

Quarter 2

1 October to 31 December 2023

# Manningham Quarterly Report

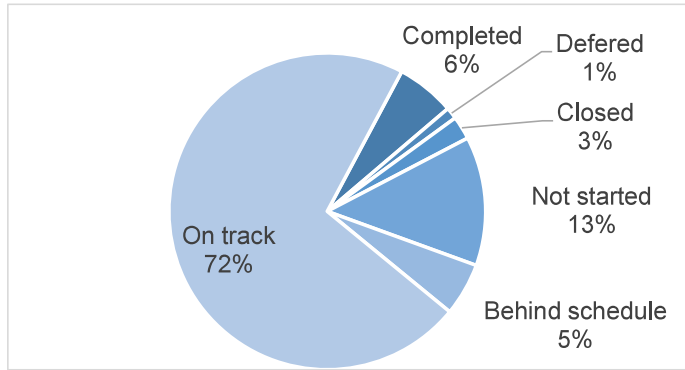
*Key information on our performance and governance*



Ruffey Lake Park  
Boulevard Hill Ninja Warrior Course

# 1. Capital Works

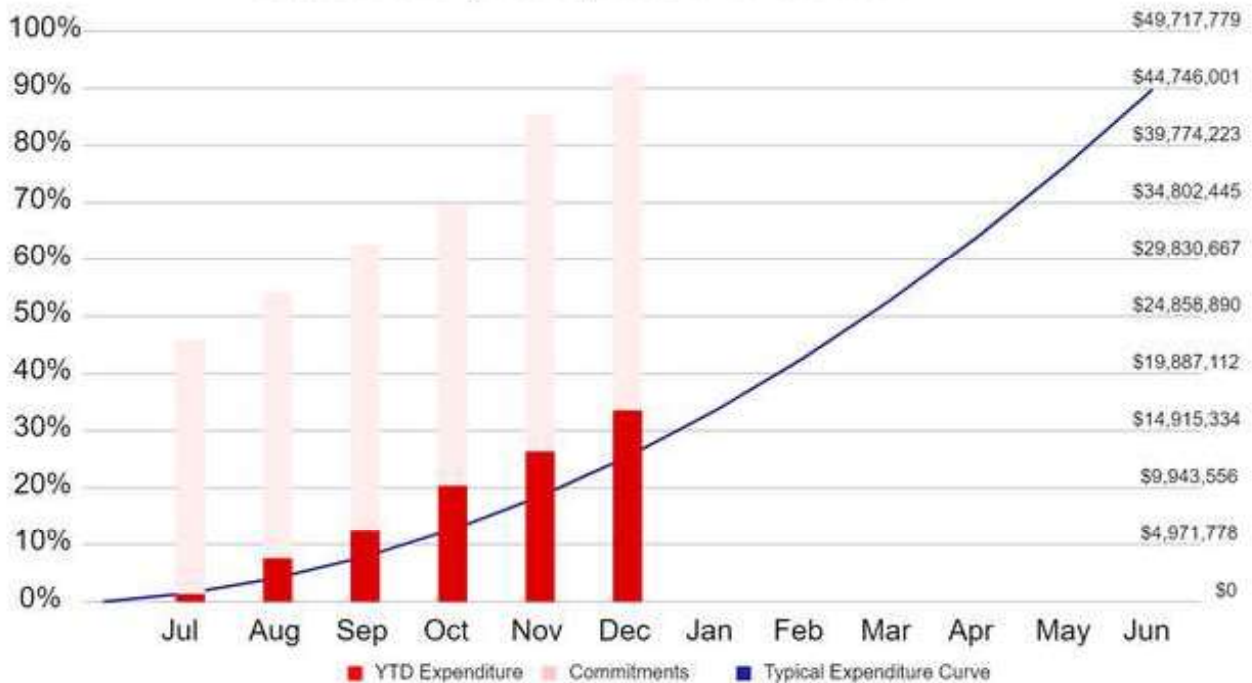
## Project Overview



	million
<b>Infrastructure</b>	<b>\$49.72</b>
<b>Property</b>	<b>\$3.49</b>
<b>Infrastructure Maintenance</b>	<b>\$19.95</b>
<b>Technology</b>	<b>\$2.68</b>
<b>Circular Economy (operating)</b>	<b>\$1.56</b>
<b>Total</b>	<b>\$77.40</b>

Program Complete	Projects Complete	Value of Capital Works	Capital Income & Grants
<b>34%</b>	<b>8%</b>	<b>\$49.72m</b>	<b>\$5.3m</b>

## Year to Date Expenditure



## Capital Spotlight

- The Capital Works Program is progressing very well this financial year, with expenditure continuing to exceed expectations so far. It is very likely that both the financial and non-financial key performance indicators for the Program will be met and exceeded.
- As of 31 December 2023:
  - \$16.69m has been spent on Infrastructure projects. (33.58% of budget).
  - \$29.25m in commitments were recorded.
  - Assets and facilities that have benefited from significant expenditure in the first half of the financial year include MC<sup>2</sup> (Manningham City Square), Yarra Trail, Websters Road, Melbourne Hill Road Drainage, Jumping Creek Road, Tunstall Square Kindergarten, Arundel Road and Pine Avenue Drainage and Finns Reserve Scout Hall.



# 1. Capital Works

## Major Projects - recent highlights

### Sporting and Community Facilities completed



**Boulevard Hill Exercise Station**



**Public Art, wonguim wilam**  
Artist: Simone Thomson



**Public Art, Warrandyte Community Centre,**  
Artist: Angharad Neal-Williams



**Deep Creek Reserve Pavilion**  
new foundation, posts, retaining wall, path, synthetic grass and shed



**Donvale Cricket Nets**



**Tunstall Square Kindergarten**  
building nearing completion



**Finns Reserve Scout Hall**  
refurbishment in progress



**Park Orchards Tennis Club Courts**  
synthetic resurfacing, new fencing, and net posts/nets.



**Joroma Reserve**  
playground upgrade, picnic table and landscaping

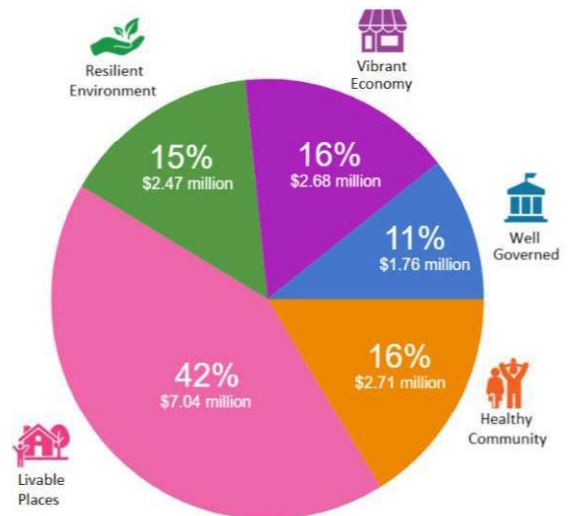
### Roads and Drainage Works



**Everard Drive, Warrandyte**  
(in progress)



Reached detailed design stage



2023-24 Capital Infrastructure Expenditure by Council Theme

# 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
<b>1. Income</b>						
Rates - General	104,132	103,927	(205)	(0.2%)	104,854	104,851
Rates - Waste	17,475	17,558	83	0.5%	17,496	17,558
Statutory Charges, Fees & Fines	1,895	1,522	(373)	(19.7%)	3,588	3,238
User Charges	4,790	4,568	(222)	(4.6%)	9,397	9,108
Interest Received	1,600	2,101	501	31.3%	3,200	3,700
Grants & Subsidies	4,110	4,160	50	1.2%	9,273	9,582
Capital Grants & Contributions	525	734	209	39.9%	3,953	4,985
Other Income	2,774	2,060	(714)	(25.7%)	6,433	6,630
Net gain/(loss) on disposal of Property, Infrastructure, Plant and Equipment	97	1,227	1,131	1167.7%	186	1,287
<b>Total 1. Income</b>	<b>137,398</b>	<b>137,858</b>	<b>460</b>	<b>0.3%</b>	<b>158,380</b>	<b>160,938</b>
<b>2. Expenditure</b>						
Employee Costs	30,841	30,212	630	2.0%	59,108	58,616
Materials & Contracts	16,720	16,772	(52)	(0.3%)	34,809	37,293
Interest	12	6	6	47.4%	42	42
Utilities	1,263	1,049	213	16.9%	2,492	2,341
Other	12,991	13,511	(521)	(4.0%)	19,309	20,483
Depreciation	15,584	16,459	(875)	(5.6%)	31,168	32,463
<b>Total 2. Expenditure</b>	<b>77,411</b>	<b>78,009</b>	<b>(599)</b>	<b>(0.8%)</b>	<b>146,928</b>	<b>151,240</b>
<b>Operating Surplus / (Deficit)</b>	<b>59,987</b>	<b>59,848</b>	<b>(139)</b>	<b>(0.2%)</b>	<b>11,452</b>	<b>9,698</b>

### Executive Summary

At the end of December 2023, Council's year to date (YTD) Operating Surplus was \$139k or 0.2% unfavourable compared to the YTD Adopted Budget.

