

Quarter 3

1 January to 31 March 2024

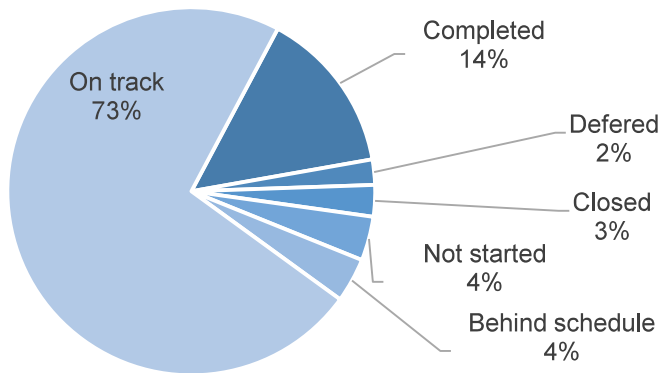
Manningham Quarterly Report

Key information on our performance and governance



1. Capital Works

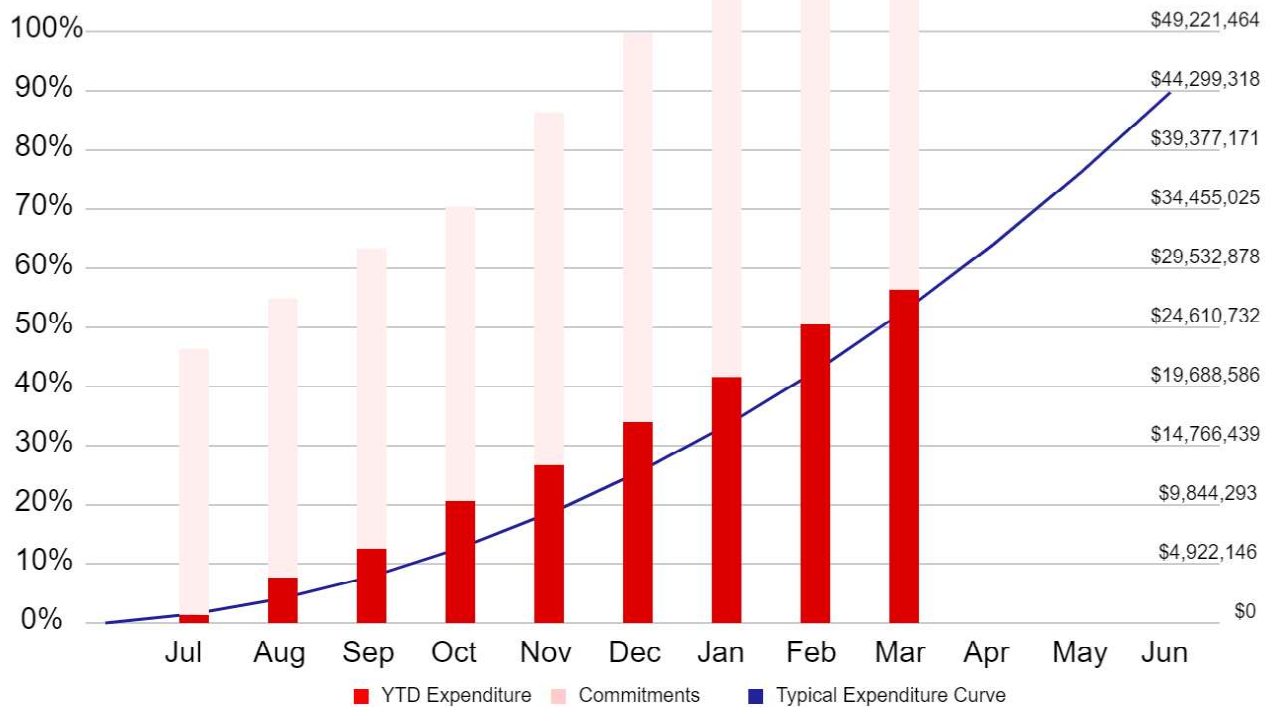
Project Overview



	million
Infrastructure	\$48.58
Property	\$3.39
Infrastructure Maintenance	\$20.73
Technology	\$1.80
Circular Economy (operating)	\$1.54
Total	\$76.04

Program Complete	Projects Complete	Value of Capital Works	Capital Income & Grants
59%	14%	\$48.58m	\$4.14m

Year to Date Expenditure



Capital Spotlight

- The Capital Works Program is progressing 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 exceeded.
- As of 31 March 2024:
 - \$27.76m has been spent on Infrastructure capital projects. (57% of budget).
 - \$20.73m has been spent on Infrastructure maintenance. (72% of budget).
- Assets and facilities that have been completed by end of March included Swanston Reserve Skate Facility Renewal, Arundel Road & Pine Avenue Park Orchards Drainage, Finns Reserve Scouts upgrade, Deep Creek Reserve Pavilion Redevelopment, 69 Atkinson Street, Templestowe Drainage, Park Orchards Tennis Club Court Upgrade.

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	104,508	104,367	(141)	(0.1%)	104,854	105,190
Rates - Waste	17,490	17,597	107	0.6%	17,496	17,613
Statutory Charges, Fees & Fines	2,660	2,340	(319)	(12.0%)	3,588	3,254
User Charges	7,173	6,682	(491)	(6.8%)	9,397	8,886
Interest Received	2,400	3,070	670	27.9%	3,200	3,950
Grants & Subsidies	4,997	5,730	734	14.7%	9,273	10,108
Capital Grants & Contributions	1,204	831	(373)	(31.0%)	3,953	3,936
Other Income	4,080	3,190	(890)	(21.8%)	6,433	5,679
Net gain/(loss) on disposal of Property, Infrastructure, Plant and Equipment	157	1,306	1,149	730.4%	186	1,287
Total 1. Income	144,669	145,114	446	0.3%	158,380	159,903
2. Expenditure						
Employee Costs	43,909	42,696	1,213	2.8%	59,108	58,395
Materials & Contracts	25,396	25,776	(380)	(1.5%)	34,809	36,899
Interest	22	15	7	31.1%	42	58
Utilities	1,880	1,592	287	15.3%	2,492	2,341
Other	16,929	17,394	(465)	(2.7%)	19,309	21,033
Depreciation	23,376	24,498	(1,122)	(4.8%)	31,168	32,557
Total 2. Expenditure	111,513	111,973	(460)	(0.4%)	146,928	151,283
Operating Surplus / (Deficit)	33,156	33,142	(14)	(0.0%)	11,452	8,620

Executive Summary

At the end of March 2024, Council's year to date (YTD) Operating Surplus was \$14k or 0.04% unfavourable compared to the YTD Adopted Budget.

The key unfavourable variances include:

