

Average Weighted interest rate	1.17%
Average monthly interest \$	40,365
Maximum interest rate earned	3.93%

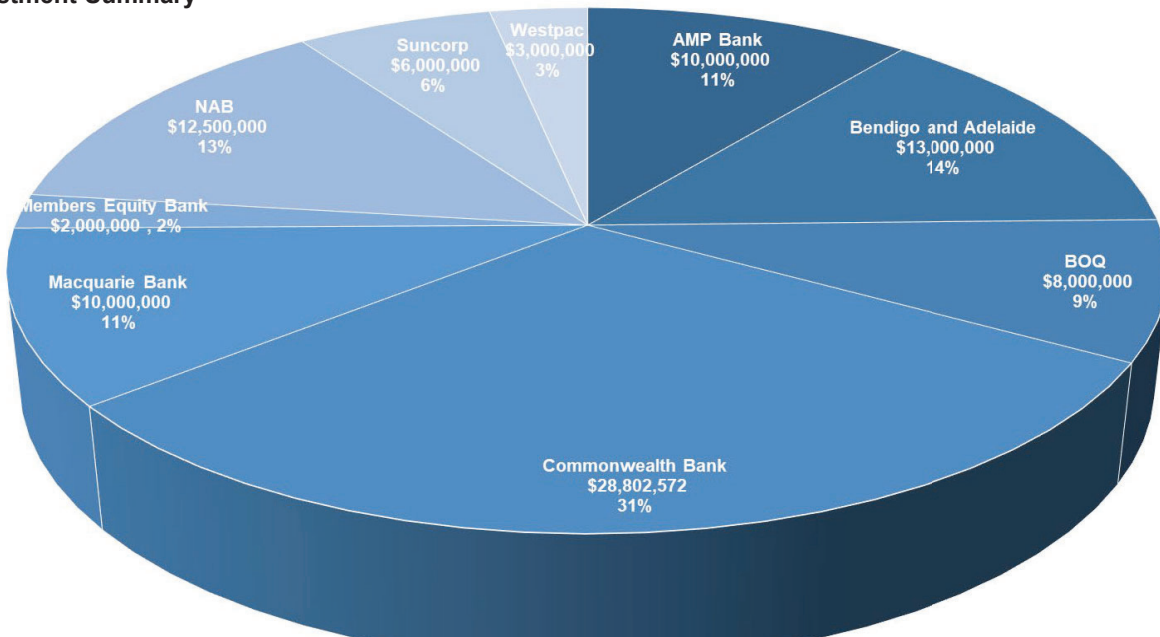
Standard & Poor (S&P) is a universal credit rating. There are 17 ratings, only using four different letters A-D. This is achieved by doubling or tripling letters—the more the better. Ratings can also include a plus sign (which is better than standalone letters) or a minus sign (which is worse than standalone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

	June 2022 (\$)	June 2021 (\$)	Movement (\$)
<b>ASSETS</b>			
<b>Current Assets</b>			
Trade and Other Receivables	15,722,672	15,908,770	(186,098)
Accrued Income	692,721	548,754	143,967
Cash and Cash Equivalents	12,622,907	2,805,106	9,817,801
Other Financial Assets	80,679,367	74,086,656	6,592,710
Prepayments	1,461,554	1,275,030	186,523
Trade and Other Receivables	201,496	169,853	31,643
	<b>111,380,716</b>	<b>94,794,170</b>	<b>16,586,546</b>
<b>Non-Current Assets</b>			
Other Financial Assets - Non current	-	11,030,529	(11,030,529)
Investments in associates	2,865,159	2,825,590	39,569
Sundry Debtors - Non Current	590,227	616,284	(26,057)
Infrastructure, Property, Plant & Equipment	2,454,017,279	2,203,285,841	250,731,439
	<b>2,457,472,666</b>	<b>2,217,758,244</b>	<b>239,714,422</b>
<b>TOTAL ASSETS</b>	<b>2,568,853,382</b>	<b>2,312,552,414</b>	<b>256,300,968</b>
<b>LIABILITIES</b>			
<b>Current Liabilities</b>			
Trade and Other Payables	24,684,395	26,779,839	2,095,444
Provisions	14,427,560	14,149,304	(278,256)
Trust Funds and Deposits	13,722,789	13,444,291	(278,498)
	<b>52,834,744</b>	<b>54,373,435</b>	<b>1,538,690</b>
<b>Non-Current Liabilities</b>			
Provisions - Non Current	3,305,477	3,462,022	156,545
	<b>3,305,477</b>	<b>3,462,022</b>	<b>156,545</b>
<b>TOTAL LIABILITIES</b>	<b>56,140,222</b>	<b>57,835,457</b>	<b>1,695,235</b>
<b>NET ASSETS</b>	<b>2,512,713,160</b>	<b>2,254,716,957</b>	<b>257,996,203</b>
<b>EQUITY</b>			
Accumulated Surplus	790,207,403	760,593,232	29,614,171
Reserves	1,690,384,653	1,465,161,419	225,223,234
Current Retained Earnings	32,121,103	28,962,307	3,158,797
<b>TOTAL EQUITY</b>	<b>2,512,713,160</b>	<b>2,254,716,957</b>	<b>257,996,203</b>