The key favourable variances includes:

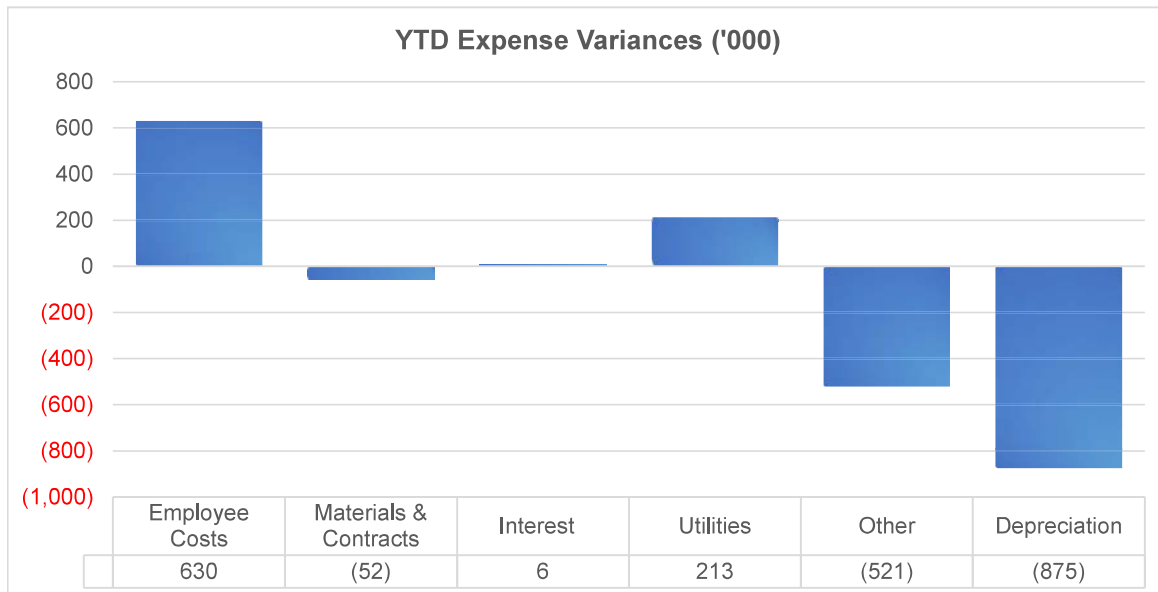
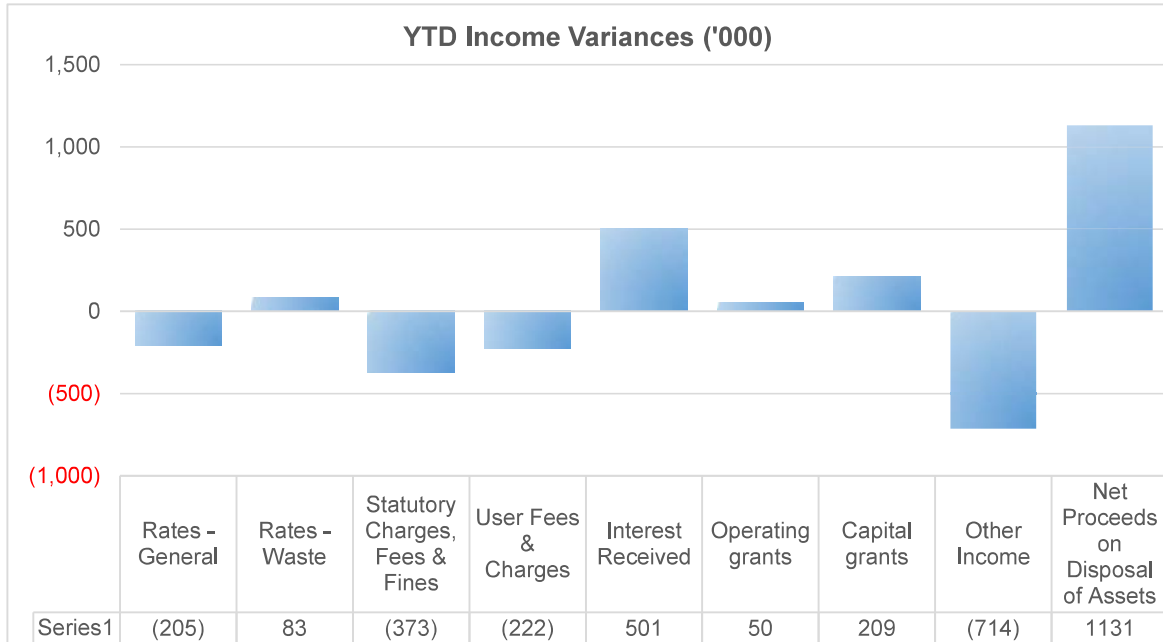
- \$1.13m favourable Disposal of Assets from the sale of land (Fitzsimons Lane upgrade compulsory acquisition by the State Government) and depot machinery sales.
- \$630k favourable Employee Costs due to a large number of vacancies across the organisation.
- \$501k favourable Interest Received due to a continuation of higher than average interest rates.
- \$213k favourable Utilities - City Infrastructure \$137k - LED street lighting \$103k favourable permanent savings, and timing for electricity and water payments.
- \$209k favourable Capital Grants income due to a combination of early receipt of Federal grants and unbudgeted Local Roads and Community Infrastructure Program Phase 2 final payment.

The key unfavourable variances includes:

- Depreciation \$875k - mainly due to the increase in the value of Roads and Drainage assets at the end of last financial year, leading to higher annual depreciation expenses.
- \$714k unfavourable Other Income predominantly due to Developer Contributions being \$610k lower than budgeted.
- \$521k unfavourable Other Expenses - software licences (\$464k unfavourable) and unanticipated legal expenses \$105k and insurance claims \$122k - partly offset through favourable consultancy expenditure \$368k.
- \$373k unfavourable Statutory Charges Fees & Fines due to \$219k lower than anticipated Parking Infringement income, Statutory Planning income and Emergency Management fire infringements income.
- \$222k unfavourable User Charges - Community Participation (Function Centre and venue hire) \$315k unfavourable, Community Wellbeing & Partnerships \$45k unfavourable and Economic & Cultural Activation \$32k unfavourable, partly offset by City Planning \$79k favourable and CEO's Office \$97k favourable.
- \$205k unfavourable Rates income - mainly Supplementary Rates income adjustments due to properties acquired by the State Government for the NEL Project no longer being rateable.