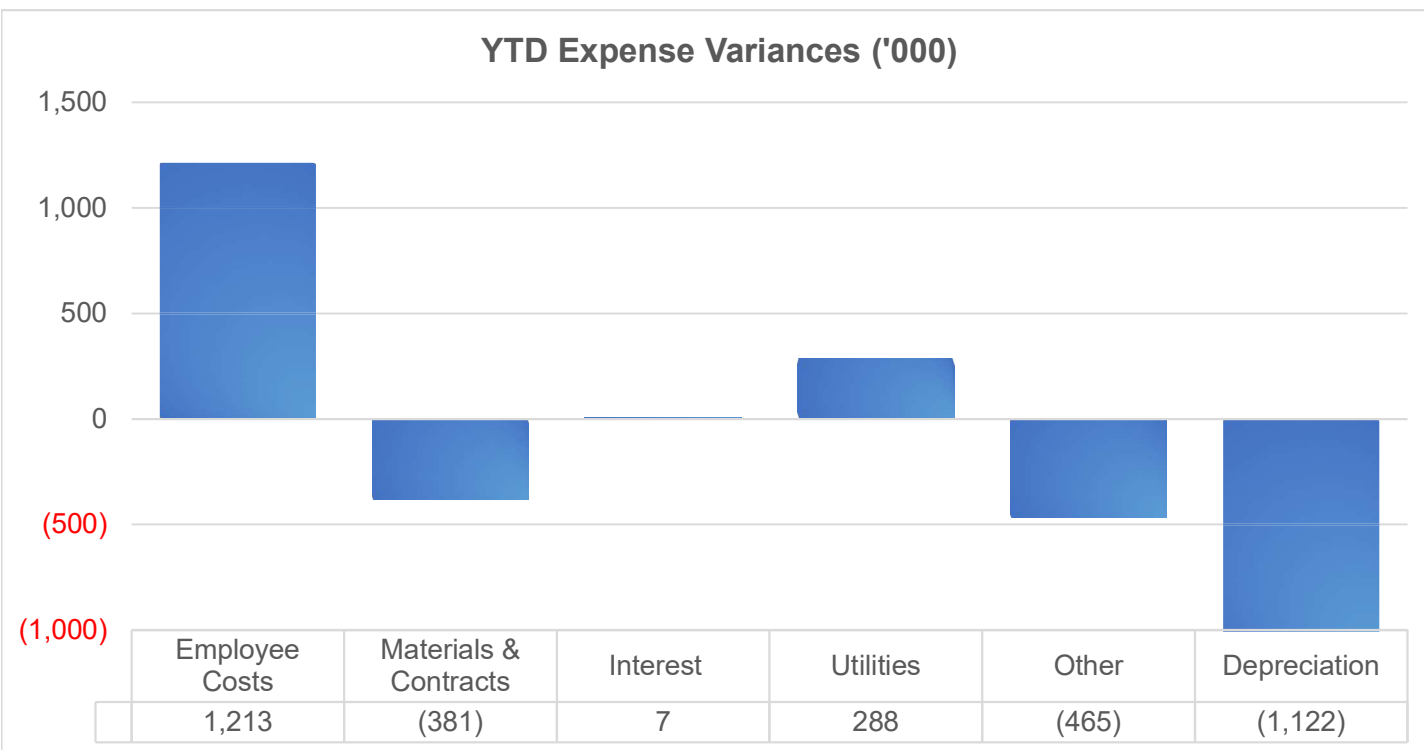
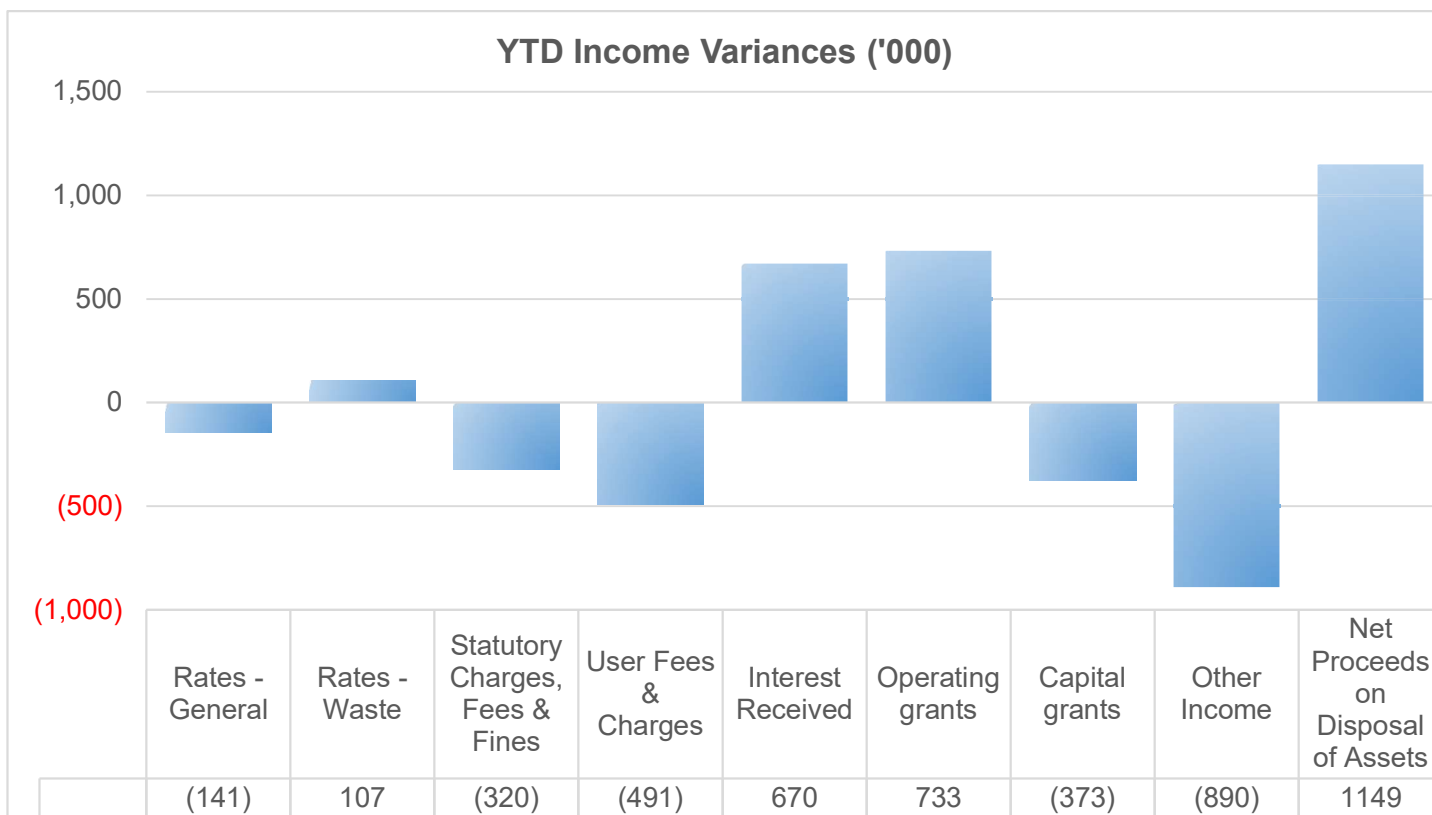
- \$1.12 million unfavourable Depreciation - mainly due to an increase in the value of Roads and Drainage assets at the end of last financial year, leading to higher annual depreciation expenses.
- \$890k unfavourable Other Income predominantly due to Developer Contributions being \$889k lower than budgeted.
- \$491k unfavourable User Charges - Less than budgeted activity from Community Venues & Functions, and also Recreation & Leisure. Children & Family Services are also unfavourable through Early Years @ MC². This is partly offset through unbudgeted Container Deposit Scheme shared agreement payment and timing of MC² tenancy outgoings.
- \$465k unfavourable Other - Software licences (\$381k unfavourable), legal expenses (\$120k unfavourable) and catering costs (\$170k unfavourable) being greater than anticipated, and insurance claims \$107k - partly offset through favourable consultancy expenditure \$224k and staff training \$131k.
- \$441k unfavourable Materials & Contracts - Sustainable Futures \$1.17 million, partly offset by favourable variances in Information Technology \$341k and Business Enablement \$471k.
- \$373k unfavourable Capital Grants income due to unfavourable Federal Capital Roads To Recovery funding (timing) partially offset by a combination of early receipt of Federal grants and unbudgeted Local Roads and Community Infrastructure Program Phase 2 final payment.
- \$319k unfavourable Statutory Charges Fees & Fines due to lower than anticipated Parking Infringement income (\$239k less than budgeted) and Infringement Court income \$52k, and unfavourable fire infringement income (\$78k), partly offset through favourable local law and animal infringements.
- \$141k unfavourable Rates General income - mainly Supplementary Rates income adjustments due to properties acquired by the State Government for the NEL Project no longer being rateable, partly offset by a greater than anticipated interest on rates in arrears.

