

Quarter 1

1 July to 30 September 2023

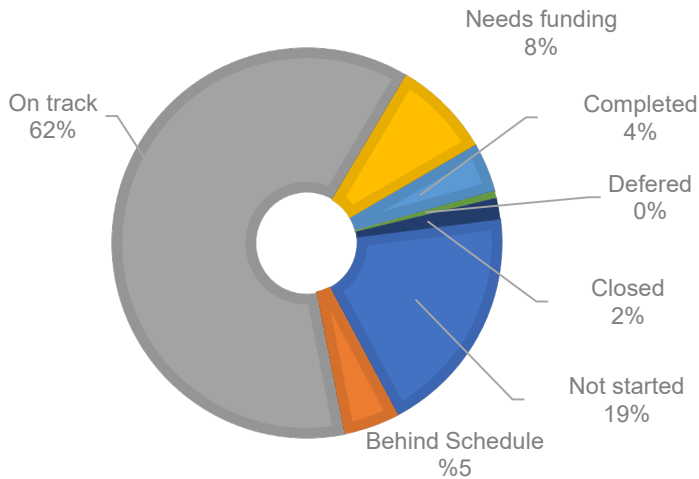
Manningham Quarterly Report

Key information on our performance and governance



1. Capital Works

Project Overview

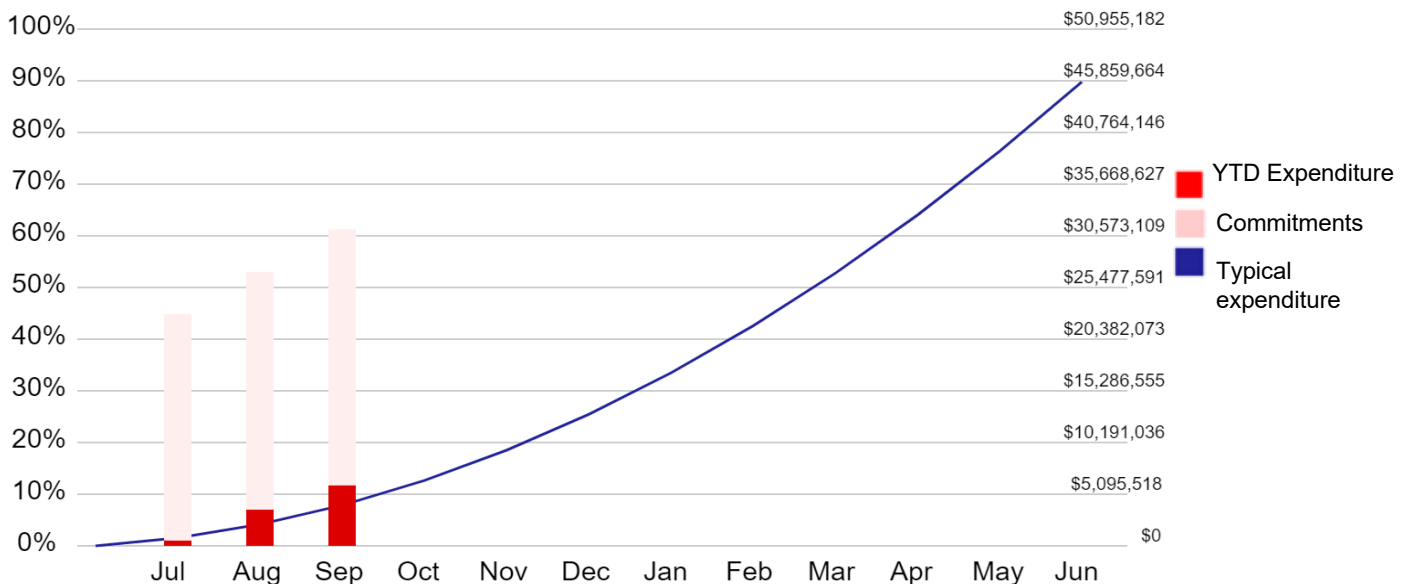


2023/24 Capital Budget

Infrastructure	\$50.95m
Property	\$3.86m
Infrastructure Maintenance	\$19.93m
Technology	\$2.68m
TOTAL	\$77.43m

Program Complete	Projects Complete	Value of Capital Works	Capital Income & Grants
12%	4%	\$50.95m	\$5.3m

Year to Date Expenditure



Capital Spotlight

- The Capital Works Program is progressing well, with a total of 172 projects for this financial year.
- Expenditure is exceeding expectations to date. Providing this trend continues it is probable that both the financial and non-financial key performance indicators will be met.
- As at 30 September 2023
 - \$5.98 million had been spent on Infrastructure projects. (11.74% of budget).
 - we are already committed to spend a further \$25.21 million (m)
- We have completed seven projects with a combined value of \$1.12m:
 - Domeney Reserve (recreation)
 - Blackburn Road Footpath (8 Havelock to Andersons Creek, Zerbe to Chestnut) (footpath)
 - 141-157 Berringa Rd Park Orchards Easement (drainage)
 - Arundel Road and Pine Avenue, Park Orchards (drainage)
 - Park Orchards Tennis Club Court Upgrade (recreation)
 - Donvale Reserve Cricket Nets (recreation)

2. Financial Status

Year to Date (YTD) Income Statement

Account Group	YTD Current Budget \$'000	YTD Actuals \$'000	YTD Variance \$'000	YTD Variance %	Annual Adopted Budget \$'000	Annual Forecast \$'000
1. Income						
Rates - General	121,188	121,214	26	0.0%	122,350	122,364
Statutory Charges, Fees & Fines	897	704	(193)	(21.5%)	3,588	3,485
User Charges	2,303	2,320	17	0.7%	9,397	9,439
Interest Received	800	996	196	24.5%	3,200	3,200
Grants & Subsidies	2,836	4,187	1,351	47.6%	9,273	9,399
Capital Grants & Contributions		722	722	100.0%	3,953	4,985
Other Income	1,306	1,073	(233)	(17.8%)	6,433	6,463
Net gain/(loss) on disposal of Property, Infrastructure, Plant and Equipment				100.0%	186	186
Total 1. Income	129,330	131,216	1,886	1.5%	158,380	159,521
2. Expenditure						
Employee Costs	14,776	13,966	810	5.5%	59,108	58,801
Materials & Contracts	8,525	7,477	1,048	12.3%	34,809	35,495
Interest	1	3	(2)	(200.0%)	42	42
Utilities	650	563	87	13.4%	2,492	2,492
Other	9,126	9,009	117	1.3%	19,309	19,447
Depreciation	7,792	7,333	459	5.9%	31,168	31,168
Total 2. Expenditure	40,870	38,351	2,519	6.2%	146,928	147,445
Operating Surplus / (Deficit)	88,460	92,865	4,405	5.0%	11,452	12,076

Executive Summary

At the end of September 2023, Council's Operating Surplus was \$4.41 million (m) or 5.0% favourable compared to the year-to-date (YTD) Adopted Budget.