# 2. Financial Status

## Year to Date Income and Expenditure Variances by Category



# 2. Financial Status

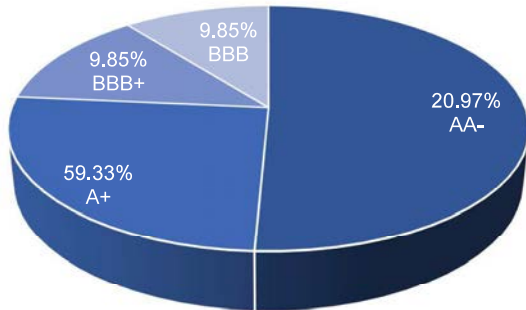
## Cash and Investments

Council's cash and cash investments balance as at 31 December 2023 is \$81.20 million

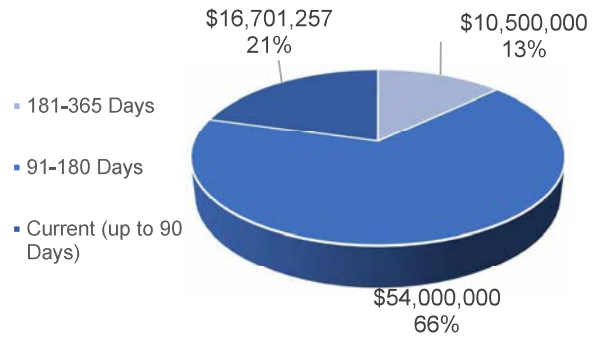
### Summary of Council Investments

Average Weighted interest rate	4.97%
Average monthly interest \$	\$350,192
Maximum interest rate earned	5.45%

### Investment by Risk (S & P Long Term Credit Rating)



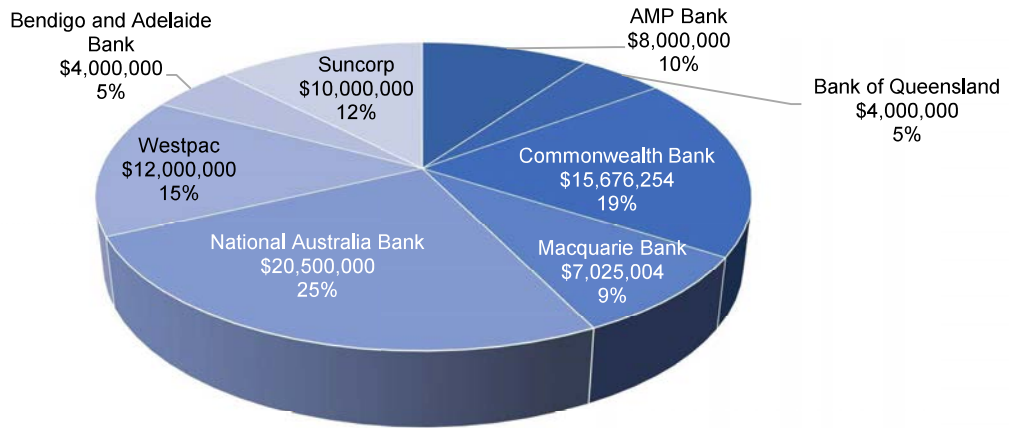
### Investment Term



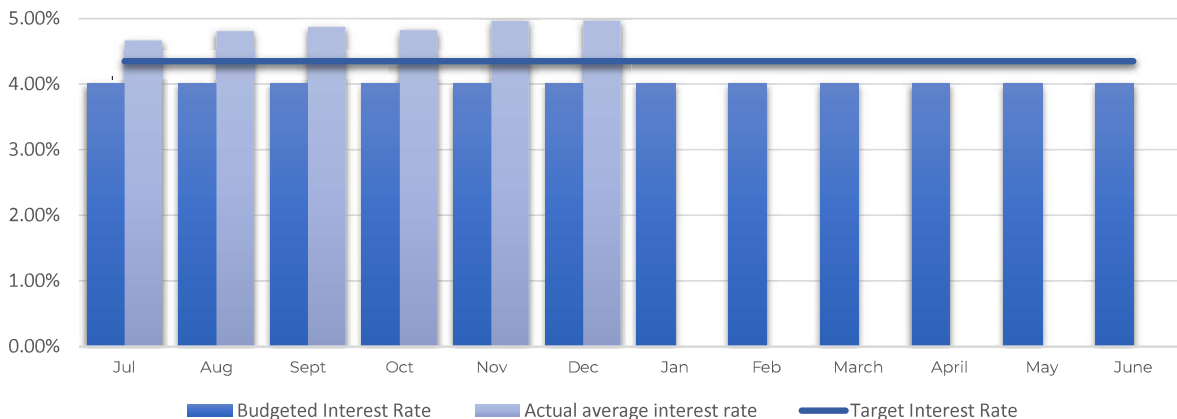
### What is the Standard & Poor (S & P) Risk Rating?

The 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 include a plus sign (which is better than just letters) or a minus sign (which is worse than just 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 (by Institution)



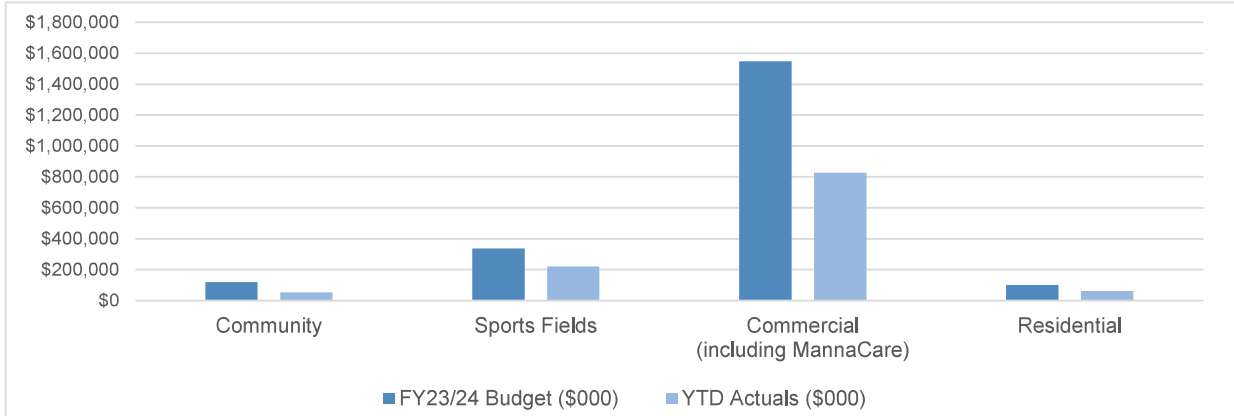
### Investment Benchmark Indicator



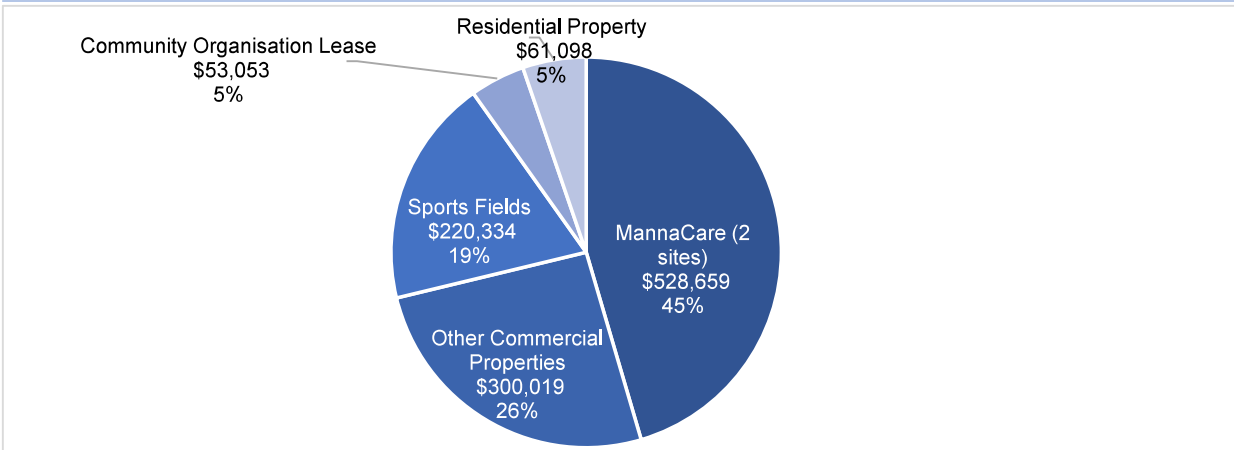


# 2. Financial Status

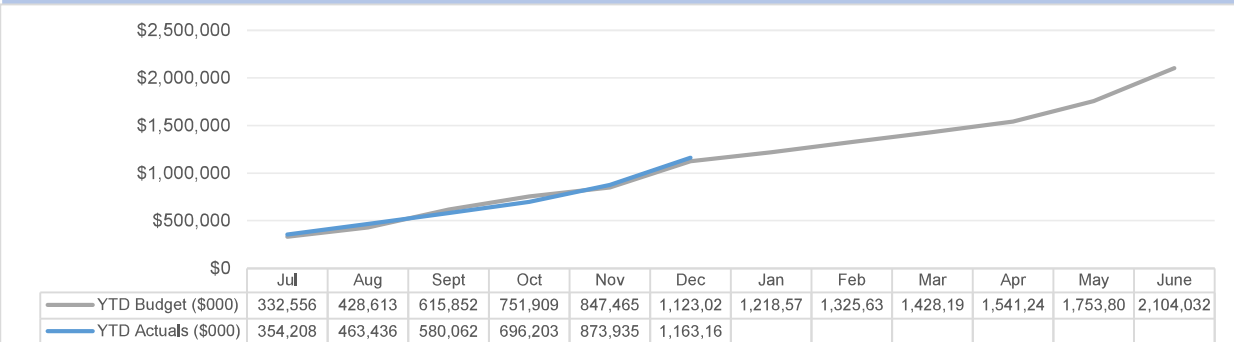
## Rental Income by Property Type (Full Year Budget vs YTD Actual)