These are partly offset by:

- \$1.21 million favourable Employee Costs due to a large number of vacancies across the organisation.
- \$1.15m favourable Disposal of Assets from sale of land (Fitzsimons Lane upgrade compulsory land acquisition by the State Government) and depot machinery sales.
- \$734k favourable Operating Grants from greater than anticipated aged services funding during the final year of service and also unbudgeted feasibility grants for Community Participation. Sustainable Futures have also received unbudgeted funding towards climate and environmental projects.
- \$670k favourable Interest Received due to a continuation of higher than average interest rates.
- \$287k favourable Utilities - City Infrastructure \$244k - LED street lighting \$196k favourable permanent savings, and timing for electricity and water payments.
- \$107k favourable Waste Service charge income - mainly Supplementary charges income exceeding the original budget.

2. Financial Status

Year to Date Income and Expenditure Variances by Category



2. Financial Status

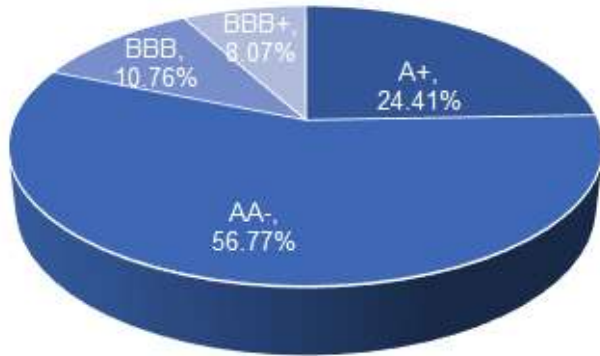
Cash and Investments

Council's cash and cash investments balance as at 31 March 2024 is \$74.37 million

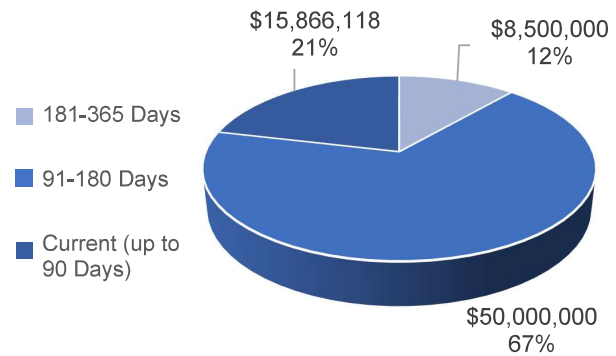
Summary of Council Investments

Average Weighted interest rate	4.97%
Average monthly interest \$	\$383,774
Maximum interest rate earned	5.45%

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



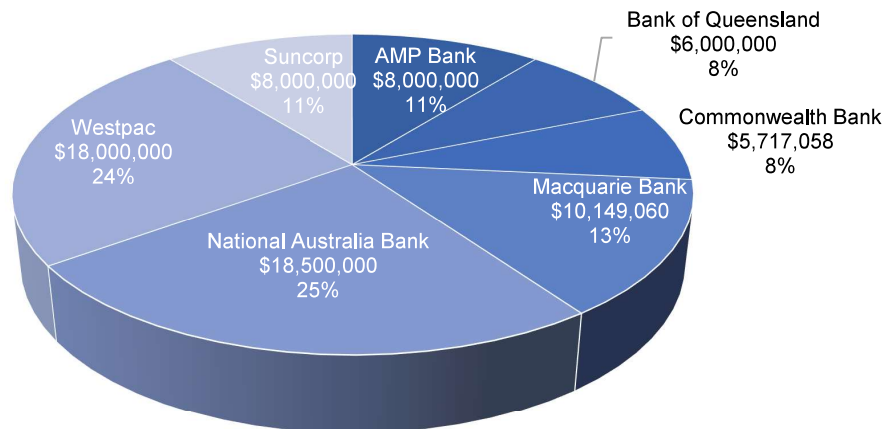
Investment Term



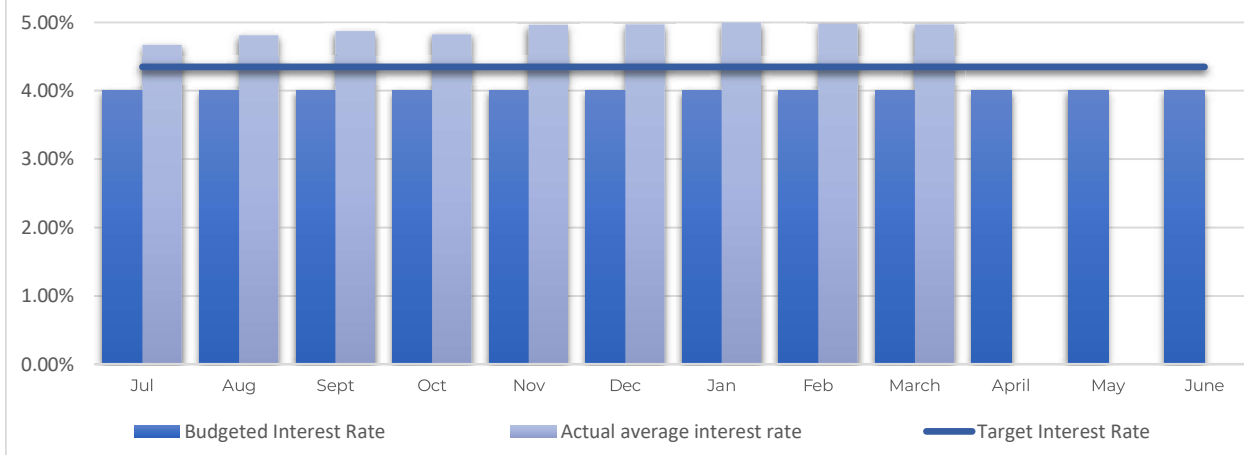
What is the Standard & Poor (S&P) Risk Rating?

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)