The key favourable variances include:

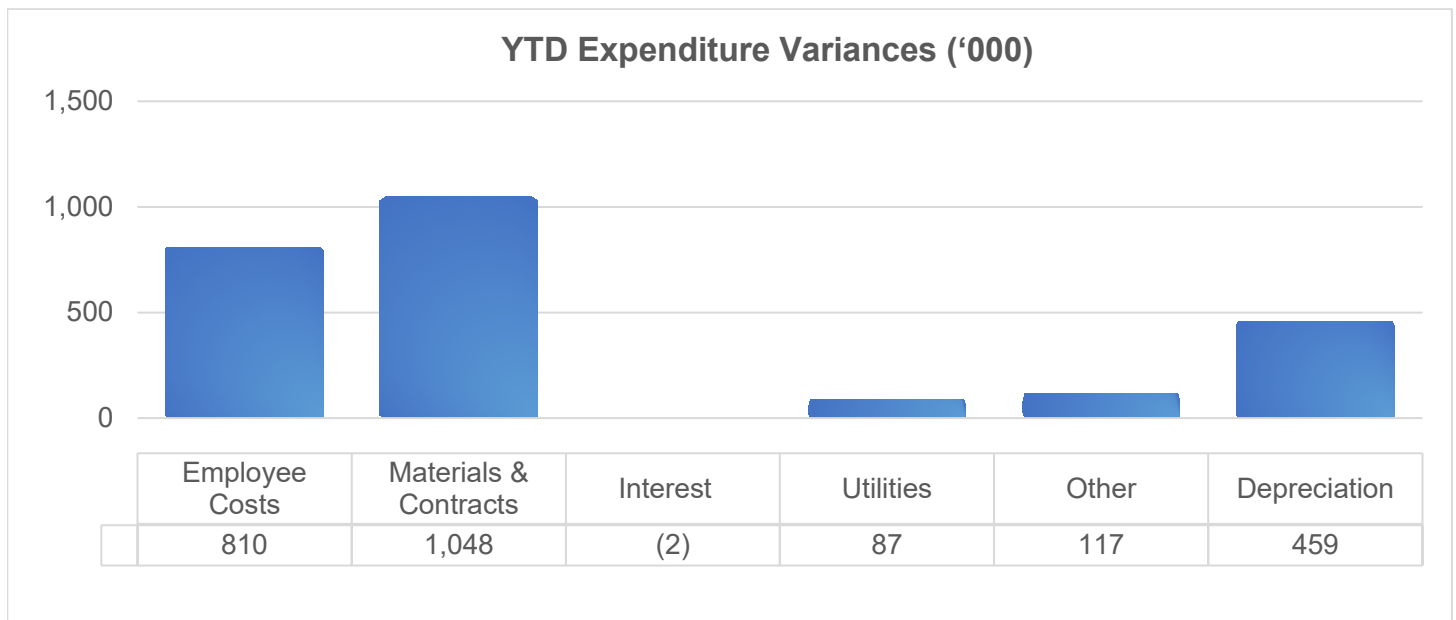
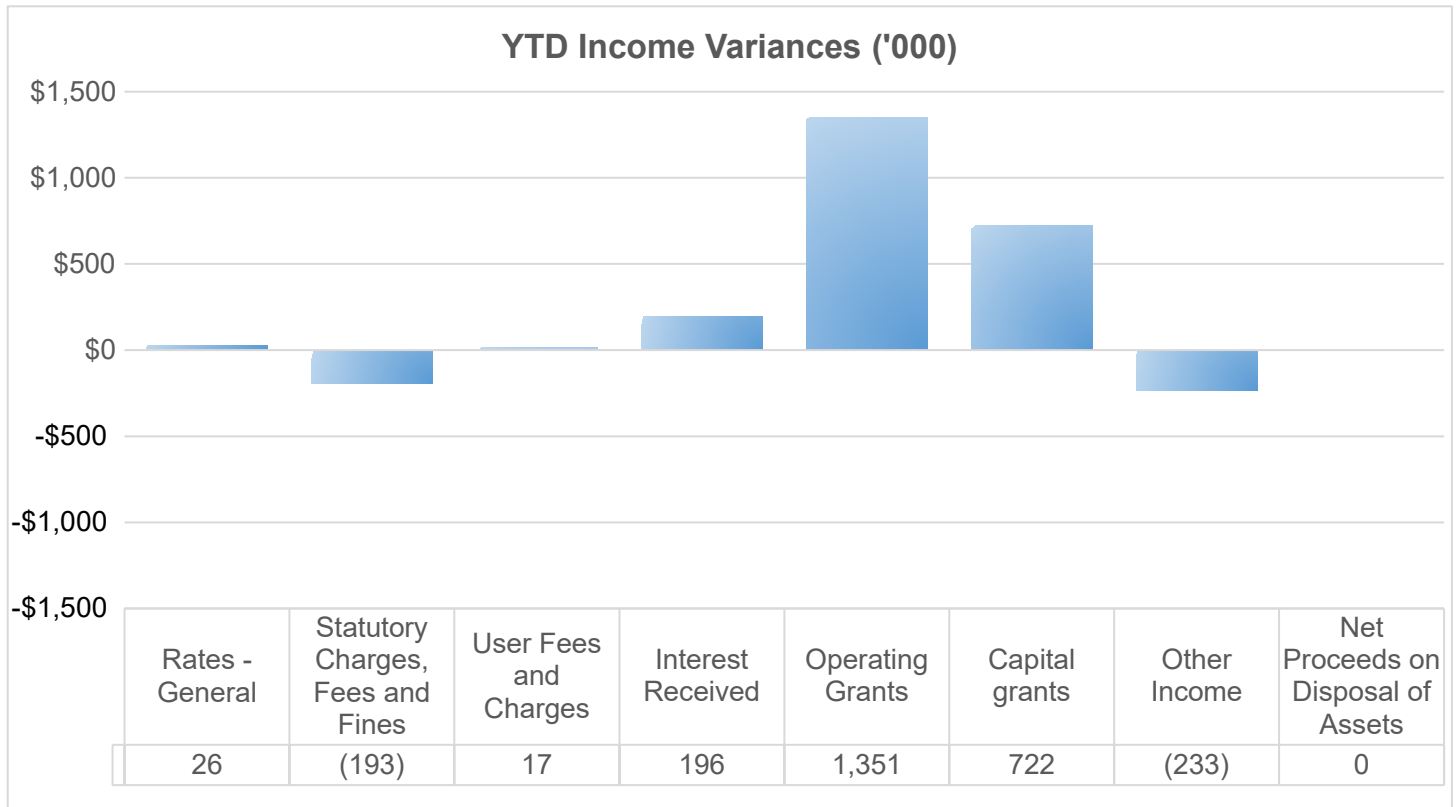
- \$1.35m Operating Grants due to early receipt of the Federal DOH Commonwealth Home Support funding and School Crossing Supervision funding.
- \$1.05m favourable Materials & Contracts - mainly City Services \$444k, Experience & Capability \$431k and Connected Communities \$89k.
- \$810k favourable Employee Costs due to a large number of vacancies across the organisation.
- \$722k favourable Capital Grants, combination of early receipt of Federal grants and unbudgeted Local Roads and Community Infrastructure Program Phase 2 final payment.
- \$459k favourable Depreciation due to the timing of capital works project completion and the subsequent capitalisation of the asset.
- \$196k favourable Interest Received in continuation of favourable interest rates.
- \$117k favourable Other expenses - City Planning \$258k, partly offset by unfavourable lease and data costs (Information Technology) \$145k.