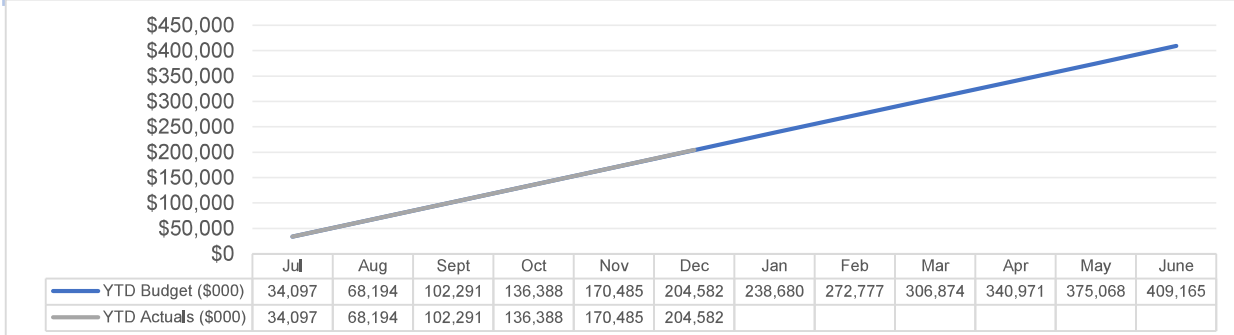
## Rental Income (YTD)



## Rental Income (YTD)



## Leisure Services Contract Income (YTD)



## 2. Financial Status

### Balance Sheet

	December 2023 (\$)	June 2023 (\$)	Movement (\$)
<b>Assets</b>			
<b>Current Assets</b>			
Trade and Other Receivables	80,302,390	17,861,947	62,440,443
Accrued Income	1,571,326	1,984,245	(412,919)
Cash and Cash Equivalents	9,701,142	9,501,646	199,496
Other Financial Assets	71,500,000	80,500,000	(9,000,000)
Prepayments	163,212	1,875,524	(1,712,312)
	<b>163,238,070</b>	<b>111,723,362</b>	<b>51,514,708</b>
<b>Non-Current Assets</b>			
Investments in associates	3,155,658	3,155,658	0
Sundry Debtors - Non Current	610,823	634,546	(23,723)
Infrastructure, Property, Plant & Equipment	2,644,557,854	2,644,953,484	(395,630)
	<b>2,648,324,335</b>	<b>2,648,743,688</b>	<b>(419,353)</b>
<b>Total Assets</b>	<b>2,811,562,405</b>	<b>2,760,467,050</b>	<b>51,095,355</b>
<b>Liabilities</b>			
<b>Current Liabilities</b>			
Trade and Other Payables	19,694,577	25,986,269	6,291,692
Provisions	13,392,284	15,309,475	1,917,191
Trust Funds and Deposits	12,751,837	13,295,881	544,044
	<b>45,838,698</b>	<b>54,591,625</b>	<b>8,752,927</b>
<b>Non-Current Liabilities</b>			
Provisions - Non Current	3,501,564	3,501,564	0
	<b>3,501,564</b>	<b>3,501,564</b>	<b>0</b>
<b>Total Liabilities</b>	<b>49,340,262</b>	<b>58,093,189</b>	<b>8,752,927</b>
<b>Net Assets</b>	<b>2,762,222,143</b>	<b>2,702,373,860</b>	<b>59,848,283</b>
<b>Equity</b>			
Accumulated Surplus	830,740,051	822,677,546	8,062,505
Reserves	1,871,633,808	1,872,098,399	(464,591)
Current Retained Earnings	59,848,284	7,597,915	52,250,369
<b>Total Equity</b>	<b>2,762,222,143</b>	<b>2,702,373,860</b>	<b>59,848,283</b>

### Reason for YTD variances

**Current Assets** 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.

*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.*

**Non Current Assets** slightly decreased compared to the 30 June 2023 figure mainly due to year to date depreciation and disposals, partly offset by an increase in work in progress.

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

**Current Liabilities** decreased compared to 30 June 2023 primarily due to the timing of payments to be made to creditors (trade and other payables).

**Non Current Liabilities** are in line with the 30 June 2023 figure.

**Equity** has increased compared to 30 June 2023 and is essentially related to the Year to Date Surplus.

*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.*



## 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 31 Dec 2023	Forecast Expenditure 2023/24	Projected Reserve Balance
Open Space Reserve	\$14,898	\$1,890	\$5,163	\$11,625
Doncaster Hill DCP Reserve	\$977		\$438	\$539

### 2023/24 Open Space Reserve Contributions Summary

Property	Amount
<b>Bulleen 3105</b>	
130 Manningham Road BULLEEN	\$73,600
<b>Doncaster 3108</b>	
22 Bayley Grove DONCASTER	\$140,000
3 Thomas Court, DONCASTER	\$75,000
6 Mervyn Street, DONCASTER	\$30,600
23 Buckingham Crescent DONCASTER	\$72,500
37 Thiele Street DONCASTER	\$104,000
38 Frederick Street DONCASTER	\$120,000
<b>Doncaster East 3109</b>	
96 Beverley Street DONCASTER EAST	\$246,000
23 Churchill Street DONCASTER EAST	\$160,000
218 Blackburn Road DONCASTER EAST	\$132,000
3 Lord Street, DONCASTER EAST	\$126,000
20 Talford Street DONCASTER EAST	\$120,000
16 Amdura Road DONCASTER EAST	\$116,000
3 Dryden Street DONCASTER EAST	\$83,750
27 Baratta Street DONCASTER EAST	\$72,500
69 Bowen Road DONCASTER EAST	\$57,500
7 Marlene Close DONCASTER EAST	\$20,000
<b>Donvale 3111</b>	
354 Springvale Road DONVALE	\$5,088
<b>Templestowe 3107</b>	
15 Hazel Drive TEMPLESTOWE LOWER	\$135,000
<b>Total Year to Date</b>	<b>\$1,889,538</b>

# 3. 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 deliver on our Community Vision and 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 are progressing 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 16 major 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](http://www.manningham.vic.gov.au).

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

### Actions we have taken to progress the goals of our Council Plan

### Progress



## Healthy Community

### Goals:

- A healthy, safe and resilient community
- An inclusive and connected community

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

i. continue Gender Impact Assessments (GIA) on Council policies, services, and programs,

Action

- We are completing Gender Impact Assessments (GIA) as needed in line with our commitment to gender equality and fulfill the requirements of the Victorian Gender Equality Act 2020.
- A GIA template, guidelines, and training have been developed to support a high quality of any assessment policy, service, or program. We are looking to automate the process to reduce manual handling and improve the ability to analyse the data.
- There have been ten GIAs in the last quarter. These include the Health and Wellbeing Action Plan and the Donvale Tennis Club Courts 1 & 2 Floodlight Upgrade.

ii. 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

- The youth services review is now complete, with a report coming to Council in the next quarter. The outcomes of the review will inform how we can better support youth agencies to improve local youth services.

# 3. Council Plan 2021-2025

Actions 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 partnered with Swinburne University on a 6-week intergenerational project with secondary students from Templestowe High School.
- We continued to support residents from all cultures, and hear advice on our major projects through the quarterly meeting of the Multicultural Communities Advisory Committee and the monthly meeting of the Multicultural Communities Network.

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



Action

- Our Community Infrastructure Plan and 20-year implementation plan have been adopted by Council to guide the use of community facilities.

## 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

- We continued to work with our Advisory Committees as they meet quarterly on issues of interest and provided advice on recent Council projects, policies and strategies, State and Federal Reviews and significant events and communications.
- We recently recruited members for our advisory committees, including the new Healthy Ageing and Arts and Culture Advisory Committees, through an expression of interest process out to the community. Members have been contacted and meetings will start in early 2024.