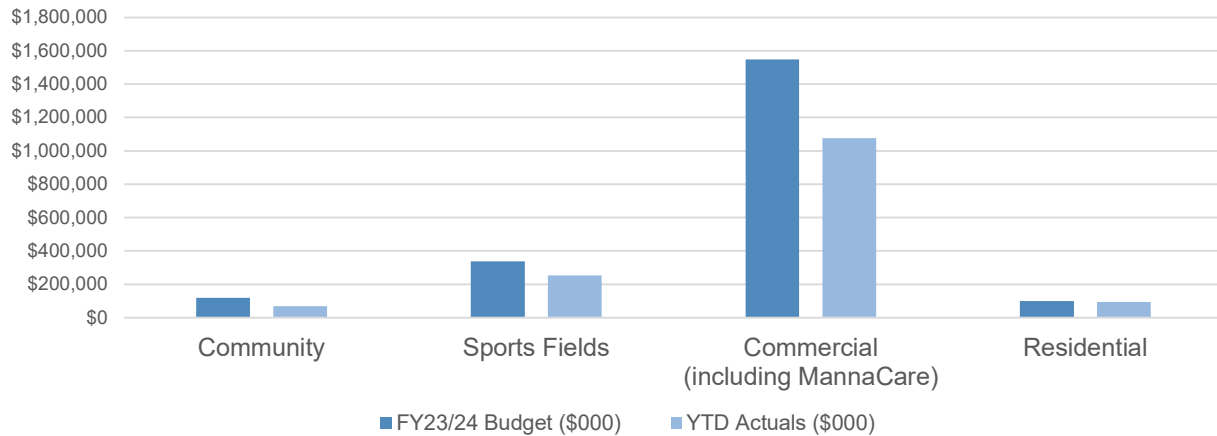


Investment Benchmark Indicator

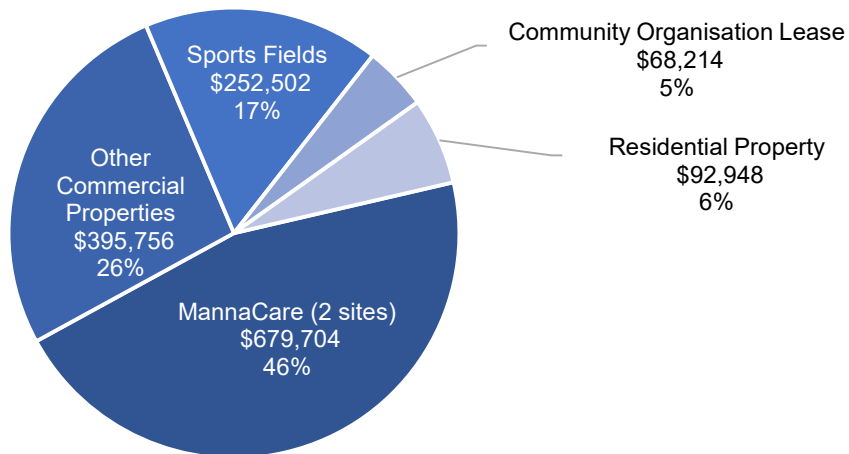


2. Financial Status

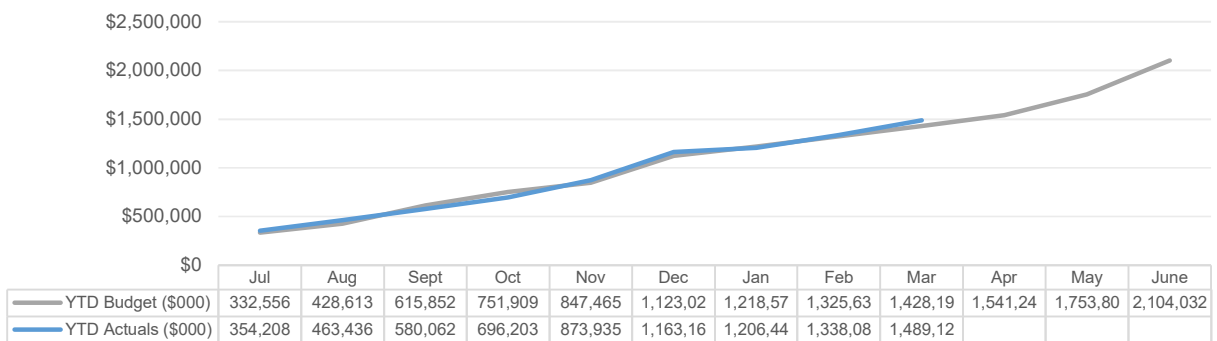
Rental Income by Property Type (Full Year Budget vs YTD Actual)



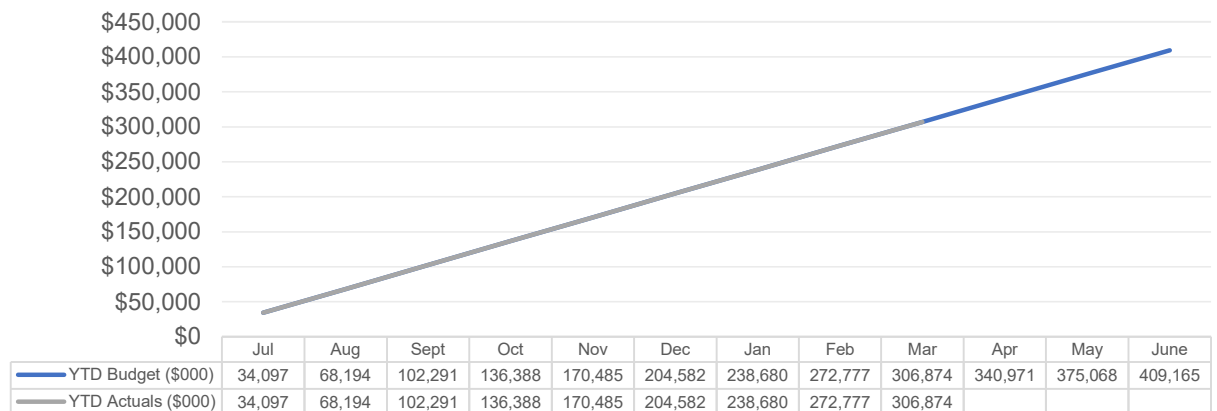
Rental Income (YTD)



Rental Income (YTD)



Leisure Services Contract Income (YTD)



2. Financial Status

Balance Sheet

	March 2024 (\$)	June 2023 (\$)	Movement (\$)
Assets			
Current Assets			
Trade and Other Receivables	51,050,095	17,861,947	33,188,148
Accrued Income	1,688,722	1,984,245	(295,523)
Cash and Cash Equivalents	5,866,118	9,501,646	(3,635,528)
Other Financial Assets	68,500,000	80,500,000	(12,000,000)
Prepayments	300,977	1,875,524	(1,574,547)
	127,405,912	111,723,362	15,682,550
Non-Current Assets			
Investments in associates	3,155,658	3,155,658	0
Sundry Debtors - Non Current	595,537	634,546	(39,009)
Infrastructure, Property, Plant & Equipment	2,648,028,562	2,644,953,484	3,075,078
	2,651,779,757	2,648,743,688	3,036,069
Total Assets	2,779,185,669	2,760,467,050	18,718,619
Liabilities			
Current Liabilities			
Trade and Other Payables	14,228,284	25,986,269	11,757,985
Provisions	13,280,675	15,309,475	2,028,800
Trust Funds and Deposits	12,477,700	13,295,881	818,181
	39,986,659	54,591,625	14,604,966
Non-Current Liabilities			
Provisions - Non Current	3,683,621	3,501,564	(182,057)
	3,683,621	3,501,564	(182,057)
Total Liabilities	43,670,280	58,093,189	14,422,909
Net Assets	2,735,515,389	2,702,373,861	33,141,528
Equity			
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	33,141,529	7,597,915	25,543,614
Total Equity	2,735,515,389	2,702,373,861	33,141,528

Reason for YTD variances

Current Assets have increased compared to 30 June 2023 due to the 2023/24 annual rates and charges being raised during July 2023 and treated as 'trade and other receivables' until paid.

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 increased compared to the 30 June 2023 figure mainly due to an increase in work in progress, partly offset by year to date depreciation and disposals.

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 slightly more than 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 Mar 2024	Forecast Expenditure 2023/24	Projected Reserve Balance
Open Space Reserve	\$14,898	\$2,861	\$5,163	\$12,596
Doncaster Hill DCP Reserve	\$977		\$438	\$539

2023/24 Open Space Reserve Contributions Summary

Property	Amount	Property	Amount
Bulleen 3105		Doncaster East 3109	
130 Manningham Road	\$73,600	96 Beverley Street	\$246,000
28 Dumossa Avenue	\$67,500	23 Churchill Street	\$160,000
Templestowe 3106		950 Doncaster Road	\$148,000
5 Mayo Close	\$65,000	218 Blackburn Road	\$132,000
Templestowe Lower 3107		7 Morinda Crescent	\$132,000
15 Hazel Drive	\$135,000	3 Lord Street	\$126,000
22 Sunhill Road	\$66,000	18 Dryden Street	\$122,000
Doncaster 3108		20 Talford Street	\$120,000
22 Bayley Grove	\$140,000	16 Amdura Road	\$116,000
6 Gilmore Road	\$122,000	40 Cassowary Street	\$93,750
38 Frederick Street	\$120,000	3 Dryden Street	\$83,750
37 Thiele Street	\$104,000	27 Baratta Street	\$72,500
3 Thomas Court	\$75,000	69 Bowen Road	\$57,500
23 Buckingham Crescent	\$72,500	7 Marlene Close	\$20,000
23 Anthony Avenue	\$70,000	Donvale 3111	
6 Mervyn Street	\$30,600	354 Springvale Road	\$90,000
		Total Year to Date	\$2,860,700

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 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:

- 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 including: ●

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 to fulfill requirements of the Victorian Gender Equality Act 2020.
 - Further training was organised on how to conduct a GIA and we are looking at ways to improve reporting.
 - Six GIAs were started in the last quarter, with one completed on the Car Share Policy.

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**
- Recommendations following the youth service review are now being implemented.
 - A new youth hub location has been confirmed at Manningham Community Centre (MC²) in Doncaster.