These are partly offset by:

- \$193k unfavourable Statutory Charges Fees & Fines due to City Compliance, Statutory Planning and Emergency Management.

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 30 September 2023 is \$89.40m.

Summary of Council Investments

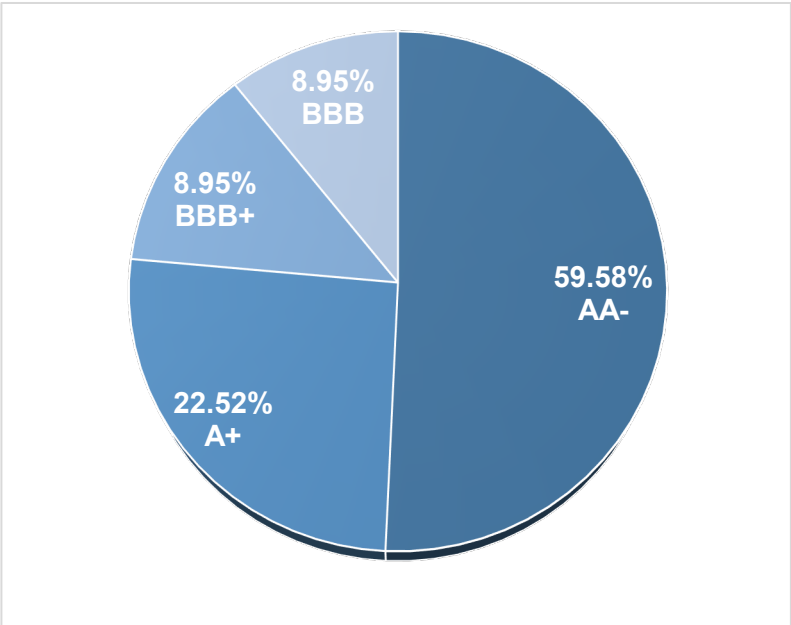
Average Weighted interest rate	4.87%
Average monthly interest \$	\$332,165
Maximum interest rate earned	5.51%

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

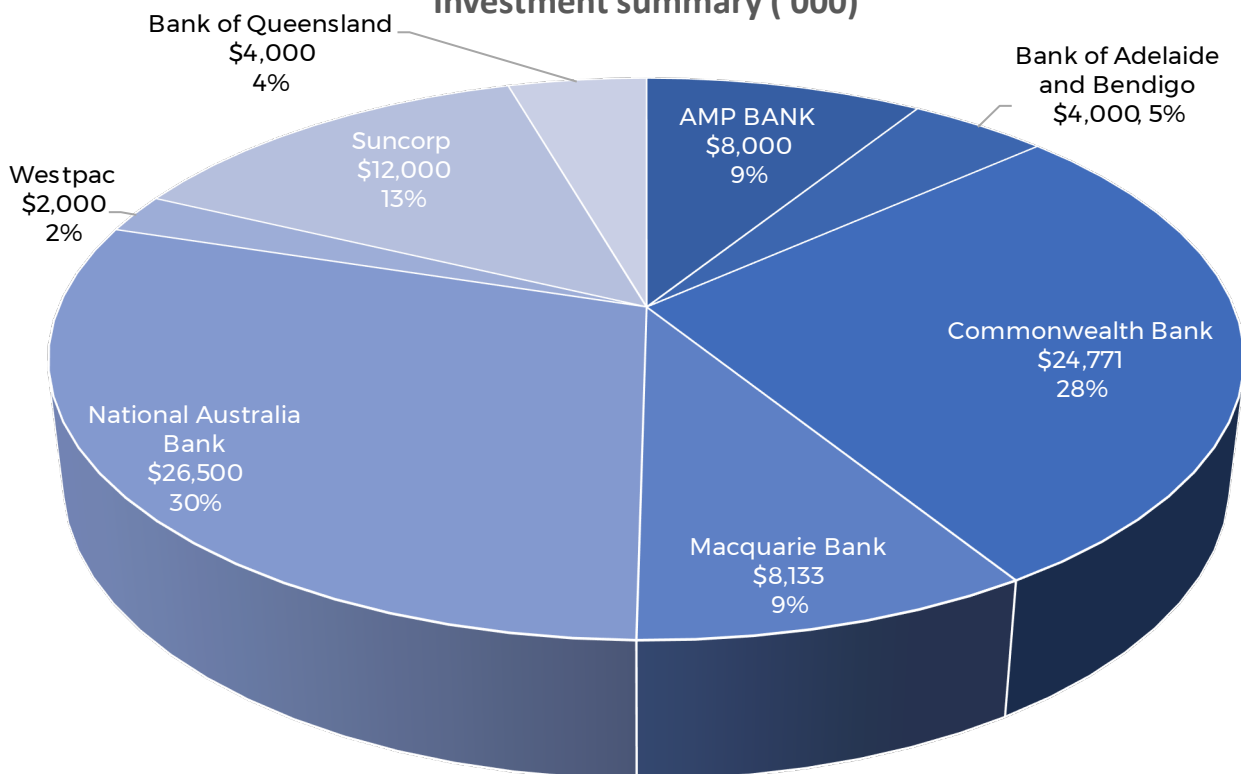
What is the S& P Risk Rating?

The Standard & Poor (S&P) is a universal credit rating. There are 17 ratings, using 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.