## 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

- Our community education included Cloth Nappy workshops in August, and Garden Waste Disposal Days for residents in bush fire-prone areas in September and October.
- We educated kids on composting, seed bombs and beeswax wraps during the school holidays.
- Our Waste Drop Off Day in October was our largest ever, with 1342 residents taking the opportunity to dispose of items unable to be recycled or placed in household bins like paint, gas bottles, and e-waste.

### ii. implementing the Reconciliation Action Plan (RAP) to enhance recognition of First Nation People



Action

- We held an Eastern Reference Group First Nations Network forum on cultural safety and employment strategies. We have started planning a forum on First Nations procurement early this year.
- Our activite planning has started for NAIDOC Week and National Reconciliation Week in July.
- Our internal RAP roadshow to raise awareness and understanding is 75% complete. We also held cultural emersion training with Wurundjeri Woi-wurrung Corporation and Councillors.

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



Action

- For Safety Month in October, we launched our Wellbeing Support Guide and website information to promote safety information across Manningham signage, cards/card holder, and window stickers. The information includes contact details for support agencies for those involved in family violence.





# 3. Council Plan 2021-2025

Actions 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.

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

- Action**
- We continue to guide responsible planning by updating our Manningham Residential Strategy. We are preparing a Neighbourhood Character Study and a Housing Demand and Capacity Analysis.
  - A draft report analysing Manningham's existing neighbourhood character is well underway. The housing demand analysis is currently being assessed by an external analyst.

#### 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 are preparing to award 12 Small Grants and 5 Neighbourhood House Grants.
  - Planning is underway for our annual grants to open applications on 5 February for the Community Development, Festival, and Events and Arts grants.
  - We are developing a grant to support Seniors Club and Healthy Ageing to start in July 2024.

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

- Action**
- We promoted Bus Awareness Week to recognise the critical and valued role buses play in our City. We continued to work with the Suburban Rail Loop Authority on options for a future station in Doncaster Hill and actively engaged 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 continued to work with Serpells Primary School to improve traffic access and parking availability after the completion of Tuckers Road and associated footpaths and shared paths.
  - We have held meetings with the School Leadership seeking approval of suggested changes, following sharing information with the school community in several languages.

#### 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**
- We have completed significant parts of key drainage projects including Everard Drive (nearing completion, delayed due to Telstra works) and Melbourne Hill Road. Projects are expected to be completed before June.

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

- Action**
- We have progressed the Road Improvement Program significantly with projects either in the procurement phase or underway (see page 2 of this report).



## 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

- Our Parks and Recreation facilities upgrades continue as we have re-opened Ted Ajani and Joroma Reserve playspaces to the community at the completion of works. At Joroma Reserve, the upgrade works included new balance beam / tyre obstacle course, triple swing set, spring rocker, seat and picnic table, landscape rocks and slide/climbing unit.
- The Ted Ajani Reserve upgrade included new playground equipment, double slide/climbing units, swing set, basket swing, see-saw, frog sculpture with life story trail, picnic table, basketball/netball court and paths.
- The Astelot Reserve playspace upgrade will start shortly.

### 7. We will continue to advocate 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 re-purpose 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

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

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

Action

- Aligned Leisure continued to work with local sporting associations and clubs to increase sporting and recreation use and participation across the Manningham indoor stadiums including:
  - across 12 sessions, 69 people flew their model aeroplanes at Mullum Mullum Stadium.
  - The Manningham Pickleball Association bookings were on the rise at Leeds Street Stadium
  - Community badminton and table tennis ran four times per week at Donvale Indoor Sports Centre.
  - Other users of Manningham stadiums included U3A, Onemda Association, Soccertime Kids, SoccerJoey's, Ready Steady Go Kids and the Probus Club.
- improving community access to sports and recreation facilities and spaces for broad community use and benefit.

Action

- Co-funded with VicHealth, we ran This Girl Can week to celebrate diversity in sport and physical activities.
- We held 'All Aboard' Skateboarding sessions for school children and young people of all abilities.
- In response to growing community need, Mullum Mullum Stadium has improved accessibility, with new widened and automatic doors at courts and changeroom facilities to provide equal access and opportunities for all athletes. The new doors cater to athletes who use a wider set wheelchair during sport. The stadium is now fit for purpose to host wheelchair basketball, rugby, and football competition.
- The Active Manningham Street Team visited the Park Orchards and Warrandyte markets and The Pines Shopping Centre to raise awareness and chat to the community about the brand and facilities. Free passes were given to promote membership opportunities. Feedback gathered will help our planning.
- Multilingual signs in simplified Chinese and Arabic were added in the facilities to including safety signs, pricing lists, café menus and translation across the Active Manningham website.

# 3. Council Plan 2021-2025

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

Progress



## Resilient Environment

### Goals:

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

### 9. We will deliver environmental activities to:

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

Action

- We continued to improve our environmental practices through the delivery of the Climate Emergency Action Plan with ambitious zero emissions targets. Examples include the transition to electric cars for several Council's fleet services.
- We have started a review of the Sites of Biological Significance Report (2004) with the mapping completed. This project will inform a review of the Manningham Planning Scheme to implement overlays to protect the Green Wedge.

#### ii. advocate to government and business on environmental issues

Action

- We continued to advocate through forums and networks.

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

Action

- We continued to collaborate with a range of government organisations and local community environment groups to deliver biodiversity improvement programs.
- We progressed environmental actions in our Reconciliation Action Plan and Climate Emergency Action Plan to achieve the ambitious zero emissions targets.
- We created new bushland management plans and added a Conservation & Engagement role to improve bushland practices. We are reviewing the area for more improvement opportunities.

#### ii. 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 have delivered a program of events combining biodiversity action/awareness and cultural engagement by partnering with the Wurundjeri Land Council for program development and delivery such as Country walks.

#### iii. stewardship in building sustainable waste management practices with the community

Action

- We demonstrated stewardship in waste management with the community and delivered:
  - community education programs including the 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 bombs and bees wax wraps.
  - our largest ever Waste Drop Off Day on 7 October with 1342 registrations. The Waste Drop Off Day provided residents with the opportunity to dispose of items that cannot be recycled or placed into their household bins such as paint, gas bottles, e-waste and x-rays.



# 3. Council Plan 2021-2025

Actions 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. increased 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 have started to explore ways we capture and report the outcomes.

- ii. capacity building and support through business development activities

Action

- The Jackson Court Trader Association delivered its first initiative, an event that brought many thousands to the centre.
- The second version of the 30 Faves in 30 Days campaign has been launched (below). We asked locals to show us what they like to do on their ultimate day out in Manningham - where they like to visit, shop, eat, or play through the show us your 'faves' campaign.
- The trader group development program is currently being designed to bring higher levels of service to businesses through increased levels of engagement and resource allocation.

- iii. exploring 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 a co-working space. Further work will be completed on preferred locations with a cost-benefit analysis undertaken before providing a final recommendation.

- iv. activities to encourage and support tourism and employment opportunities.

Action

- A new contract has been signed with Yarra-Ranges Tourism to deliver services, demonstrating a high level of cooperation, and savings to Council.
- We are recruiting for a Senior Economic Development Officer to identify employment opportunities through a workforce plan. Additional resources will also focus on business growth and development including the creation of local job opportunities.
- We have launched Manningham Council's first Graduate Program, with 5 positions situated across the organisation. The roles were advertised extensively including on our website, SEEK, Indeed, LinkedIn, Careers at Council and 7 university partner career portals across Victoria.
- Applications were open for 4 weeks and 838 applicants applied in total, indicating a high interest.
- We anticipate the successful applicants will start in March. Once appointed, we will support the graduates with an initial candidate induction session and an organisational induction in April, a mentor/buddy within their Service Unit and regular candidate check-ins with the People Experience team. The Graduate Program will be evaluated to inform any future program.



# 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 improved the information we will send to residents when updates are needed about roads, footpaths, and drainage work activity. The information will be more consistent and provide clearer directions for multicultural communities. Our website has been updated with this and new information on bus stops.
- We are working on how we can include interactive maps on our webpages.

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



Action

- We have prepared and included a new customer and environment sections in our quarterly report as well as additional financial information to improve transparency and reporting outcomes.

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



Action

- We strengthened proactive quality assurance for our customer service with measures to learn from our customers and improve service delivery.
- Our voice of customer program will guide major initiatives to further customer experience awareness and improvement.
- We have now finalised and embedded Manager Key Performance Indicators into the (Customer Experience) CX dashboard to improve monitoring and accountability in improving our customers' experience.