3. Council Plan 2021-2025

Action 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

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

Action

- Our work to reduce the impact of racism continued to be a focus with Council hosting an event on 21 March in acknowledgement of the International Day of Elimination of Racial Discrimination. The event included the learnings of two local projects that are trying to identify ways to reduce locally based racism.
- Our Multicultural Communities Advisory Committee met to discuss issues of importance and provide a diversity lens over Council's major projects.

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

Action

- Following the adoption of the Community Infrastructure Plan, we have started planning and design work for the proposed internal layout changes to the Doncaster Library and Bulleen Library. These have been included in Council's proposed 10-year capital works program.
- Usage data regarding kindergartens and early years facilities is also being collated.

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 at their quarterly meeting on issues of interest, and to provide advice on recent Council projects, policies and strategies, State and Federal Reviews and significant events and communications.
- This quarter our Advisory Committees gave feedback on topics including the Manningham Health and Wellbeing Action Plan, draft Gambling Policy, Food Insecurity and VicHealth project activities.

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

- In partnership with Wurundjeri Woi-wurrung Cultural heritage Corporation and Banyule and Nillumbik Councils we delivered a program of cultural events to coincide with Spring Outdoors. Residents across the partnership region were invited to spend time in local reserves with Traditional Owners to enable residents to deepen their understanding and appreciation of the oldest continuous culture on Earth. These events were oversubscribed, acknowledging the importance of this partnership.

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

Action

- The Manningham RAP implementation is progressing. Interpretative signage for Ruffey Lake Park is in development as well as an eastern region and a Manningham Yarning Circle on cultural workplace safety and employment. The information from the Yarning Circles have informed the preparation of our First Nations Employment Strategy.

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

Action

We applied to the Victorian Government's *Free from Violence Local Government Program* that supports councils to embed gender equality and family violence prevention practices into their work and the programs and services they deliver. Unfortunately, we were unsuccessful in our application. The proposal has been reviewed so that we can use the *Free from Violence* framework to support implementation of relevant items using existing resources.

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.

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**
- At the March Council meeting, Council endorsed the Manningham Residential Discussion Paper for the purposes of community consultation. The consultation will run from 8 April to 19 May.
 - Two technical reports informed the Discussion Paper, including a draft Manningham Neighbourhood Character Study. The Study is based on nine Character Precinct Statements. The majority of the Statements reflect the strong value and identity of native and exotic vegetation within the area.

5. We will provide ways for people to connect by: i. funding to support community inclusion and connection to respond to priority community needs.

- Action**
- The Annual Grant program opened for submissions in February 2024 and closed in early March.
 - The Community Grants Program had 34 applications: 21 for Community Development, 2 for Arts, and 11 for Festival and Events. Applications are now being assessed for recommendations to Council in June.
 - The Manningham Community Fund Program (Lord Mayor's Charitable Foundation) opened an Expression of Interest targeted at 18 community organisations. Applications are now being assessed.
 - The recent Small Grants round had 13 eligible applications, receiving a total funding of \$25,301.

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**
- We continued to work with the Suburban Rail Loop Authority on options for a future station in Doncaster Hill and to actively engage 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**
- After meeting with Serpell Primary School, we have proposed changes to improve local safety, traffic flow and parking conditions on Tuckers Road and Burleigh Drive. The school leaders are considering new parking restrictions on Burleigh Drive, the removal of turn bans at Burleigh Drive and Tuckers Road intersection, and new parking spaces on Burleigh Drive. We are awaiting the school to confirm the next steps.

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

i. Drains including Melbourne Hill Road Drainage Upgrade

- Action**
- We completed significant parts of key drainage projects including Everard Drive (nearing completion, delayed due to Telstra works) and Melbourne Hill Road. Projects expected to be completed before June 24.

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

- Action**
- We furthered the Road Improvement Program significantly with projects either in the procurement phase or underway.

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

- Action**
- Ted Ajani and Joromo Reserve playspaces were re-opened to the community. Joroma Reserve upgrade included a new balance beam / tyre obstacle course, triple swing set, spring rocker, seat and picnic table, landscape rocks and slide/climbing unit. Astelot Reserve playspace upgrade will be completed by June.



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.

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 continued to advocate for urban design outcomes through the ongoing review of design plans and liaising with NELP / SPARK & NELSA in relation to the Central tunnel package works and the southern package alliance Urban Design and Landscape Plan (UDLP).
 - Council lodged a formal submission to the Eastern Freeway Upgrades UDLP in late 2023.

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**
- Our Community Infrastructure Plan and 20-year action plan was adopted and is now being implemented. A key action that we have started work on is a community facilities review in Warrandyte.

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

- Action**
- There were 323,553 attendances across Manningham's nine stadiums in Quarter 3, which exceeded Quarter 1 (303,185) and Quarter 2 (294,960) attendances. A highlight included the Australia Day Basketball Tournament hosted across 4 stadium venues, with over 35,000 attendances across the 4 days.

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

We increased access during the quarter through:

- Action**
- A new dance school began at Leeds St Stadium and Manningham DISC in January. The program at Manningham DISC is for kinder aged children and the class at Leeds St Stadium is for teenagers.
 - Increased participation in table tennis at DISC by the Chinese Senior Citizen group.
 - Increased bookings at Leeds St Stadium by Manningham Pickleball.
 - Adding pre-season training at Mullum Mullum Stadium by the Richmond Wheelchair Football team.
 - A Melbourne United 2-day school holiday camp at Mullum Mullum Stadium.
 - A school holiday program of activities included '2 for 1' casual shooting at DISC, a Midnight Hoops Party at Mullum Mullum Stadium and a Carers Day at Mullum Mullum Stadium.

iv. Delivery of the Parks Improvement Program.

- Action**
- We continued to implement the Ruffey Lake Park Landscape Masterplan, with installation of new interpretive signs, the third exercise station with a ninja style and a new look-out deck with a shelter and picnic space. We are progressing with new trees and path upgrades. We awarded a tender for the installation of 2 new bridges and a boardwalk on the lake.
 - The new open space on Hepburn Road started construction in January and will be open in mid-2024.
 - The Victoria Street playspace will be open in mid-2024.
 - wonguim wilam has a new art piece installed by a First Nations artist with a new gathering space and a large boomerang.

3. Council Plan 2021-2025

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

Progress



Resilient Environment

Goals:

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

9. We will deliver environmental activities to:

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

Action

- We continued to improve our own environmental practices through the delivery of the Climate Emergency Action Plan including a ambitious zero emissions targets. Examples include the transition to electric cars for several of Council's fleet service.
- We started the review of the Sites of Biological Significance Report (2004) and mapping of the Sites is now complete. We are now reviewing the mapping information to create a list of priorities. This project will inform a review of the Manningham Planning Scheme and overlays to protect the Green Wedge.

ii. advocate to government and business on environmental issues

Action

- We continued to work with the Northern Association of Greenhouse Alliance (NAGA) on a number of initiatives including sustainable procurement for the region, a Regional Offset Emissions Study, and a consistent approach to climate modelling and reporting.

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

Action

- We continued to review and map pest rabbit warrens, using *TreePlotter* software to develop a program.
- Our Bushland maintenance contract continued to run as planned and quotes were also sourced for a roadside vegetation program. Significant weed management was undertaken at Ruffey Lake Park.

v. 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 combining biodiversity action and awareness and cultural engagement by partnering with the Wurundjeri Land Council for program development and delivery including On Country walks.
- We planned a Manningham schools program for Term 2, with the Wurundjeri Land Council educating primary school students about Country and cultural awareness.

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

Action

- We demonstrated stewardship in waste management with continued:
 - benchmarking and exploring opportunities to implement a separate glass service in the next two years, to align with Victorian government policy.
 - work with the community to reduce contamination to further decrease waste to landfill.
 - activities and support to support the community to maximise the benefits following the recent introduction of Food Organics, Green Organics (FOGO) and the Container Deposit Scheme (CDS).

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 embedded the desired economic, environmental, and social outcomes in our procurement process and templates. We continued to explore ways to capture and report the outcomes.

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

- Action**
- We provided support to the recently formed Jackson Court Trader Association to build their governance and operational capacity.
 - We further explored options for the development of trader groups within the municipality.