### 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 months or less), other financial assets (term deposits with terms between three and twelve months) and monies owed to Council by ratepayers and others.

As at 30 June 2022, total current assets have increased compared to 30 June 2021 due to a lower than budgeted spend on the capital works program leading to increased cash holdings.

#### Non Current Assets

Property, infrastructure, plant & equipment and intangible assets represents 99.9 per cent of Council's non-current assets.

As at 30 June 2022, the total non-current assets have increase compared to 30 June 2021 as a result of assets created from the 2021/22 capital works program and the revaluation of Council's assets.

**Current Liabilities:** As at 30 June 2022, 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 30 June 2022, the total non current liabilities are similar to 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 30 June 2022, the increase in Equity compared to 30 June 2021 is essentially related to the surplus for the year & revaluation of Council's assets (land, buildings and infrastructure assets).

## 2. Financial Status

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

	Opening Balance at 1 July 2021 \$'000	Actual Income for 2021/22 \$'000	Actual Expenditure for 2021/22 \$'000	Closing Balance at 30 June 2022 \$'000
<b>Open Space Reserve</b>	<b>\$11,768</b>	<b>\$6,237</b>	<b>\$4,846</b>	<b>\$13,159</b>
<b>Doncaster Hill DCP Reserve</b>	<b>\$1,430</b>	<b>\$0</b>	<b>\$327</b>	<b>\$1,103</b>

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.

#### 2021/22 Open Space Reserve Contributions Summary

669-671 Doncaster Road, DONCASTER, 3108	672,732	99-101 Old Warrandyte Road, DONVALE, 3111	175,000
330 Manningham Road, DONCASTER, 3108	264,000	70 Chippewa Avenue, DONVALE, 3111	56,000
26 Bordeaux Street, DONCASTER, 3108	240,000	135 Manningham Road, BULLEEN, 3105	144,000
16 Turana Street, DONCASTER, 3108	112,000	188 Manningham Road, BULLEEN, 3105	120,000
29 Lauer Street, DONCASTER, 3108	112,000	126 Mitcham Road, DONVALE, 3111	89,600
49 Turana Street, DONCASTER, 3108	108,000	207 Thompsons Road, BULLEEN, 3105	88,000
18 Wetherby Road, DONCASTER, 3108	107,030	8 Valentine Street, BULLEEN, 3105	79,000
723 Elgar Road, DONCASTER, 3108	104,000	9 Montgomery Place, BULLEEN, 3105	29,400
40 Windella Quadrant, DONCASTER, 3108	77,500	21 Millicent Avenue, BULLEEN, 3105	57,500
3 Nauru Court, DONCASTER, 3108	76,500	38 Dumossa Avenue, BULLEEN, 3105	68,750
19 Boyd Street, DONCASTER, 3108	70,000	37 Rose Avenue, BULLEEN, 3105	67,500
20 Wilsons Road, DONCASTER, 3108	55,000	10 Tobruk Street, BULLEEN, 3105	66,000
6 Malcolm Crescent, DONCASTER, 3108	51,000	17 Vista Street, BULLEEN, 3105	65,000
14 Fairway Road, DONCASTER, 3108	50,000	8 Nirvana Crescent, BULLEEN, 3105	64,750
817 Doncaster Road, DONCASTER, 3108	37,500	142 Parker Street, TEMPLESTOWE, 3106	104,000
7 Tuscany Rise, TEMPLESTOWE, 3106	340,000	2 Hakea Street, TEMPLESTOWE, 3106	83,830
351 High Street, TEMPLESTOWE LOWER, 3107	135,000	15 Smiths Road, TEMPLESTOWE, 3106	81,750
26-28 Parker Street, TEMPLESTOWE LR, 3107	115,000	38 Mandella Street, TEMPLESTOWE, 3106	55,000
267 Manningham Road, TEMPLESTOWE LR, 3107	96,000	2 Trevor Court, NUNAWADING, 3131	50,000
102 Rose Avenue, TEMPLESTOWE LR, 3107	90,000	86 Wood Street, TEMPLESTOWE, 3106	112,000
7 Rooney Street, TEMPLESTOWE LR, 3107	56,250	7 Chippendale Court, TEMPLESTOWE, 3106	90,000
4 Leura Street, DONCASTER EAST, 3109	222,400	14 Princeton Place, TEMPLESTOWE, 3106	50,000
906 Doncaster Road, DONCASTER EAST, 3109	150,000	9 Stafford Court, DONCASTER EAST, 3109	55,000
19 Ascot Street, DONCASTER EAST, 3109	131,040	16 Ireland Avenue, DONCASTER EAST, 3109	69,000
2 Rupert Street, DONCASTER EAST, 3109	120,000	2 Lautrec Court, DONCASTER EAST, 3109	70,000
18 Champion Street, DONCASTER EAST, 3109	110,400	34 Boronia Grove, DONCASTER EAST, 3109	69,500
17 Champion Street, DONCASTER EAST, 3109	105,000		
		<b>Total Year to Date</b>	<b>\$6,237,331</b>