**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 with community engagement undertaken on YourSay Manningham with a record number of responses from our community and a Budget Planning session conducted with Councillors in December 2023.

**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 2023/24. One has been completed, two are in progress, and two are yet to start.
- We have engaged on the 24/25 Budget, Gambling Policy, Doncaster Reserve Playspace, and several footpath upgrades.

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



Action

- We have created a working group to identify more opportunities to increase our transparency.
- We have started to explore the creation of a transparency page on Council's website, where certain data sets are available to access and review by the community. The website is aiming to go live by July 2024.

# 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	\$100	\$607	\$0	\$0	\$0	\$0	\$112	\$0	\$0	\$1,306	\$1,870
Cr A Conlon	\$0	\$665	\$0	\$73	\$0	\$0	\$0	\$0	\$0	\$1,701	\$1,532
Cr D Diamante (Mayor)	\$349	\$0	\$0	\$0	\$0	\$64	\$15	\$0	\$0	\$1,119	\$2,840
Cr G Gough	\$27	\$566	\$0	\$242	\$0	\$0	\$160	\$0	\$0	\$1,666	\$1,890
Cr M Kleinert	\$940	\$0	\$0	\$206	\$0	\$55	\$283	\$0	\$0	\$2,109	\$3,634
Cr C Lange (Mayor)	\$628	\$736	\$0	\$56	\$0	\$69	\$0	\$0	\$0	\$3,355	\$944
Cr T Lightbody	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$523	\$1,831
Cr L Mayne (Deputy Mayor)	\$14	\$0	\$0	\$259	\$0		\$15	\$0	\$0	\$500	\$5,747
Cr S Mayne	\$128	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$128	\$935

## Notes for the Quarter

- Cr Carli Lange was elected Mayor along with Councillor Laura Mayne as Deputy Mayor on 2 November 2023. Allowances have been adjusted accordingly. L. Mayne attend Australian Institute of Company Directors which is amortised over two ds.
- Cr Laura 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, 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
CEO	\$631	\$136	\$110	\$0	\$0	\$877	\$1,218

## 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 (Misc.)

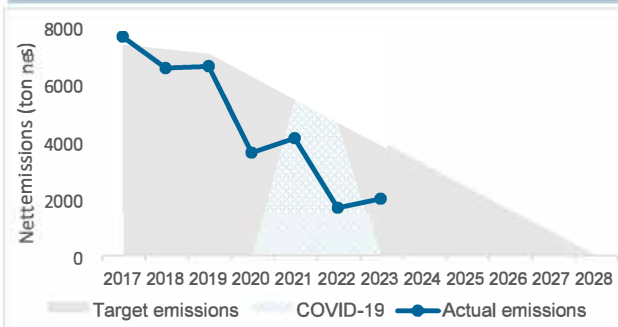
Any other costs associated with the CEO role not covered by the categories above.

# 6. Climate Response and Environment

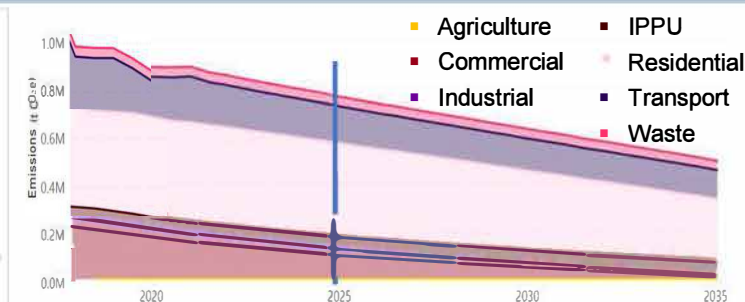
Council has endorsed climate targets of net zero emissions by 2028 for Council operations and net zero emissions by 2035 for the Manningham Community. We are committed in achieving these emission targets, and are well on our way to achieve council operation net zero emissions target by 2028. With a strong shared commitment in meeting our target for the Manningham community, we are working in partnership to increase community climate action. Each quarter will include emissions trackers and a focus on one of the action areas in our Climate Emergency Response Plan: **1. Managing Our Waste and Resource Recovery (focus for this quarter).**

2. Reducing our carbon emissions and increasing our renewable energy capacity
3. Responding to Climate Change through adaptation and reduction measures
4. Enhancing Nature for a thriving natural environment

**Total emissions tracker for Manningham Council**



**Total emissions tracker for the Manningham**

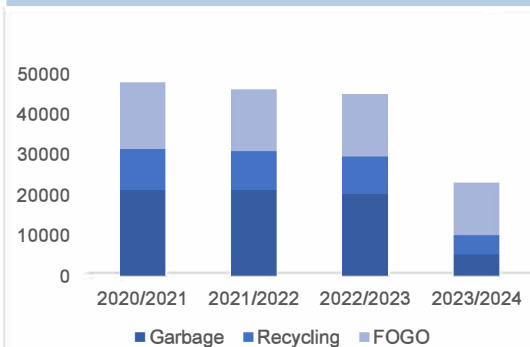


**of the approximately 1million tonnes of municipal emissions:**

- 65% : residential electricity, transport and gas
- 25% : commercial and industrial electricity, transport and gas.
- 4 % : waste and 6% is IPPU (industrial processes and product use)

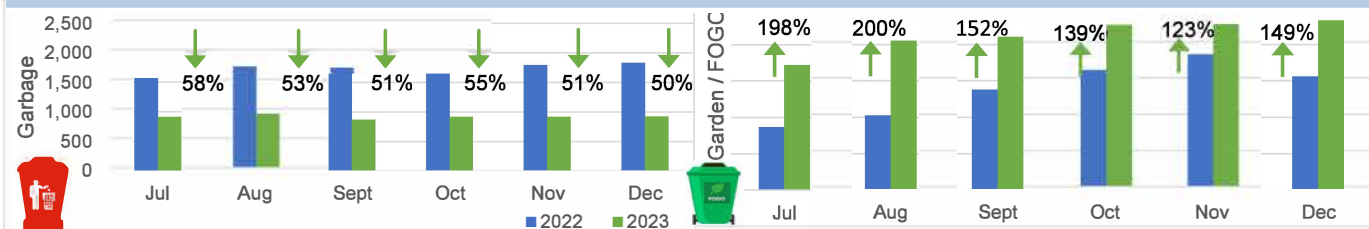
Please note that the emissions calculation for Council does not include waste, water and utilities in Council facilities that are paid by tenants.

## Waste Tonnage and Household Bin Contamination



We introduced FOGO (Food Organics, Green Organics) from 1 July 2023. The graphs reflect the reduction in garbage and increase in FOGO from households over the last 4 years and 6 months. The 3 month bin inspection shows an average contamination of 5% in recycle bins and 4% in FOGO bins. Contamination in other Councils vary between 5-20%.

## Garbage and Garden / FOGO tonnage collection



## Key Achievements

- We are the first Council to introduce the Container Deposit Scheme within the Northern region of Metropolitan Melbourne.
- Since starting in November, the community has deposited 315,270 containers at the Reverse Vending Machine at Rieschiecks Reserve, providing \$31,527 investment back to our community. The 4 newly appointed sites are located at Mullum Mullum Stadium, Templestowe Reserve, Ted Adjani and Pettys Reserves, with a further Reverse Vending Machine to be installed in Warrandyte.
- We recently introduced a litter prevention program and as a result received zero complaints for overfull bins or litter within our retail activity centres, parks, and reserves over the holiday period. This follows an increase in resources to enable a more efficient and proactive service for Manningham to collect litter, investigate dumped waste, gather evidence, and notify enforcement officers (where relevant).

## Opportunities / Challenges

- We are promoting the reduction of clothing waste across Manningham. Australia recognised as the second largest textile consumer in the world per capita. With the average Victorian generating 28kg of textile waste each year.
- We are raising awareness and providing education to our community on the safest way to dispose of batteries as a fire preventative.
- We continue to work in collaboration across the sector on the newly announced Ministerial Good Practice Guidelines for Waste charges to find cost effective ways for our waste resource recovery efforts.

# 7. Community Engagement

## Engagement Projects



### Annual Budget

We're committed to spending your rates wisely and providing community services, infrastructure and programs that suit your needs.



### Manningham Gambling Policy

Understanding the effects of gambling harm in Manningham.



### Footpath upgrade, Pound Road

We're upgrading the footpath from number 3 Dudley Road to Wonga Park Primary School in Wonga Park.