Investment summary ('000)



2. Financial Status

Balance Sheet

	September 2023 (\$)	June 2023 (\$)	Movement (\$)
Assets			
Current Assets			
Trade and Other Receivables	117,533,550	17,861,947	99,671,603
Accrued Income	1,832,392	1,984,245	(151,853)
Cash and Cash Equivalents	9,903,872	9,501,646	402,226
Other Financial Assets	79,500,000	80,500,000	(1,000,000)
Prepayments	98,322	1,875,524	(1,777,202)
	208,868,136	111,723,362	97,144,774
Non-Current Assets			
Investments in associates	3,155,658	3,155,658	0
Sundry Debtors - Non Current	635,160	634,546	614
Infrastructure, Property, Plant & Equipment	2,641,764,226	2,644,953,484	(3,189,258)
	2,645,555,044	2,648,743,688	(3,188,644)
Total Assets	2,854,423,180	2,760,467,050	93,956,130
Liabilities			
Current Liabilities			
Trade and Other Payables	28,145,819	25,986,269	(2,159,550)
Provisions	14,519,685	15,309,475	789,790
Trust Funds and Deposits	13,016,560	13,295,881	279,321
	55,682,064	54,591,625	(1,090,439)
Non-Current Liabilities			
Provisions - Non Current	3,501,564	3,501,564	0
	3,501,564	3,501,564	0
Total Liabilities	59,183,628	58,093,189	(1,090,439)
Net Assets	2,795,239,552	2,702,373,861	92,865,691
Equity			
Accumulated Surplus	830,340,701	822,677,546	7,663,155
Reserves	1,872,033,158	1,872,098,399	(65,241)
Current Retained Earnings	92,865,693	7,597,915	85,267,778
Total Equity	2,795,239,552	2,702,373,860	92,865,692

Reason for YTD variances: as at 30 September 2023

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.

Total current assets (trade and other receivables) have increased compared to 30 June 2023 due to the 2023/24 annual rates and charges being raised during July 2023.

Non Current Assets

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

Current Liabilities

The total current liabilities have increased compared to 30 June 2023 primarily due to the timing of payments to be made to creditors (trade and other payables).

Non Current Liabilities

The total non current liabilities are in line with the 30 June 2023 figure.

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.

The increase in Equity compared to 30 June 2023 is essentially related to the Year to Date Surplus.

2. Financial Status

Cash Reserves

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 used to develop social and community infrastructure in accordance with the conditions contained in the DCPO.

\$'000	Opening Balance at 1 July 2023	YTD Actual Income at 30 Sep 2023	Forecast Expenditure 2023/24	Projected Reserve Balance
Open Space Reserve	\$14,898	\$1,010	\$5,163	\$10,745
Doncaster Hill DCP Reserve	\$977		\$438	\$539

2023/24 Open Space Reserve Contributions Summary

Property	Amount
Doncaster East	
96 Beverley Street	\$246,000
23 Churchill Street	\$160,000
22 Bayley Grove	\$129,881
20 Talford Street	\$120,000
38 Frederick Street	\$120,000
3 Dryden Street	\$83,750
23 Buckingham Crescent	\$72,500
69 Bowen Road	\$57,500
7 Marlene Close	\$20,000
Total Year to Date	\$1,009,631

Council Plan 2021-2025

Our Community Vision 2040

Manningham is a peaceful, inclusive and safe community.

We celebrate life with its diverse culture, wildlife, and natural environment. We are resilient and value sustainable and healthy living, a sense of belonging, and respect for one another.

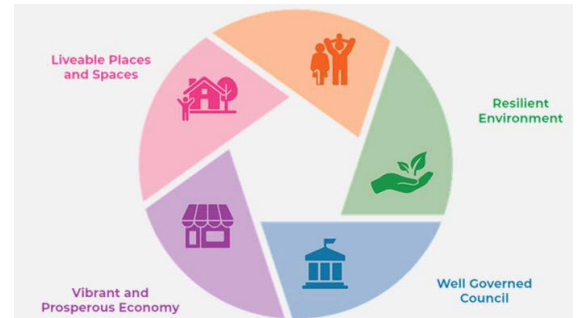
We're continuing to fund delivery of our Council Plan. For 2023/24 this includes:

- \$38 million for a Healthy Community
- \$24 million for Liveable Places and Spaces
- \$22 million for a Resilient Environment
- \$5 million for a Vibrant Prosperous Economy
- \$31 million for a Well Governed Council

Our Council Plan 2021-2025 has five themes:

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

We have developed goals for each theme in consultation with our local community, partners, Councillors and staff. We progress the 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 17 major initiatives and initiatives to progress our 2021-25 Council Plan goals. You can find the full details of previous quarters and our full year's progress in our Manningham Annual Report at www.manningham.vic.gov.au.

Tracking our progress: On Track ● Complete ● Off Track ●

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

Progress

Healthy Community

Goals:

- Healthy, Safe and Resilient
- Inclusive and connected

1. We will undertake evidence-based planning for equitable, inclusive and accessible services and infrastructure improvements for prominent issues including:

i. continue gender impact assessments (GIA) on Council policies, services and programs

- Action**
- We continue to undertake gender impact assessments (GIA) as needed, in line with our commitment to gender equality and to fulfill requirements of the Victorian Gender Equality Act 2020.
 - A GIA template, guidelines and training have been completed to support high quality assessments of a new or reviewed policy, service or program to deliver an inclusive and fair approach.
 - Recent GIAs have included the Affordable Housing Policy and Economic Development Strategy.

2. improve the range of accessible supports and services available to young people within Manningham, exploring a youth hub, advocating for improved mental health resources and working collaboratively with youth agencies

- Action**
- We are reviewing youth services to better understand performance and future needs. The outcomes of the review will inform our service plan and how we can better support youth agencies to improve local services available to young people living in Manningham.
 - Following the announcement of the new Box Hill Headspace, advocacy for youth mental health has plateaued slightly. We have reached out to the Box Hill Headspace provider, MIND Australia, to look at opportunities to support the Manningham community.
 - We continued exploring a youth hub with KPMG by assessing commercial properties for a suitable space in Manningham. This included talks with Westfield about a property under their ownership. EACH, the current Manningham Youth Service provide is also pursuing this with youth services providers.