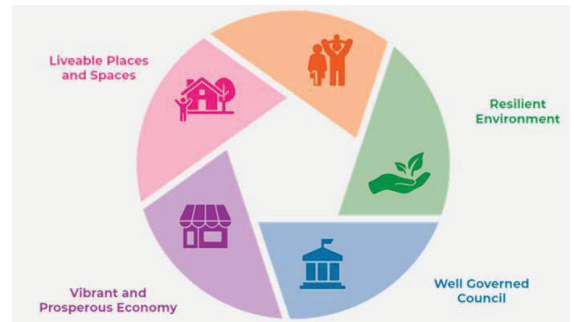


# 3. Council Plan 2021-2025

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](http://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**
- materials developed and young people engaged in new campaign #manninghamneedsahespace.
  - service partnerships with Access Health & Community and EACH, Access Health & Community, Eastern Metro Primary Health Network and discussions with Eastern Melbourne Primary Health Network
  - advocacy advanced to the stage where a tender for headspace is about to be issued
  - youth hub included in Community Infrastructure planning

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

- Action**
- finalising our 20-year Plan to guide and maximise the use of our community facilities.
  - delivered an ongoing operational budget allocation of \$154,000 per annum for increased library operating hours at Doncaster Library and Sunday opening at The Pines Library.

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

- Action**
- delivered two Strength Through Connection community forums, one bringing multicultural leaders, community, and Councillors together, and a second with local First Nations People on reconciliation.
  - delivered our Community Grants Program, Small Grants, and the Community Partnership Grant to the community to assist in progressing Council Plan goals
  - held an Advisory Committee meet and greet, giving our community and Councillors an excellent opportunity to share ideas.

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

- Action**
- Implementing the Reconciliation Action Plan (RAP) to enhance recognition of First Nation Peoples
  - Resources and information that link our community to understanding of and responses to family violence
  - ran a cultural immersion program that provided workshop opportunities for young First Nations People to reconnect with culture within their schools
  - Implementing funding initiatives, including Hearts in Hands in Manningham, Family Violence Free for Women by the Chinese Health Foundation of Australia and Level Playgroup for Multicultural Families in Manningham by the Eastern Domestic Violence Service
  - developed and Innovate Reconciliation Action Plan (RAP) for formal endorsement by Reconciliation Australia
  - accredited as an 'Welcoming City' on in recognition of our work and based on commitments to build on a welcoming and inclusive Manningham City.

# 3. Council Plan 2021-2025

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. 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 20 Year Community Infrastructure Plan by 31 Dec. 22 and implement the 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

- ongoing discussions to maximise our facilities for all local sport and recreation activities. Finalising the Community Infrastructure Plan for Council endorsement ahead of community consultation.
- Reviewing management contracts for our leisure facilities to identify the best management model for future management contracts through benchmarking and stakeholder workshops. This will ensure that our major leisure facilities provide inclusive and innovative programs and services to the Manningham community.

### 6. Strengthen our principles to guide responsible planning for new developments by:

- adoption of Liveable City Strategy 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

Pursuing our protection of the environment and responsible planning through the:

- review of the Manningham Planning Scheme. We completed a robust internal and external consultation process to inform the review process
- adoption of the Liveable City Strategy 2040, following extensive consultation.
- review of the current Community Local Law.