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

- Action**
- A preferred location has been selected for a co-working space and three costing scenarios were created and presented to Council with acceptance of the preferred option.
 - We have undertaken site visits to further determine the scope of works. An implementation plan is being prepared and will be presented to Council by the end of June 2024.

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

- Action**
- We are now exploring new approaches to investment attraction, which aim to have added benefits to employment and local tourism.
 - We continued to work with Onemda to develop a program to support people to gain experience in the hospitality sector. Participants work through how to deliver outcomes in a real world situation before exploring options for further employment within the Manningham business community.

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 endorsed a Deliberative Panel for 2024/25. This will be the first time Manningham Council has a one-year panel with community members deliberating on topics to inform our next Council Plan and other strategies.
- We started a review of our Manningham Matters magazine so that we continue to meet communities expectations.
- We scheduled more community engagement training so that our people are familiar with core community engagement principles in our delivery of community engagement activities.

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



Action

- We are exploring ways to further enhance our performance reporting in our Annual Report using case studies and the voices of our customers and community.

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



Action

- We pro-actively implemented quality assurance measures in our contact centre to improve staff training and better respond to customer needs across contact channels including phone and front counter.
- We planned for the introduction of a new telephone system which will enhance direct customer feedback mechanisms and information for phone interactions.

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

- The development of a financially sustainable new draft 2024/25 Long Term Financial Plan and draft 2024/25 budget are well underway.
- Community engagement was undertaken on Your Say Manningham from November 2023 to January 2024. A record number of responses from our community were received and a successful budget pitch opportunity for our community was held in March 2024.

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 completed the 2023/24 Program of identified service reviews to identify gaps and improve service outcomes. Reviews for Engaged Communities, Youth Services, Freedom of Information, and Fleet Services are complete. Function Centre and Arts, Culture and Local History are at the final report stage.

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



Action

- We created a working group to identify more opportunities to increase our transparency.
- We 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	\$0	\$418	\$0	\$0	\$0	\$0	\$56	\$0	\$0	\$473	\$1,779
Cr A Conlon	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$1,701
Cr D Diamante (Mayor)	\$0	\$0	\$0	\$0	\$0	\$0	\$165	\$0	\$0	\$165	\$1,284
Cr G Gough	\$0	\$316	\$0	\$0	\$1,320	\$0	\$0	\$0	\$0	\$1,636	\$3,301
Cr M Kleinert	\$531	\$0	\$0	\$131	\$0	\$0	\$407	\$0	\$0	\$1,069	\$3,178
Cr C Lange	\$0	\$0	\$0	\$0	\$4,400	\$0	\$282	\$877	\$0	\$5,559	\$8,914
Cr T Lightbody (Deputy Mayor)	\$0	\$0	\$0	\$0	\$0	\$0	\$174	\$0	\$0	\$174	\$697
Cr L Mayne	\$61	\$0	\$0	\$173	\$4,225	\$0	\$0	\$0	\$0	\$4,459	\$4,960
Cr S Mayne	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$128

Notes for the Quarter

- Cr L Mayne attends Australian Institute of Company Directors which is amortised over two financial years.
- Cr Lange attends Australian Institute of Company Directors.
- 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
Andrew Day	\$47	\$0	\$750	\$0	\$4555	\$5352	\$6570

Notes

Miscellaneous expense relates to CEO Professional Development during the quarter

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.

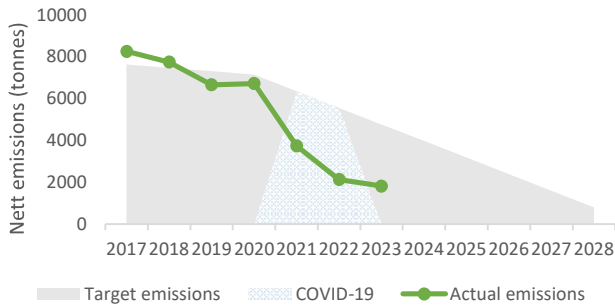
6. Climate Response and Environment

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.

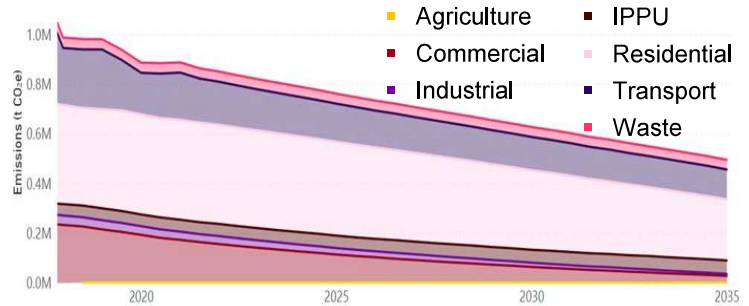
Each quarter will include emissions trackers and a focus on one of the action areas in our Climate Emergency Response Plan:

1. Managing Our Waste and Resource Recovery
2. **Reducing our carbon emissions and increasing our renewable energy capacity (focus for this quarter)**
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 trajectory for Community

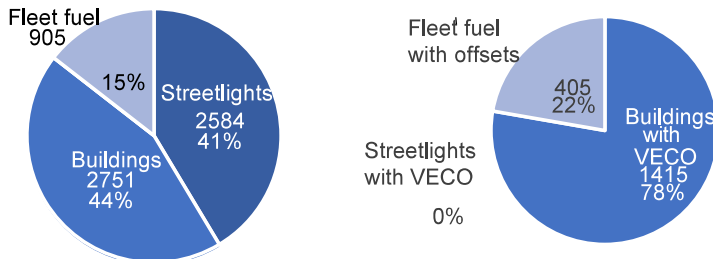


Of the approximately 1million tonnes of municipal emissions: 65% : residential electricity, transport and gas
 25% : commercial and industrial electricity, transport and gas.
 4% : waste and 6% is IPPU (industrial processes and product use)

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

Council emissions profile

Council emissions sources 2022/23 (in tonnes of greenhouse gases)
 Victorian Energy Collaboration Offsets (VECO)



Gross emissions (without VECO & Offsets) Net emissions (with VECO & Offsets)

Council's top emitters and mitigation undertaken:

- Public Lighting** - conversion to energy efficient LEDs
- Aquarena** - onsite solar and energy efficiency upgrades
- Civic** - onsite solar and electric vehicle chargers
- MC2** - energy efficiency upgrades
- Depot** - onsite solar and electric vehicle chargers
- Mullum Mullum Stadium** - large onsite solar
- Sheahans Reserve Basketball Stadium** - onsite solar
- Pines Learning & Activity Centre** - solar and battery
- Rieschieks Reserve Sports Pavilion** - cool roof
- Donvale Indoor Sport Complex** - onsite solar

Climate action over the years



A range of projects have been delivered since 2008/09 to prevent and reduce Council's emissions resulting in an 80% cut so far. The focus is to transition Council assets & operations away from fossil fuels to renewable or sustainable resources as much as viable. All Council operated sites are powered by 100% renewable electricity generated by windfarms in Victoria (through the VECO contract). The next steps are to phase out fuel from the fleet and gas from buildings, particularly large sites.



Key Achievements

- Aquarena energy efficiency and de-gasification feasibility study to tackle our highest emitter (Aquarena's emissions are equivalent to 60% of all of Council's aggregated building emissions).
- 1.15MW of solar and 40kWh of batteries installed at 20 Council sites.
- New utilities & emissions platform to track real-time resource use.
- Over 40 hybrid and 6 full electric vehicles in council's fleet served by 14 smart electric vehicle chargers at council offices.
- "Cool Roof" (white) treatment on some of council's hottest buildings to reflect radiant heat, enhance the performance of solar panels and reduce the heat island effect.
- Transitioning buildings off gas and fossil fuels to electrical equipment powered by renewables including heat pumps at Petty's Pavilion.
- On-going Solar Savers information sessions with 10 installs to date.