3. Council Plan 2021-2025

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

Progress

iii. continue collaborative forums to engage with businesses, community leaders, community groups and residents from culturally diverse backgrounds

Action

We continued to progress support for residents from all cultures including:

- *Multicultural Communities Advisory Committee* who meet quarterly to discuss issues of importance and provide a diversity lens over our major projects.
- The *Multicultural Communities Network* which meets monthly. We are attending quarterly and providing secretarial support.
- *Multicultural E-News* is published every second month and includes updates on our projects, other local projects, significant dates and up-coming events all relevant to multicultural communities. We are also encouraging residents to submit items of interest.

iv. investigate extended use of community facilities, including libraries, through a new Community Infrastructure Plan

Action

- We launched the exciting *Open Library* at the Warrandyte library in August. *Warrandyte Open Library* offers self-service access to approved library members to borrow, use Wi-Fi/public computers, study, print, scan and copy outside of normal staffed hours. 124 library members have taken up the opportunity so far.
- Our Community Infrastructure Plan has been adopted by Council.
- Information on kindergartens and early years facilities use is being prepared for reporting to Council.

2. We will work to progress and deliver community outcomes in consultation with our advisory committees and local service providers, community groups, organisations and networks.

Action

Our Advisory Committees, including Disability, Multicultural Communities, Gender Equality & LGBTIQ+, Youth, Recreation and Health and Wellbeing continue to meet quarterly. Discussions have covered issues of interest and have provided advice on recent Council projects, policies and strategies, Victorian and Federal reviews and significant events and communications.

3. We will support and educate to connect inclusive and healthy communities (inclusive of our First Nations and culturally diverse communities) through:

i. Environmental and waste program

Action

We delivered events for *Spring Outdoors* in partnership with the Wurundjeri Woi-wurrung Cultural Heritage Corporation and Banyule and Nillumbik Councils. Held at local reserves, residents spent time with Traditional Owners to deepen their understanding and appreciation of the First Nations culture. Events were oversubscribed, acknowledging the importance and community interest in this partnership.

ii. Implementing the Reconciliation Action Plan (RAP) to enhance recognition of First Nation Peoples

Action

We have made good progress on delivering RAP actions and have submitted our annual review report to Reconciliation Australia with the support of the Wurundjeri Woi-wurrung Elders.

iii. Resources and information that link our community to understanding of and responses to family violence

Action

- We are preparing for Safety Month in October by updating our Wellbeing Support Guide and developing a website, signage, cards/card holder and window stickers to deliver safety information across the City.
- We have developed a Homelessness Protocol to educate and support Council staff to take a consistent and respectful approach to the emerging issue of homelessness and people sleeping rough in Manningham.

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.

2023/24 Budget: Liveable Places and Spaces includes

\$3.9m



Council owned
Recreation & Community
facilities

\$5m



Drainage, roads
and footpaths

\$4.5m



Footpaths and
Cycleways

\$10.6m



Open Space, parks and
streetscapes

4. We will implement our principles to guide responsible planning for new developments and enhance protection of the environment through implementation of high-priority recommendations of the Manningham Planning Scheme Review 2022.

Action

- We are working to understand the upcoming statutory planning reforms recently announced by the Victorian Government.
- We continue to guide responsible planning through updating our Manningham Residential Strategy, starting with an endorsed methodology and engagement plan. Our Residential Strategy identifies how we will manage residential growth across the municipality. To start we are preparing a Neighbourhood Character Study and a Housing Demand and Capacity Analysis.

5. We will provide ways for people to connect by:

i. funding to support community inclusion and connections to respond to priority community needs

Action

- We have delivered a Small Grants and Neighbourhood House Grant round. Congratulation to:
 - o 21 community organisations that were successful in receiving Annual Grants
 - o 15 organisations that were successful in receiving a Small Grant.

ii. transport options through the 2021 Transport Action Plan and by contributing to planning of the Suburban Rail Loop, Doncaster Busway, Bus Rapid Transit, bus network and service review and enhancing the walking and cycling network

Action

- To inform our future strategic planning, we continue to work with the Suburban Rail Loop Authority on options for a future station in Doncaster Hill.
- We have also been actively engaging with the Department of Transport and planning on the Eastern Suburbs Bus Review and bus reform.

iii. community safety in and around schools through traffic and parking management programs.

Action

We are working with Serpells Primary School community to improve traffic access and parking availability after completion of the footpath and shared path on and around Tuckers Road. Information sheets have been written in several languages and distributed to the school community.

6. We will continue to improve our local road, parks and recreation facilities (as scheduled) to a high standard:

i. Drains including Melbourne Hill Road Drainage Upgrade

Action

Major works on our key drainage projects including Everard Drive and Melbourne Hill Road are underway with major works completed.

ii. Road Improvement Program including Jumping Creek Road, Templestowe Route and Tram/Merlins Traffic signals

Action

- Work significantly progressed with projects in procurement phase or underway.

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.

iii. Parks and Recreation Facilities upgrade including Ted Ajani playspace, Joroma Reserve playspace, Astelot Reserve playspace

Action

- We have started construction works for the upgrade of Ted Ajani playspace, with completion expected in November 2023. The upgrade includes a new playground with equipment for children of all ages, a picnic table under a shelter, providing shade for families to relax and enjoy meals, an integrated sports court and an improved path link, allowing easy access to the playspace and sport court.
- We aim to start construction for the upgrade of Joroma playspace in the coming few months.

7. We will continue to advocate to the North East Link Project (NELP) for improved outcomes for the Manningham community, particularly around urban design.

Action

- We have been in contact regularly with the NELP authority to advocate for improved outcomes.
- We have reviewed plans and are liaising with NELP / SPARK & NELSA (the consortium in charge of constructing the Tunnels) in association with the *central tunnel package* works and the *southern package* alliance about their Urban Design and Landscape Plan (UDLP).

8. We will investigate and review current facility use and opportunities to develop or repurpose existing facilities and use of Council land for multi-use purposes and to meet changing community needs through:

i. Finalising the Community Infrastructure Plan and implementing the 20-year Action Plan

Action

- After extensive consultation, the Community Infrastructure Plan was adopted by Council to guide Manningham's community facilities now into the future. Work is now being done to progress the 20-year action plan.

ii. Strengthen utilisation and performance of stadiums in conjunction with stadium managers

Action

- Following the appointment of the new Manningham Leisure Contract, we are working with the Active Manningham team on plans for increased use across the stadium sites, particularly court utilisation and have included this as a performance indicator to be monitored in the Contract.

iii. Improve community access to sport and recreation facilities and spaces for broad community use and benefit.

Action

- To improve community use and benefit of our facilities and spaces, we have included programming in the new Manningham Leisure Contract. This will be monitored through an annual business plan.
- We developed a new website with increased functionality and multilingual capacity to engage the Manningham community with participation opportunities for passive and active recreation.
- We are exploring options to fund or offer free school holiday programs for kids to reduce the burden of cost of living. We are in talks with Aquatics and Recreation Victoria (ARV) for places in the VicSwim program. VicSwim is an intensive swim and water safety program held over the first three weeks of January.
- We continued to run Ninja Warrior Fitness Station Activation events throughout school holidays.
- We are planning *All Aboard Skate Sessions* once Swanston St Skate Park Upgrade is complete. The sessions will be free and will lead into a Skate Park League Event where skaters will be able to showcase new skills learn through the All Aboard sessions.
- We are funding the *Serenity for Women Group* fitness classes at Aquarena. Participants are from a range of multicultural backgrounds. The sessions are held in the pavilion away from regular programming, allowing a safe, comfortable, and inclusive space.