### 7. 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

- updated funding criteria to align with our current Council Plan. Allocated the annual grants program. The Community Grant Program Recipients can be found on the Manningham website.
- made submissions to the Suburban Rail Loop Stage 1 Environmental Effects Statement process and hearings in 2022. Including Suburban Rail Loop planning framework, which was passed by Parliament.
- met with the Department of Transport on the bus networks review to discuss improvements for the Manningham community.
- advocated for walking and cycling improvements through the Eastern Transport Coalition.

### 8. 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

- We delivered upgrades to our parks and recreation facilities, including progressing the Petty's Reserve Sporting Development (Stage 2), Rieschiecks Reserve Pavilion Redevelopment, and Deep Creek Reserve.

# 3. Council Plan 2021-2025

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

### 9. 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

- renamed the park along the Yarra River in Warrandyte, wonguim wilam. The park has an official opening planned for September 2022
- progressed the creation of a new open space on Hepburn Road and completed demolition of houses. Sculptural art piece commission has been awarded, and the detailed design is progressing
- Ruffey Lake Park Landscape Masterplan and the Waldau Precinct Masterplan continues with projects:
  - new signage for the park
  - new fitness stations and new trees installed
  - path and surface treatment upgrades near The Boulevard completed
  - planning for Victoria Street playspace upgrade with a community reference group and brief for consultant completed.

### 10. We will continue to work to maintain to a high standard our roads, footpaths and drains.

- detailed design is occurring for Tuckers Road, Jumping Creek Road, Porter/Anderson/James/Swilk/Union street in Templestowe, which all include road, drainage and footpaths
- Stage 2 of the improvement works are underway in Knees Road, Park Orchards with road, drainage and footpath assets included in the works
- Manningham has secured \$1million for works on Brysons Road from the Australian Government as part of the Local Road and Community Infrastructure Program. Planning for delivery to improve road safety and road conditions
- tender to expand our CRM system and replace the current maintenance management with the Field Service Application is currently underway to assist with scheduling works and improve record keeping and programming reactive and programmed works across roads, footpaths and drains.



## Resilient Environment

### Goals:

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

### 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

- completed robust internal and external consultation to inform the Manningham Planning Scheme review.
- review of the current Community Local Law
- collaborate and advocate as part of the Northern Alliance for Greenhouse Action on climate change and emission reduction initiatives across all levels of government and with private sector partners

### 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 and continues to be implemented as per program schedule for the year.



# 3. Council Plan 2021-2025

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

Progress



## 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

- launched the Local Business Database and work with neighbouring councils on more local business connection forums
- organised a local supplier forum for catering and hospitality businesses to connect with local businesses and present on how to tender with our Council
- driving the strategic approach to engaging local businesses in the sourcing plan process.
- conducting workshops to raise staff awareness and roll out the guidelines on supporting local businesses and achieving sustainable procurement outcomes
- working with Eastern Innovation Business Centre and Flexible Working Australia to take part in a regional Boosting Co-working program. We successfully obtained a \$3,000 grant to support co-working, and local businesses could access a voucher of \$100 to be used at a local co-working location
- undertaking a benchmarking exercise and held discussions with Manningham Uniting Church to investigate opportunities for co-working spaces
- participating in the Victorian Government-funded Business Concierge and Hospitality program provided two Business Liaison Officers who engaged directly with our local businesses on COVID-19 regulations, business permits and the business development program
- developing an increased understanding of the immediate needs of business and created a support program by using the engagement app on our Customer Relationship Management System
- conducting education programs on marketing and Search Engine Optimisation after interest from business, as well as delivering business mentoring and development programs.



## 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

- embedded a service view into our annual budget cycle to maximise value for our community by better aligning our resources with identified priorities
- started three service reviews on top of the continued focus on continuous improvement and commitment in our planning across all services
- strengthened our focus on early and broad engagement with our community with enhancements to our project management system to capture and report communication and engagement
- improved processes to look at opportunities to include partners, customers and community voices in the progress and outcomes of projects.

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

Action

- We are looking at opportunities to include partners, customers and community voices in the progress and outcomes of projects
- Improved our website and ways to include stronger links to the Council Plan themes, our performance and updating the community on progress and outcomes.

### 3. Council Plan 2021-2025

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

Progress

#### 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

- adopted 2022/23 Budget and updated 10-year financial plan
- early engagement with community to inform draft on Your Say Manningham
- early engagement with Councillors in October, November 2021, and February and March 2022 with another session in mid-April 2022
- final adoption planned for 28 June 2022 after a period of community engagement.