Opportunities / Challenges

Opportunities:

- Progressive electrification of council vehicle fleet
- De-gasification of all Council buildings
- Expand Council's emissions reporting to include all Council owned sites and more impacts
- Rollout of public electric vehicle charging
- Enhanced engagement of community on climate emergency action.

Challenges:

- Funding for major de-gasification projects
- Grid constraints hindering electrification & renewable energy installs
- Diversification of transport options to reduce reliance on private vehicles.

7. Community Engagement

Engagement Projects



Capital works in Wonga and Warrandyte Park

We are planning two consultation sessions every six months to have your say on local road, footpath and drainage projects.



Thematic Environmental History

Share your stories of people, groups, places and events in our first Thematic Environmental History project



Katrina Gully Reserve Playspace upgrade

Share your views on Katrina Gully Reserves playspace on the Koonung Creek Linear Park in Doncaster.

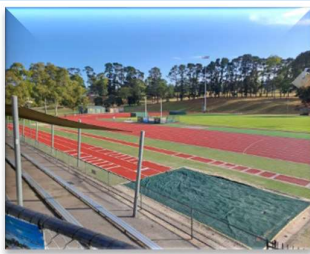
What you told us

Annual Budget 2024/25

Before developing the draft Annual Budget, we launched a community survey to understand what priorities were important to our diverse community.

- We received a fantastic response, with more than 650 community members participating.
- 17 community members took up the invitation to present and pitch their ideas to Council in early March. These have informed the draft Budget.
- We anticipate the draft Budget will be available for comments after Council's consideration in May.
- Final submissions will be considered in the final Budget and 10 Year Financial Plan on 25 June.

Top 5 Priorities from the Community Survey (650 participants)



1. Sports and Facilities



2. Parks, Reserves and Open Spaces



3. Roads, Traffic and Parking Management



4. Clean and well-maintained spaces



5. Walking and cycling Paths and



6. Recycling and Waste Management

Your Say Manningham

Performance 1 January – 31 March 2024

Visits
9,737

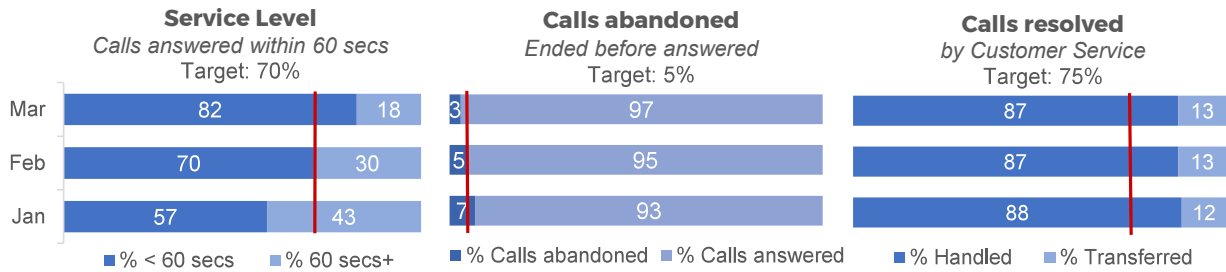
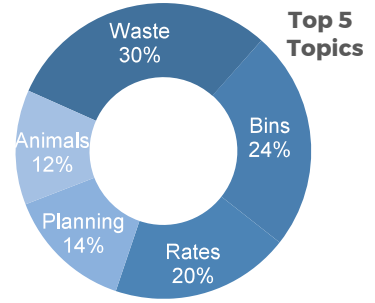
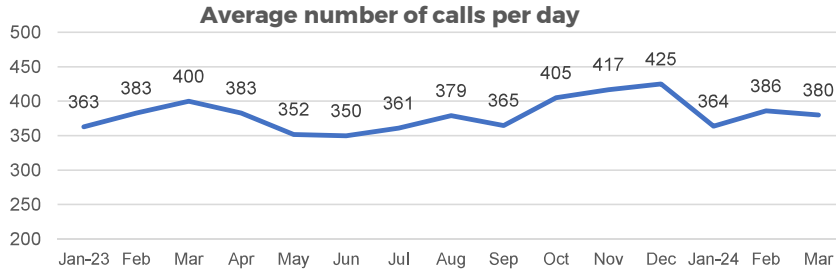
Contributions
205

New registrations
40

Engagement rate
3.2%

8. Customer

Telephony - Contact Centre Performance

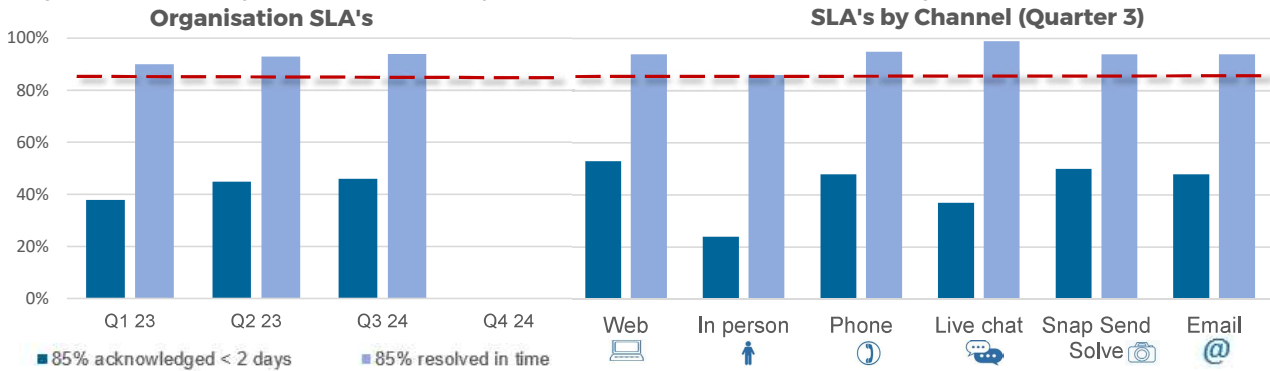


Telephony analysis

- Average daily call volumes are following seasonal trends, lower than Quarter 2 (cf 415) which was impacted by a high volume of hard waste bookings, but consistent with Quarter 3, 2023 call volumes.
- Recruitment leading to appropriate staff levels, coupled with call volumes in line with expectations, have seen improved service levels with low abandonment rates in February and March.
- Waste related calls for standard bin service and hard rubbish remain the most common enquiry types with March seeing a seasonal spike in animal related calls due to registration renewals.

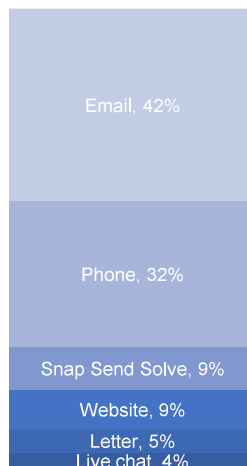
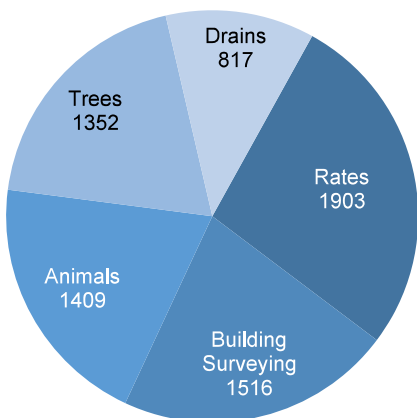
Customer Requests (CRM) Organisation Performance