### Footpath upgrade, Yarra Road, Wonga Park

We're upgrading the footpath on the eastern side of the road, between 368 Yarra Road and the Homestead Road roundabout.

## What you told us

### Manningham Gambling Policy

- There is community concern about the influence of gambling advertising, especially for young people.
- There is support for Council to use its existing areas of influence to implement strategies to reduce gambling-related harm e.g. through Council's Community Grants Program.
- There is support for the provision of community programs and spaces as alternatives to gambling.
- An identified need for community education on the risks and impacts of gambling harm.

## Progress on recent engagement

### 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.

The consultation on our proposed improvements for Templestowe Route closed on 29 November and 135 people participated in our survey. The survey highlighted the following:

- Roundabouts: community shows relative support for the solution
- Speed reduction to 40km between the two roundabouts: community relatively split but small support for the solution
- Speed reduction to 50km for the remainder of the route: community almost evenly split on the solution
- Pedestrian crossing: Community shows support for that solution

### Manningham Gambling Policy

Manningham Council's Gambling Policy is due for an update with the latest evidence, data and community input. We recognise that gambling is a legal form of recreation, however in certain situations gambling can cause harm. Council has a role under the Health and Wellbeing Act 2008 to prevent harm within the community - this includes harm from gambling. To understand our communities' perspectives regarding harm from gambling, our engagement approach included: An online survey (29 responses received). We had planned two community sessions in November 2023.

From the responses received throughout the consultation process, it could be considered that people were more comfortable sharing their thoughts online (via the survey). We've also seen this with other gambling-related initiatives where online anonymous sessions or workshops have a greater number of participants than alternative options that are not anonymous.

We can also conclude from the low level of interest in the face-to-face sessions that the survey was adequate for people to provide us with their thoughts.

Example of feedback received and why the workshop did not go ahead:

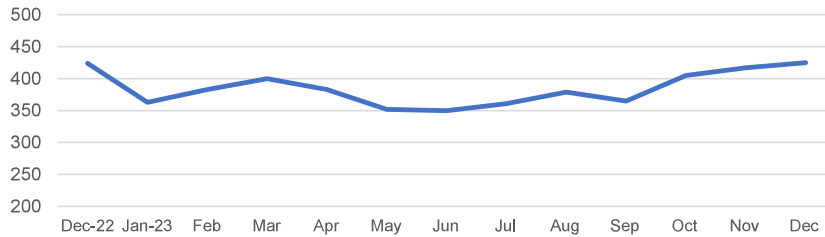
*"I'm sorry but thinking about tonight's gambling forum is upsetting me too much as it's bringing back painful memories for me. The rippling effects of gambling still persist in my family".*

*Thanks but I won't be participating."*

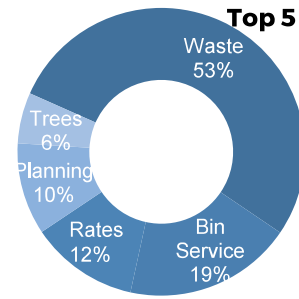
# 8. Customer

## Telephony - Contact Centre Performance

Average number of calls per day

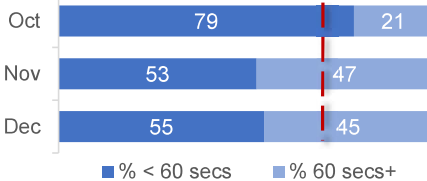


Top 5 Topics



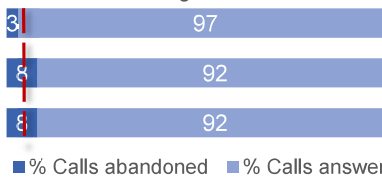
Service Level

Calls answered within 60 secs  
Target: 70%



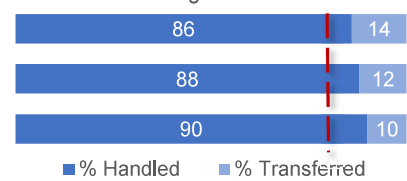
Calls abandoned

Ended before answered  
Target: 5%



Calls resolved

by Customer Service  
Target: 75%



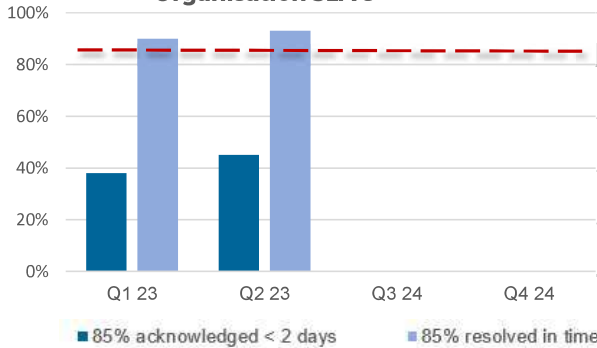
### Telephony analysis

- The number of calls per day for December were almost identical to the same period last year.
- Calls handled exceeded target by 15%. We were unable to meet some time based KPI's due to staff secondments.
- Hard waste calls were up < 200% compared to last quarter and accounted for the largest portion of calls. This is a seasonal trend and can be contributed to allocations expiring on 31 December.
- Another popular call for December were 170 enquiries about our Community Calendar
- Calls for 'bin repairs' continue to feature highly given the volume of waste collections across the municipality.
- Strong numbers of tree and animal related calls make up the largest components of 'Other' calls.

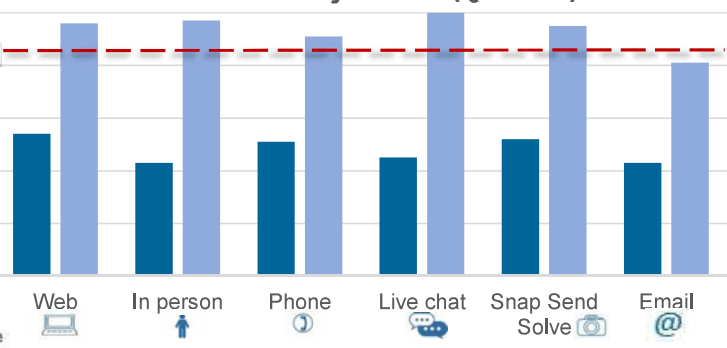
### Customer Requests (Organisation Performance)

Target: 85% acknowledged within 2 business days, 85% resolved in line with Service Level Agreements

Organisation SLA's

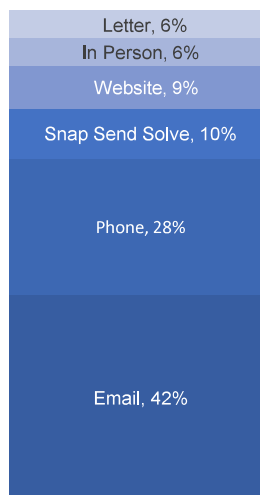
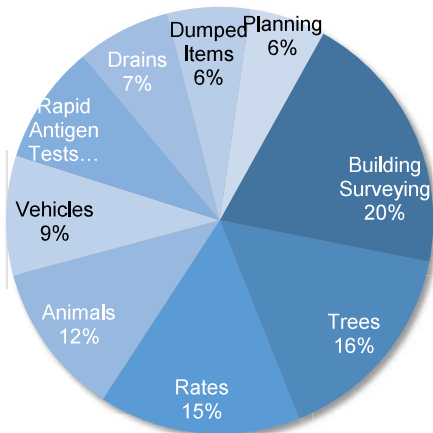


SLA's by Channel (Quarter 2)



### Customer Requests by Topic and Channel

5217 New cases



### Analysis

- The number of customer cases remained consistent in comparison to previous year with 5329 cases logged in Dec '22.
- A decrease of approx. 1000 cases from the previous month can be attributed to fewer rates related cases (2nd instalment was due at the end of November) and a general reduction across the board. This has been consistent over the last few years where we have seen a drop in the number of cases logged in November to December.
- Trees related requests for pruning and removal keep our tree maintenance teams busy while illegally parked cars