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



Action

- To improve our customers' experience, we worked on
- an advocacy campaign to be published at the beginning of the next quarter
  - a process to track engagement with social media content so conversations can continue online
  - redeveloping our website to improve our online customer experience by increasing self-service options and improving accessibility, accuracy and relevance of content
  - rolling out proactive communications early in project planning and progress monitoring.

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



Action

- extending ways for community conversations to continue on our projects through social media
- launched new website making it easier for our community to access and find information
- developing a strong advocacy campaign on priority issues for upcoming federal election
- earlier involvement in capital works and other projects to improve timely communications

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



Action

- developed a Gender Equality Action Plan (GEAP) as required under Victoria's new Gender Equality Act. While our commitment to this work goes far beyond a legal mandate, the development of our GEAP is grounded in legislative gender equality principles
- incorporated the assessment as part of the review of policies, services, and programs. This includes the Asset Plan and the Community Infrastructure Plan. We are undertaking gender quality impact assessments on policies, services and programs as they are reviewed.

#### 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

- Met with relevant North East Link Project (NELP) teams to discuss commencement of work on the primary package (tunnel package) as well as:
- our key objective to retain as much open space along the project corridor with the southern package in the presentation to the Environmental Effects Statement hearings and judicial review.
  - in reviewing the design packages for various aspects of the project and have made submissions to PSA for the Bulleen Park masterplan
  - North East Link Tunnels Urban Design and Landscape Plan public exhibition process and designs
  - Bulleen Park precinct, Bulleen Park and Ride, early works and the central package. Continue to advocate, influence and respond to NELP. Have recently reviewed design packages for various aspects of the project and have made submissions for the Bulleen Park masterplan.

## 4. 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	\$939	\$310	\$0	\$0	\$899	\$0	\$76	\$1,300	\$3,524	\$4,877	\$13,091
Cr A Conlon	\$0	\$836	\$0	\$745	\$0	\$0	-\$36	\$0	\$1,545	\$1,402	\$13,703
Cr D Diamante (Deputy Mayor)	\$1,419	\$0	\$0	\$0	\$1,058	\$0	\$136	\$0	\$2,614	\$2,617	\$13,091
Cr G Gough	\$1,781	\$537	\$0	\$733	\$1,058	\$0	\$0	\$0	\$4,110	\$4,110	\$13,091
Cr M Kleinert (Mayor)	\$1,924	\$355	\$0	\$179	\$1,058	\$189	\$293	\$22	\$4,019	\$4,624	\$14,257
Cr C Lange	\$1,145	\$1,733	\$0	\$620	\$1,058	\$77	\$136	\$0	\$4,769	\$4,905	\$13,091
Cr T Lightbody	\$846	\$0	\$0	\$0	\$1,058	\$0	\$0	\$0	\$1,904	\$2,172	\$13,091
Cr L Mayne	\$1,456	\$0	\$0	\$309	\$1,058	\$0	\$0	\$0	\$2,823	\$3,364	\$13,091
Cr S Mayne	\$772	\$0	\$0	\$599	\$899	\$0	\$0	\$0	\$2,270	\$2,270	\$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. National General Assembly - \$1,113.42
3. Mayor car mileage – related to travelling to rural conference in private vehicle, due to unavailability of electric charging stations.



## 5. 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
Andrew Day	\$984.08	\$185.00	\$1,058.18	\$0	\$0	\$2,227.26	\$2,800.99