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

9. We will deliver environmental activities to:

i. strengthen principles to protect the environment, biodiversity and wildlife

Action

- We continue to improve our own environmental practices in the delivery of the Climate Emergency Action Response Plan to achieve the ambitious zero emissions targets. Examples include recently improved waste management practices to support the community to adopt Food Organics, Green Organics (FOGO).

ii. advocate to government and business on environmental issues

Action

We continue to advocate to government and business through forums and networks including the Northern Alliance for Greenhouse Action (NAGA) where 9 Councils work together to create a zero-carbon society and provide maximum protection against the impacts of climate change. As part of this advocacy, we are working to improve the response of the state planning system to climate change as well as:

- promoting renewable energy
- supporting the adoption of energy efficiency
- facilitating the transition from fossil fuels
- adapting to the impacts of climate change.

improve management practices of bushland maintenance, pest animal and environmental weed control and monitoring, evaluating and improvement mechanisms

Action

- We continue to collaborate with a range of government organisations and local community environment groups to deliver biodiversity improvement programs.
- We are progressing environmental actions in our Reconciliation Action Plan and Climate Emergency Action Response Plan to improve our bushland management.

iv. explore biodiversity improvement or environmental community engagement programs for local public areas in collaboration with the Wurundjeri Woi Wurrung Cultural Heritage Aboriginal Corporation, Melbourne Water and Parks Victoria

Action

- We delivered a program of events that have broadened to include engagement with and for local residents by the Traditional Owners Woi-wurrung Wurundjeri.
- The Spring Outdoor Program included a series of cultural events planned through spring and in partnership with Banyule and Nillumbik councils. This collaborative partnership enabled a immersive and respectful program strengthened through the collective action.

v. stewardship in building sustainable waste management practices with the community

Action

- We are demonstrating stewardship in waste management with the community through delivering:
 - community education programs including the Plastic Free July pop events, Cloth Nappy workshops in August and Garden Waste Disposal Days for residents who live in bush fire prone areas in September and October.
 - school holiday waste programs including kids composting, seed bomb and bees wax wraps.
 - Our largest ever Waste Drop Off Day on 7 October with 1342 registrations. The Waste Drop Off Day provides residents with the opportunity to dispose of items which cannot be recycled or placed into their household bins such as paint, gas bottles, e-waste and x-rays.

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.

10. We will support local business and the City through:

- i. **increase procurement with organisations that produce economic, environmental and social outcomes for Manningham**

Action

- We have embedded the desired economic, environmental and social outcomes in our procurement process and templates. We now need to explore ways we capture and report the outcomes.

- ii. **capacity building and support through business development activities**

Action

- Endorsement of the Economic Development Strategy 2023-2028 has provided a strategic direction and actions to be completed. This has identified several initiatives which will be designed and implemented in the coming months to support business development.
- Capacity building has begun at Jackson Court with the formation of a trader group which will work on behalf of the 90 businesses in the centre to get better and stronger economic outcomes.

- iii. **explore local opportunities to support local businesses to collaborate via a Hub / co-working space**

Action

- We have presented an options paper on potential locations for co-working space. Further work will be completed on preferred locations with a cost benefit analysis undertaken prior to providing a final recommendation.

- v. **activities to encourage and support tourism and employment opportunities.**

Action

- Endorsement of the Economic Development Strategy 2023-2028 has provided a strategic direction and actions to be completed which will include the development of initiatives to support tourism and employment opportunities.



Our 2022/23 Manningham Annual Report is now available at www.manningham.vic.gov.au

For the second year of the 2021-2025 Council Plan, our Annual Report includes:

- who we are, what we do, what we have achieved, our challenges and future plans.
- about our Mayor and Councillors
- ways to get involved in our thriving community and local places.
- community stories about how our services have benefited residents, their families and our community.
- Council's financials, strategic reporting, organisation structure and governance

We hope you enjoy reading about our performance over the last year.

3. Council Plan 2021-2025

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
- A Council that values our customers and community in all that we do change.

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

Action

- We are continually looking for new and innovative ways to connect with our diverse communities to improve satisfaction with our communications .
- We released five key documents in *easy English*, developed a consistent approach to adding multilingual information to letters we are sending out about some of our projects and included an additional widget on *Your Say Manningham* letting people know what to do if English is not their preferred language.

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

Action

- To improve how we let the community know how we are performing, we have included more community outcomes in our Annual Report. The report covers social, economic and environmental outcomes and we are working to include more service performance in Council publications and online.

13. Improve our customers experience to better understand and meet their specific needs.

Action

- Following customer research to better understand customer needs, we have identified key trends and priority actions to be further developed.
- Current initiatives to improve our customers experience include:
 - implementation of a pilot call quality assurance program for our contact centre to improve the quality of our customer interactions.
 - update our telephone system to improve customer call management.
 - enhancing our Customer Relationship Management system to improve customer acknowledgment and communication.
 - new performance indicator for all Managers to report performance on customer acknowledgement and case resolution as per our service level agreements. These are included in our Customer Experience Dashboard to improve data visibility and accountability. The dashboard is reported to the Executive Management Team monthly and shared with leaders across the organisation

14. We will ensure our long-term financial sustainability by preparing our Budget and 10-year Financial Plan incorporating key strategies to Council by 30 June 2024.

Action

- We have started early work on the draft 2024/25 Budget and Long-Term Financial Plan as part of the preparations for early engagement with Councillors.

15. We will maximise public value through the systematic planning and review of Council's services and effective, early and broad engagement on projects.

Action

- We have five services reviews planned for 23/24. One has already been completed, two are in progress, and two are yet to start.
- We have included community engagement prompts to Council's meeting templates to encourage early and broad engagement on projects.

16. We will take a proactive and motivated approach to be an open and transparent Council.

Action

- We have improved the way we report to improve our transparency by maximising the amount of confidential information we can release to the public through utilising confidential attachments.
- We have started a transparency working group to explore what additional data sets could be made publicly available on our website.