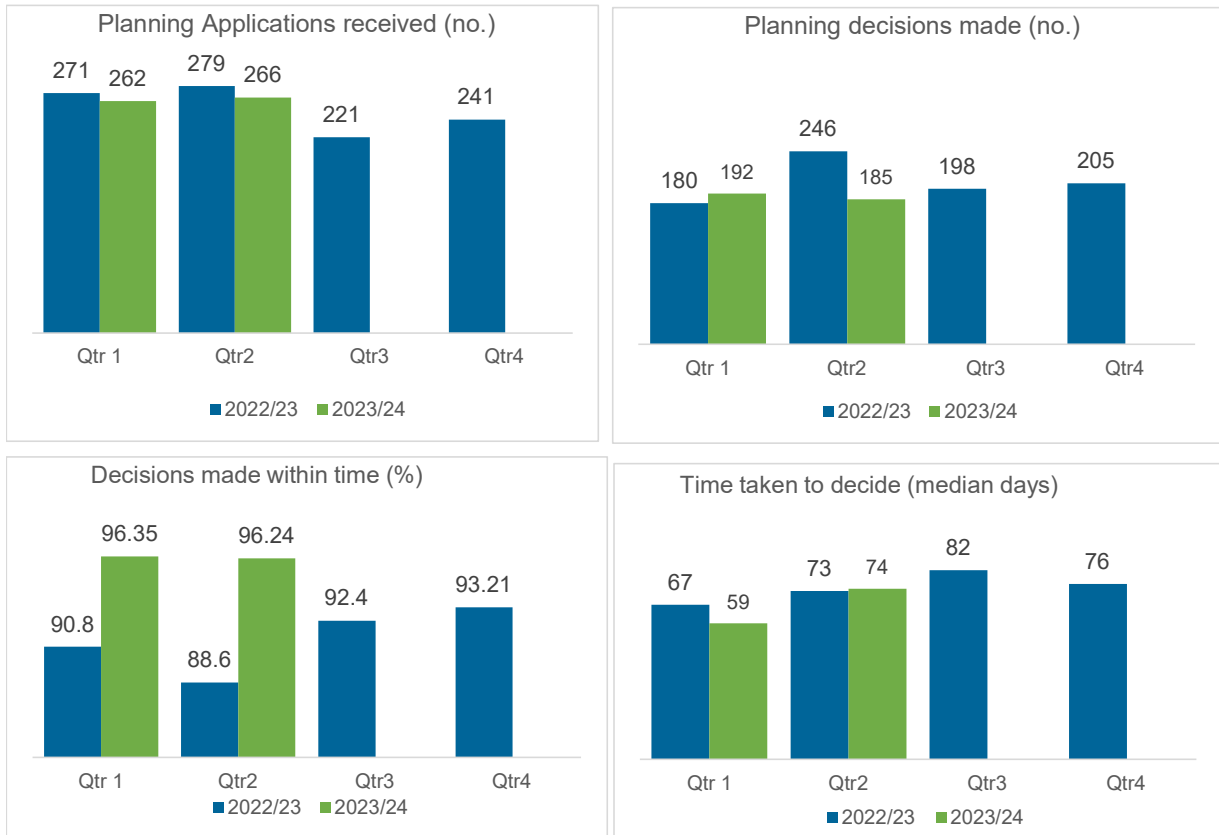


# 6. Governance

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

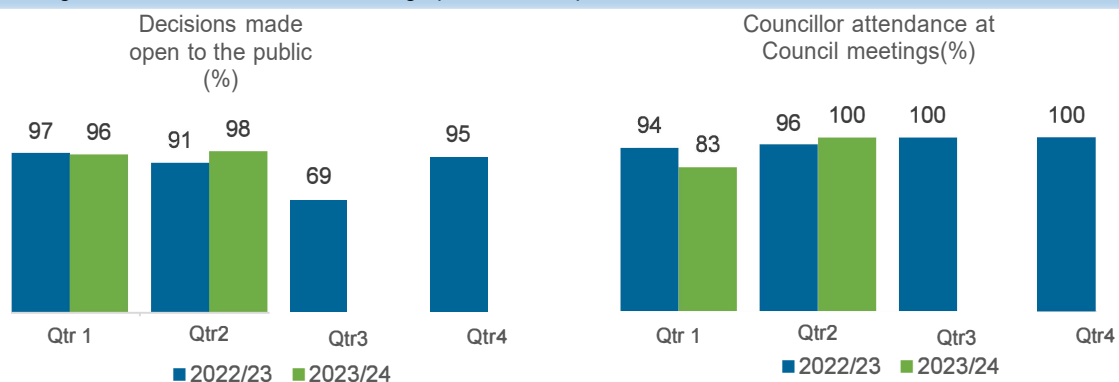
Statutory planning services include the assessment of planning permit applications for new development proposals and changes to land use activities under the Planning and Environment Act 1987.



Statutory Planning: continued to process planning applications in a timely manner achieving 93.1% of standard stream applications decided within 60 statutory days.

## Council decision making

Manningham Council is committed to being open and transparent Council



The decisions made closed to the public included a contractual matter. The Local Government Act 2020 defines confidential matters, which include contractual and property matters and information that would prejudice the Council's position in commercial negotiations if prematurely released.

# 10. CEO Performance Indicators

CEO Key Performance Indicators (KPIs) are agreed by Councillors and our CEO Andrew Day, for his focus in particular areas that benefit the community, City or in good governance and organisation excellence. The KPIs below are for 1 September 2023 – 30 September 2024, with some having specific due dates, as noted. *The corrective action we are taking if progress is being monitored or is off track is in italics.*

Key	on track (green) 31	monitor (yellow) 0	off track (red) 0	Complete (purple) 1	
<b>Council, Infrastructure and Environment:</b> progressing key plans, projects and programs					
<b>Council Plan</b> 100% actions delivered or corrective action reported.	<b>Climate Emergency Response Plan</b> 100% actions delivered or corrective action reported.	<b>Aquarena aquatic facility</b> Final outdoor design and resolution on the procurement strategy achieved.	<b>The Pines (Doncaster)</b> Masterplan progressed by September 2024.	<b>Local Business Hub</b> Select site by March. Implementation plan presented by June.	
<b>Financially Sustainable:</b> initiatives towards Council's mission to be financially sustainable					
<b>Strategic Property Portfolio</b> Project options presented.	<b>MC<sup>2</sup> (Community Square) utilisation</b> Report to Council by June.	<b>Asset revenue</b> Explore opportunities and present a report to Council by August.	<b>VAGO Financial indicators</b> Maintain low risk levels.		
<b>Service Quality and Asset Management:</b> assets and services that meet the needs of the community.					
<b>Service reviews</b> Deliver annual program to identify gaps and improve outcomes.	<b>Service performance</b> Maintain or improve our Indicator results from 2022/23.	<b>Leisure &amp; recreation contract</b> Manage and report on agreed outcomes.	<b>Deliver Capital Works</b> 60% of budget met by March and 90% met by June.		
<b>Customer Experience:</b> make it easy, celebrate, choice, serve consistently, respond in a timely way.					
<b>Customer channels</b> Report on customer contact channels by June.	<b>Snap Send Solve</b> Report on integration by March.	<b>Requests in time</b> 85% of customer requests acknowledged in 2 business days.	<b>Requests resolved</b> 85% of customer requests resolved in agreed times.	<b>Reporting</b> Add customer metrics to the Quarterly Report.	<b>Improvement Initiatives</b> Report to Council by June.
<b>Community Engagement:</b> reviewing our existing and trialing new ways to better communicate and engage.					
<b>New ways to engage</b> Trial new techniques on at least two projects by June.	<b>New ways to communicate</b> Trial at least new two communication initiatives by June.	<b>Manningham Matters</b> Review magazine and present outcomes by June.	<b>Social media</b> Increase reach of across channels, with consideration of new.	<b>Ways to communicate</b> Improve information sharing with the community on North-East Link Project.	
<b>Well Governed and Organisational Development:</b> growing a team that delivers great outcomes.					
<b>Transparency</b> Provide a briefing on new opportunities for transparency in Council.	<b>Statutory planning</b> Provide quarterly reports to Council.	<b>Gender Equality Action Plan</b> Report progress of the Plan, indicators and initiatives in the culture report.	<b>Leadership development</b> Report in the culture report.	<b>Work health and Safety</b> Implement initiatives aimed at improving on work, health and safety indicators. Report in the culture report.	
<b>Advocacy:</b> continuing to advocate for improved outcomes for Manningham.					
<b>North- East Link</b> Report on outcomes and achievements to progress Council's advocacy priorities from meetings with NELP Executive Director, local MPs and Ministerial portfolio representatives.		<b>Aged Care</b> Prepare advocacy statement on aged care funding and service quality by September.	<b>Bus Network reform</b> Provide half yearly outcome reports to Council on the Victorian Government's pilot project.		