**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.

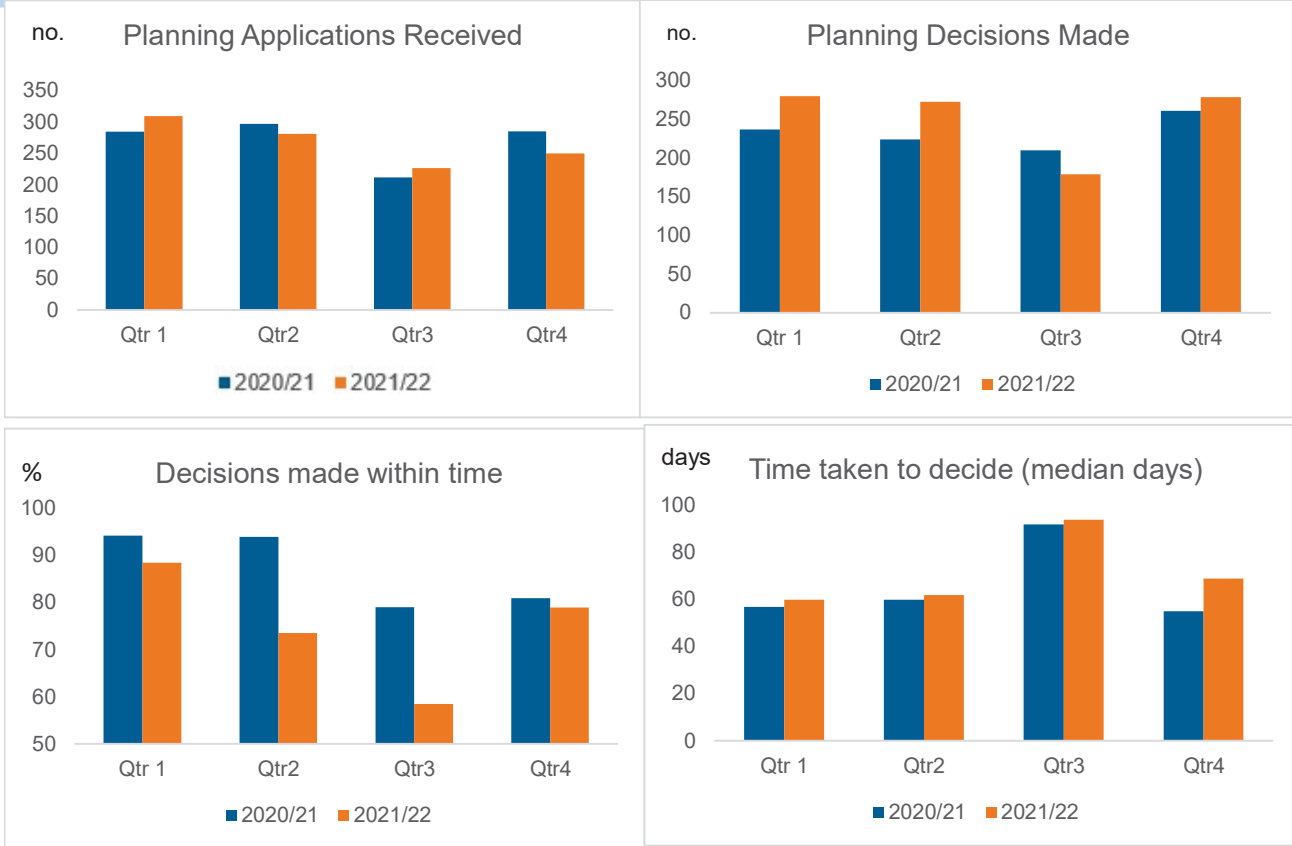
**Miscellaneous**

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

# 6. Well Governed

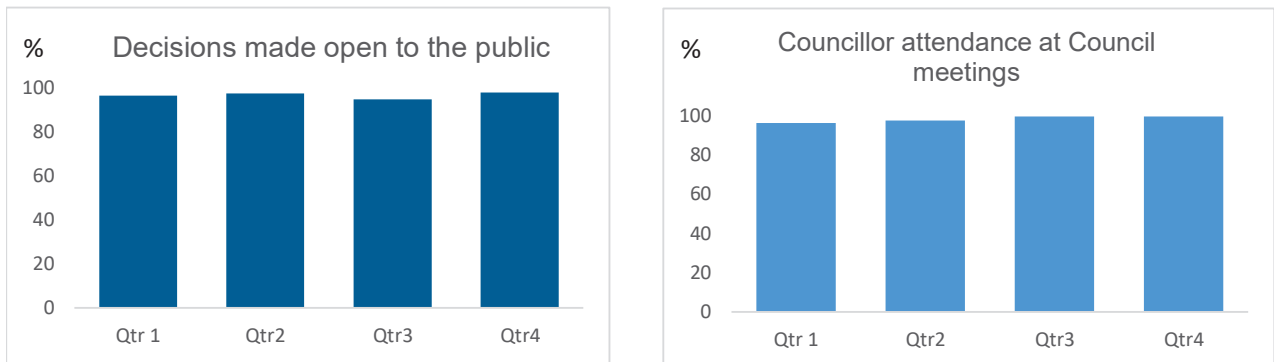
The indicators below are focus areas from the Local Government Performance Reporting Framework. Full data is available on the Know Your Council website

## Statutory Planning



A increase in decisions made in time is due to the impact of COVID-19, staffing and backfill.

## Decision Making



- 98% decisions or resolutions were made open to the public, with 1 out of 47 resolutions being confidential as they related to contractual matters.
- There was 100% attendance by Councillors at Council meetings this quarter

# 7. Community Engagement

Live engagement projects for the period:



## Jenkins Park Playspace Renewal

We're planning an upgrade of the playspace at Jenkins Park, Templestowe.