4. Councillor Expenses

An allocation of \$10,473 for each Councillor and \$11,896 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 are 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	Child-care	Information Communication Technology	Conference & Training	General Office Expense	Formal Attendance	Member-ship	Other	Total Qtr	Year to Date
Cr A Chen	\$1	\$139	\$0	\$0	\$0	\$0	\$346	\$0	\$0	\$487	\$487
Cr A Conlon	\$0	\$345	\$0	\$138	\$0	\$0	\$480	\$0	\$0	\$963	\$963
Cr D Diamante (Mayor)	\$126	\$0	\$0	\$0	\$0	\$0	\$565	\$0	\$0	\$691	\$691
Cr G Gough	\$114	\$0	\$0	\$521	\$0	\$0	\$35	\$0	\$0	\$670	\$670
Cr M Kleinert	\$75	\$0	\$0	\$196	\$0	\$61	\$293	\$0	\$0	\$625	\$625
Cr C Lange	\$0	\$1,070	\$0	\$271	\$0	\$0	\$525	\$0	\$0	\$1,866	\$1,866
Cr T Lightbody (Deputy Mayor)	\$0	\$0	\$0	\$0	\$105	\$0	\$322	\$95	\$0	\$523	\$523
Cr L Mayne	\$0	\$0	\$0	\$173	\$0	\$0	\$40	\$0	\$0	\$213	\$213
Cr S Mayne	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0

Notes for the Quarter

- Cr L Mayne attend Australian Institute of Company Directors which is amortised over two financial year periods.
- Depending on the payment method, Councillor expenses for the quarter may include GST. We will include any minor necessary GST adjustments in the following quarter, after the payments are processed.

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, food and beverage, 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	\$48	\$0	\$293	\$0	\$0	\$341	\$341

Notes

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) that the CEO is required to declare as per the Token Gift Policy.

Miscellaneous

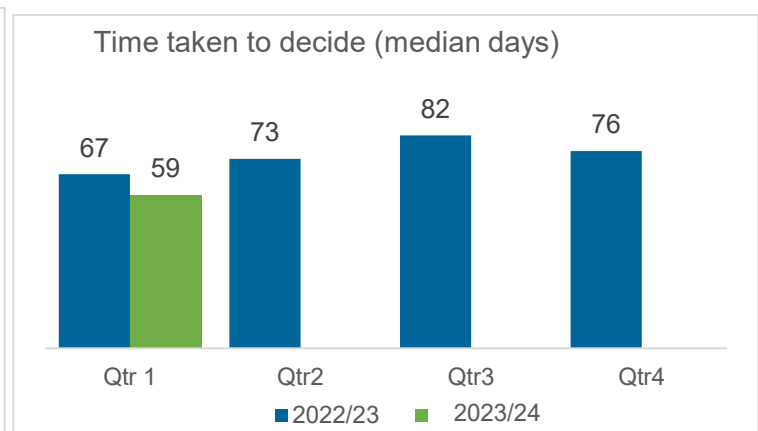
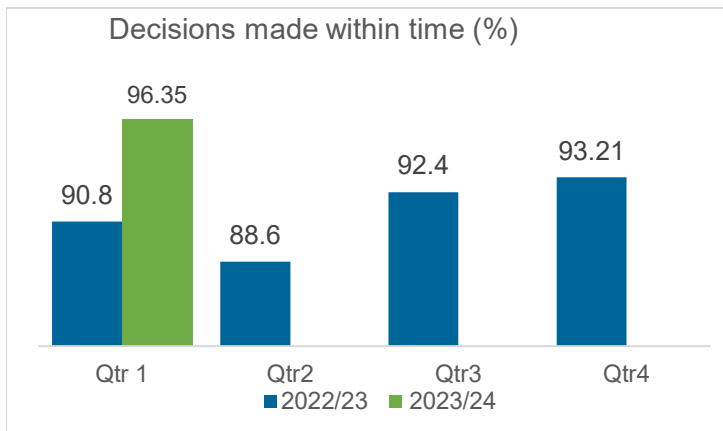
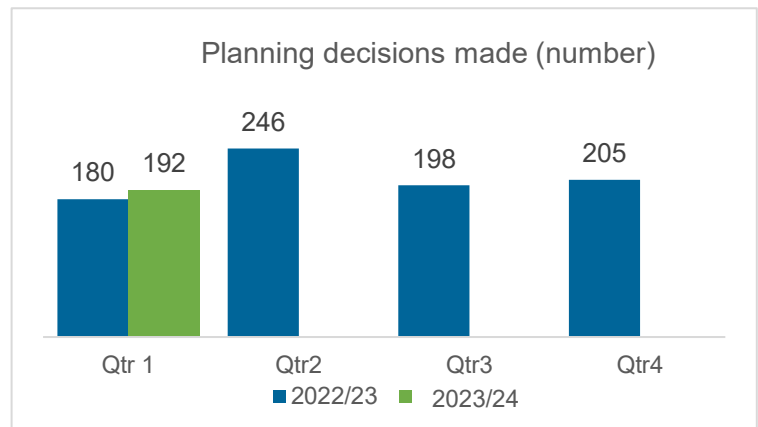
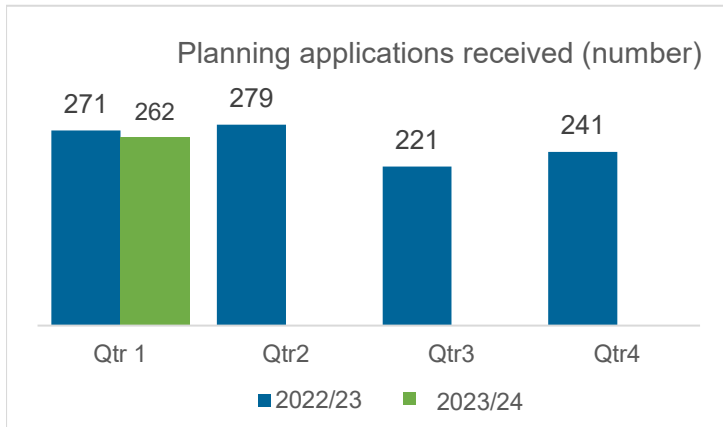
Any other costs associated with the CEO role not covered by the categories above.

6. Governance

We monitor our service performance to make sure we maximise our public value and to make improvements where needed. A portion of our performance indicators are in the local government performance reporting framework. The areas below are of particular interest, the full suite is published in our Annual Report.