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



Customer Requests (CRM) by Topic and Channel

17,295 New cases



Analysis

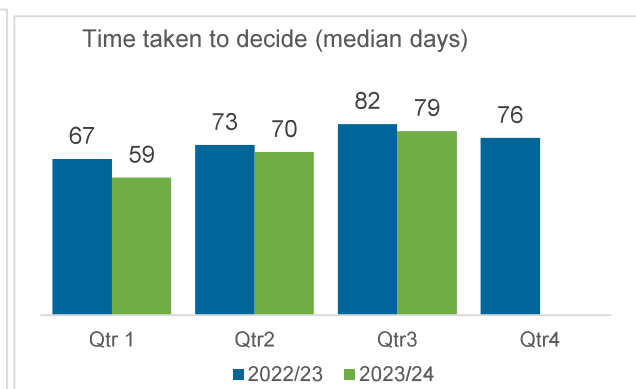
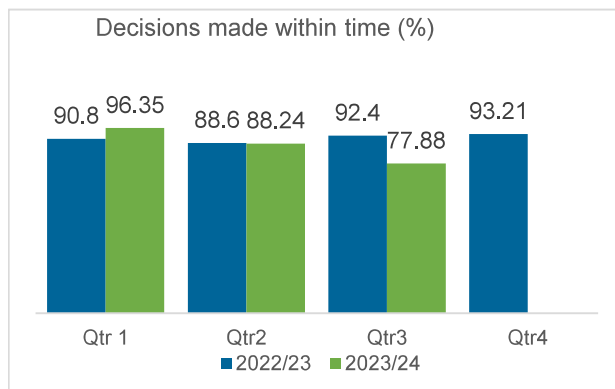
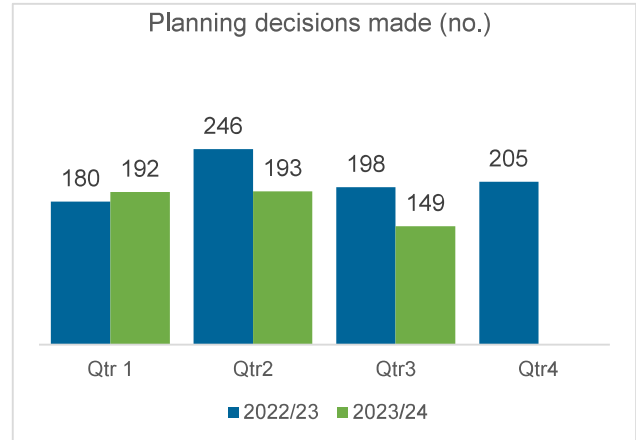
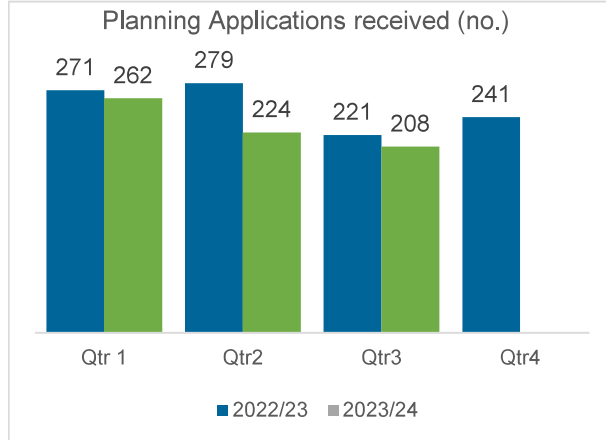
- Resolution of requests within SLA is high at 94%, exceeding the Key Performance Indicator (KPI).
- Acknowledgement of requests remains below the KPI level at 46%. This is a focus area for improvement and there is an overall upwards trend.
- Animal related requests have increased compared to Quarter 2 (cf 944) with the annual registration renewals due April 10.
- Overall case volumes consistent with Quarter 3 2023
- Email and phone the primary contact methods for requests

9. 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

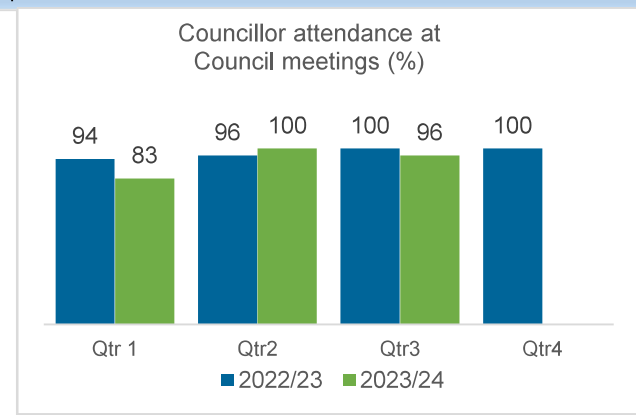
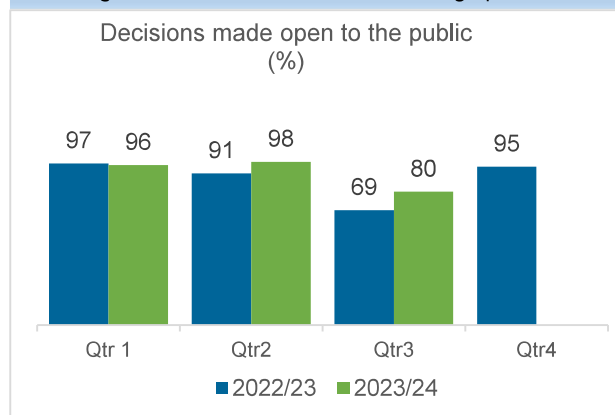
Statutory planning services include the assessment of planning permit applications for new development proposals and changes to land use activities under the Planning and Environment Act 1987.



There has been a slight decrease in planning applications received from 224 in Quarter 2 to 208 in Quarter 3 following a number of companies closing for the post-Christmas period. In addition, there has been a reduction in number of applications determined overall, due to issues with corporate systems after a recent upgrade. We are actively investigating the matter with our vendor.

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) 26	monitor (yellow) 3	off track (red) 0	complete (purple) 2	
Council, Infrastructure and Environment: progressing key plans, projects and programs					
Council Plan 100% actions delivered or corrective action reported.	Climate Emergency Response Plan 100% actions delivered or corrective action reported.	Aquarena aquatic facility Final outdoor design and resolution on the procurement strategy achieved.	The Pines (Doncaster) Masterplan progressed by September 2024.	Local Business Hub Select site by March. Implementation plan presented by June.	
Financially Sustainable: initiatives towards Council's mission to be financially sustainable					
Strategic Property Portfolio Project options presented.	MC² (Community Square) utilisation Report to Council by June.	Asset revenue Explore opportunities and present a report to Council by August.	VAGO Financial indicators Maintain low risk levels.		
Service Quality and Asset Management: assets and services that meet the needs of the community.					
Service reviews Deliver annual program to identify gaps and improve outcomes.	Service performance Maintain or improve our LGPRF Indicator results from 2022/23.	Leisure & recreation contract Manage and report on agreed outcomes.	Deliver Capital Works 60% of budget met by March and 90% met by June.		
Customer Experience: make it easy, celebrate, choice, serve consistently, respond in a timely way.					
Customer channels Report on customer contact channels by June.	Snap Send Solve Report on integration by March.	Requests in time 85% of customer requests acknowledged in 2 business days.	Requests resolved 85% of customer requests resolved in agreed times.	Reporting Add customer metrics to the Quarterly Report.	Improvement Initiatives Report to Council by June.
Community Engagement: reviewing our existing and trialing new ways to better communicate and engage.					
New ways to engage Trial new techniques on at least two projects by June.	New ways to communicate Trial at least new two communication initiatives by June.	Manningham Matters Review magazine and present outcomes by June.	Social media Increase reach of across channels, with consideration of new.	Ways to communicate Improve information sharing with the community on North-East Link Project.	
Well Governed and Organisational Development: growing a team that delivers great outcomes.					
Transparency Provide a briefing on new opportunities for transparency in Council.	Statutory planning Provide quarterly reports to Council.	Gender Equality Action Plan Report progress of the Plan, indicators and initiatives in the culture report.	Leadership development Report in the culture report.	Work health and Safety Implement initiatives aimed at improving on work, health and safety indicators. Report in the culture report.	
Advocacy: continuing to advocate for improved outcomes for Manningham.					
North- East Link Report on outcomes and achievements to progress Council's advocacy priorities from meetings with NELP Executive Director, local MPs and Ministerial portfolio representatives.		Aged Care Prepare advocacy statement on aged care funding and service quality by September.	Bus Network reform Provide half yearly outcome reports to Council on the Victorian Government's pilot project.		