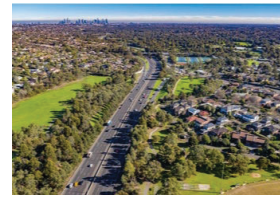
## Cat Jump Park

The Park in Donvale links a network of paths to neighbourhoods and is also has drainage for the local area.



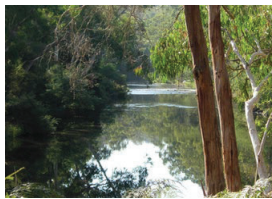
## Tunstall Square

We are proposing to build on our pop-up space for people have more options for sitting and eating in a more festive atmosphere.



## Manningham Planning Scheme

The Manningham Planning Scheme guides the use, development, and protection of land.



## Climate Emergency Action Plan

Review our draft Plan to to meet our goal in achieving net zero emissions.



## 10 Year Asset Plan

Our Plan to guide or planning and resourcing of our key longer-term infrastructure priorities



## Templestowe Village

Our draft plan includes public art, more plants, herb garden, share library, community games and fairy lights



## #manninghamneedsheadspace

Help raise awareness for the mental health crisis that our local young people are facing and help us call for a headspace in Manningham.

## Some of what you told us for what is proposed:

### 10 Year Asset Plan

Support for all assets. Would like more spent on Footpaths, Shared Paths and Bicycle Paths



38 responses

### Tunstall Square Pop up

76.1% support the draft concept plan. Look at seating type, safety for children, smoke free area

384 downloads  
91 responses

### Cat Jump Park

Most interest in the proposed new playground, toilet and active recreation area.

16 responses

### #manninghamneedsheadspace

#### ideas to shape the campaign

'promote mental health campaign and reduce stigma at info stalls, schools, with partners, and on social media and tik-tok'

323 responses

### Templestowe Village

76.9% support the draft concept plan

14 responses



- total visits: 4700
- new registrations: 74

## Progress on recent engagements:

- A Manningham Flood Mapping community panel has been appointed.
- a reconnect session will take place in September with the Macedon Square traders and community to rebuild trust and move forward with the square's upgrade.
- our #manninghamneedsheadspace advocacy campaign raised awareness for our lack of youth mental health services and received the feedback of over 1,000 people. We'll be taking this information directly to the government as we continue to advocate for better mental health outcomes for our young people.
- stage two construction for the wonguim wilam play space upgrade will finish this month. We'll be closing the loop with our community at an official opening event on Sunday 18 September.
- We will be completing the Templestowe pop up park upgrade this month with the final installment of artwork and plantar boxes. We'll be closing the loop with local residents with an opening event (date TBC).

Register to have your say on upcoming projects at [yoursay.manningham.vic.gov.au](https://yoursay.manningham.vic.gov.au)



# Spotlight: Community Grant Program and CareNet

Our Community Grant Program supports groups delivering programs and activities that benefit the community. Our goal is to develop partnerships with not-for-profit groups and organisations that enrich the Manningham area. Since 2015, the Program has awarded more than \$6.7 million to benefit the community.

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*“Without essential funding to maintain food relief programs residents requiring short or long-term support are at greater risk of ill health and placing their families and themselves in a harmful situation”*

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## Food Relief with Kellie Wishart, CareNet Founder & Coordinator

Manningham Christian Centre received \$200,000 (50,000 over four years) through the 2022-25 Community Partnership Grant Program for their CareNet Food Relief Program. The Centre also received a Community Relief Grant of \$29,950 for the CareNet Café Connect Project to support food security.



### How has Manningham Council funding enabled your service to deliver more or different services?

The grant funding allowed CareNet to extend its reach in providing food relief services to community members in need across Manningham. A Social Worker was continued to lead a team of volunteers to deliver food relief programs to Manningham residents. Programs included running the mobile food relief pantry at Wonga Park Community Cottage, Pentecost Church and Warrandyte Neighbourhood House. Many residents who access these programs experience challenges such as financial hardship, social isolation, homelessness and family violence.

### How has the grant funding had a positive impact?

Recently, a Manningham family approached CareNet for immediate help. Following an injury to the wife, the couple found themselves unable to continue to work full-time in their small business to care for the injured wife and children. The family were ineligible for Centrelink benefits or other financial support. They were at risk of failing to meet their home loan repayments and provide basic necessities. Doncare (Doncaster Community Care and Counselling Centre) referred the family to CareNet. CareNet supported the family by providing food and personal supplies while they re-established themselves. CareNet were able to refer the family to further supports including debt management and financial services.