Statutory Planning

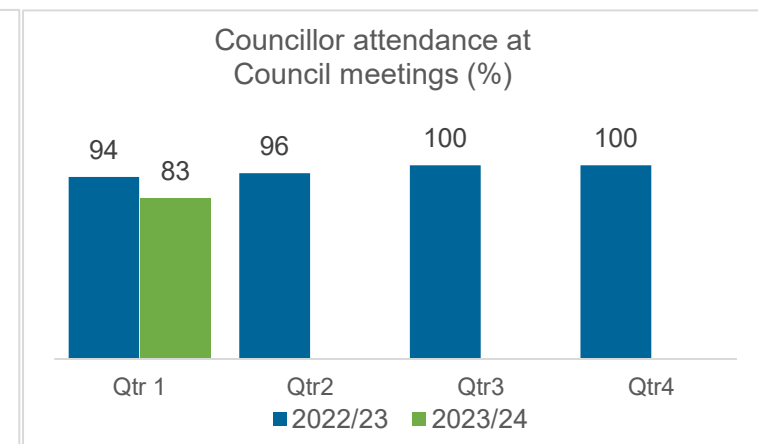
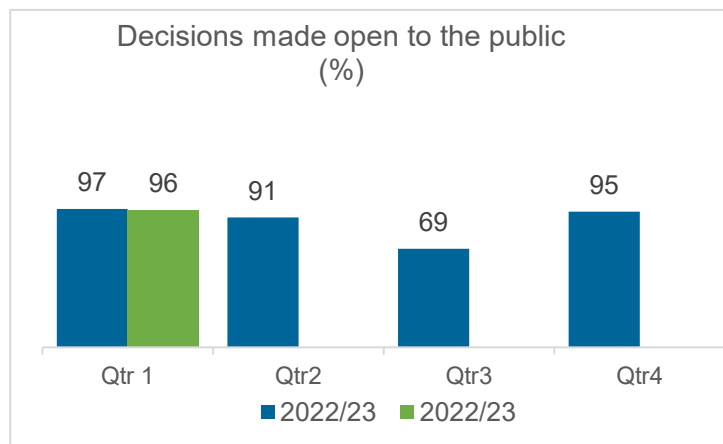
Statutory planning services include the assessment of planning permit applications for new development proposals and changes to land use activities under the Planning and Environment Act 1987.



Statutory Planning have continued to process planning applications in a timely manner achieving 96.35% of applications decided within the statutory days.

Council decision making

Manningham Council is committed to being open and transparent Council



The decisions made closed to the public included tender and contractual matters. Confidential matters are defined in the Local Government Act 2020 and include contractual and property matters and information that would prejudice the Council's position in commercial negotiations if prematurely released.

7. Community Engagement

Engagement Projects



Templestowe Route Upgrade

Proposed improvements for Templestowe Route.



Flooding & Stormwater Management

Robust planning to build more resilient and liveable Manningham



New Resource Hub

Our new Resource Hub has been created to support our sport and recreation clubs both on and off the field.



New Park on Hepburn Road

We're building a new park for Doncaster Hill.

What you told us

New Park on the Hill

Early engagement on the park started in 2019, when 345 respondents helped design the concept plan. We then developed a draft concept plan and again sought feedback in 2020. The final concept plan was endorsed by Council picking up on the strong themes that came through your feedback including:



- flexible and open **green spaces**
- **seats**, picnic tables and drinking fountains
- All-ages **play equipment**
- easy to access **paths**
- **connection** to community and nature
- spaces for gathering, **trees and plants**.

What the new park will deliver: large open lawn areas, outdoor seating, a BBQ area, drinking fountain, a playspace and nature play, canopy tree planting, public art and more.

Progress on recent engagement

Community Infrastructure Plan

After extensive community engagement the Community Infrastructure Plan was adopted in August. The draft was improved from community feedback outcomes. Community communication and engagement materials included letters, website information, social media posts, a community survey and submissions as well as individual and group meetings. The feedback resulted in a number of changes to the draft Plan.

Economic Development Strategy

The Economic Development Strategy has been adopted by Council following consultation with the community, particularly the business community and trader groups through the Manningham Business Network breakfast and a dedicated survey which was promoted through direct contact, the business e-news and social media platforms.

Templestowe Route Upgrade

The Templestowe Route Upgrade will reconstruct 1.8km of road between Templestowe Road and Williamson Road, including Parker, Swilk, James & Anderson streets. We have commenced our second consultation on the upgrade's main works. This consultation includes a summary of the feedback received in July and asks for further feedback on solutions proposed to improve safety and pedestrian connectivity.

8. Chief Executive KPIs

In September each year, Key Performance Indicators (KPIs) are developed in collaboration with our Councillors as key pieces of work that require our Chief Executive's particular attention in the pursuit of improved community outcomes and organisation excellence. Progress on indicators to improve community outcomes is presented below.

Performance:



On Track



Off Track



Monitor

Community

- 1 Provide quarterly reports to Council on the implementation of the Community Infrastructure Plan
- 2 Develop community assets 'access and utilisation report' and present to Council by 30 September 2023
- 3 Implementation of strategies to improve retention and encourage diversity, including employment opportunities targeting youth (such as graduate programs).

Environment

- 4 Climate Action Plan adopted and Year 1 actions commenced by September 2023
- 5 Progress flood mapping reforms with committee convened and timelines for mapping established by 1 July 2023.
- 6 Develop a 10-year prioritised list of drainage projects which will consider available flood mapping for presentation to Council by 30 September 2023.

Places and Spaces

- 7 Active transport strategy presented to Council by 1 July 2023
- 8 90% completion of Capital Works Program
please see section 1 for details
- 9 Provide quarterly progress reports to Council on the implementation of the Asset Plan
- 10 Immediate Liveable City Strategy actions are categorised into a 5-year implementation plan and presented to Council by 30 June 2023. 90% of high priority actions to be delivered during this timeframe.
- 11 Provide quarterly reports to Council on the Road Management Plan (including maintenance scheduling)
- 12 Implement a new Community Bus Service model by 1 July 2023

Economy

- 13 Economic Development Strategy presented to Council by 1 July 2023. Progress plans for business hub and co-working space options. If feasible, complete preliminary design phase by 30 September

Well Governed Council

- 14 Preparation of preliminary designs for at least one of the key Strategic Property Portfolio sites and present a process and options for property portfolio transactions by 1 July 2023
- 15 Council's State election advocacy agenda is promoted with a report to SBS on outcomes by 30 March
- 16 90% of the Council Plan Major Initiatives and Initiatives are on track at the end of the financial year
- 17 Prepare and present an Annual Budget to Council in alignment with Council's 10 year Financial Plan. Meet the organisation financial budget target as set out in the annual budgets for 2022/23.
- 18 Provide an annual report to Councillors on service review areas and outcomes
- 19 Improved collaborative processes and reporting in place to reduce response and resolution times for service requests and community enquiries / community feedback on service handling satisfaction
- 20 Annual reporting of employee diversity (gender/young people/older workers/culture) to Council