### What happens if clients can't get this support, or if funding was not provided?

The provisions of food relief services to the community requires significant resource investment to source food provisions and organise distribution to those in need. Volunteers are an integral part of the operation of food relief programs. Their involvement in the delivery of these services provides a meaningful opportunity to develop new skills and make connections in their community. Without essential funding to maintain food relief programs residents requiring short or long-term support are at greater risk of ill health and placing their families and themselves in a harmful situation.

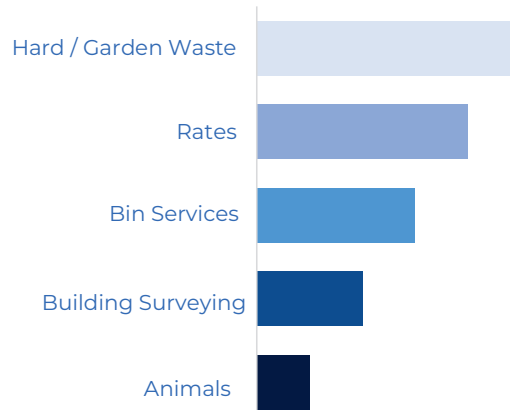
For more information on CareNet visit: [www.manninghamcc.org/carenet](http://www.manninghamcc.org/carenet)

For more information on our Community Partnership Grants visit: [www.manningham.vic.gov.au](http://www.manningham.vic.gov.au)

# 8. Customer Experience

<p><b>923</b> Customers chose to connect with us through Live Chat</p>	<p>Average response time 2m 20 seconds</p> <p>↑ 2 mins 2 sec from last quarter</p>
<p><b>15,817</b> new customer requests lodged</p>	<p><b>176 new cases</b> per day average</p>
<p><b>556 cases lodged via Snap, Send, Solve</b></p> 	<p>calls answered within 30 seconds</p> <p><b>60%</b> (KPI is 80% or more)</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:

**Single View of our Customer:** continuing our Customer Experience journey, we have completed the proof of concept for a single view of the customer. The solution will unify customer/citizen data from a number of systems into a single view to unlock meaningful insights towards our customer-centric strategy. This is anticipated to go live next quarter.

**Live Chat/ChatBot:** the new Live Chat solution went live in early May. It has enhanced our customer experience by being available in approximately 70 different languages.

















**Customer Data Enhancements:** the last two years have seen Citizen Connect centralise and automate customer transaction data in a Power BI dashboard. This data is available to all managers across the organisation to put the customer at the heart of decision making.

**CRM Automation Enhancements:** we have completed automatic customer relationship management (CRM) case creation from external sources such as Snap Send Solve, Contact Us and other online forms. This will reduce administrative handling and streamline case resolution for our customers. The integration between Snap Send Solve and CRM is nearing completion with a planned go live of next month (August). Once Snap Send Solve is imbedded, other sources will be integrated.



# 9. CEO Performance Indicators

Agreed by Council as key focus areas for Chief Executive Officer, Andrew Day to deliver by September 2023.

on track 	monitor 	complete 
A Council approved Streetscape Management Plan and Nature Strip Policy by 30 June 2022.		
Emissions targets are set by 30 December 2021 and progress reported back to Council at least annually. <i>Targets adopted by Council in November 2021.</i>		
FOGO implemented to the Manningham community in 2022/23.		
90% of the Council Plan Major Initiatives and Initiatives are on track at the end of the financial year.		
90% completion of annual capital works program implemented		
Service Management Framework is resourced and implemented.		
Workforce Plan completed by 31 December 2021 and implementation of annual actions as detailed in the Plan. <i>Workforce Plan complete</i> , actions have now been assigned.		
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.		
Finalise the Community Infrastructure Plan by 30 June 2022 and implement the Action Plan.		
Completion of the Gender Equity Action Plan (GEAP) in line with legislative requirements and implementation of annual actions.		
Improved consultation and engagement satisfaction results, from the previous year, in the Community Satisfaction Survey (or equivalent). <i>This survey is managed by the Victorian Government. For 2022, the same result as 2021 was achieved.</i>		
Implement a program of Community Engagement training for officers.		
Delivery of the milestones and timelines as agreed in the advocacy plan for 2021/22 and 2022/23.		



## Manningham Council

 Manningham Council, 699 Doncaster Road, Doncaster, 3108

 9840 9333

 [manningham@manningham.vic.gov.au](mailto:manningham@manningham.vic.gov.au)

 [manningham.vic.gov.au](http://manningham.vic.gov.au)

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