

MANNINGHAM

COUNCIL MEETING MINUTES

| | |
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| Date: | Tuesday, 26 November 2024 |
| Time: | 7:00pm |
| Location: | Council Chamber, Civic Centre 699 Doncaster Road, Doncaster |

INDEX

1 WELCOME2

2 APOLOGIES AND REQUESTS FOR LEAVE OF ABSENCE2

3 PRIOR NOTIFICATION OF CONFLICT OF INTEREST.....2

4 CONFIRMATION OF MINUTES.....3

5 PRESENTATIONS.....4

5.1 Landscaping Victoria's Apprentice of the Year – Horticulture: Caitlin Sanderson 4

5.2 Retirement of Margaret Kelly, Warrandyte Historical Society4

6 PETITIONS5

THERE WERE NO NEW PETITIONS FOR TABLING THIS MONTH.5

7 PUBLIC QUESTION TIME.....10

7.1 G Wallace, Doncaster East 10

7.1 H Jurcevic, Templestowe 11

8 ADMISSION OF URGENT BUSINESS11

9 PLANNING PERMIT APPLICATIONS.....11

10 CITY PLANNING11

11 CONNECTED COMMUNITIES12

11.1 Whitehorse Manningham Libraries Annual Report 2023 - 2024 12

12 CITY SERVICES106

13 EXPERIENCE AND CAPABILITY107

13.1 Manningham Quarterly Report, Quarter 1 (July-Sept), 2024/25 107

13.2 Councillor Committees and Chairperson Appointments 2025 132

13.3 Appointment of Authorised Officers - Planning and Environment Act 1987 141

13.4 Informal Meetings of Councillors 144

13.5 Documents for Sealing..... 147

14 CHIEF EXECUTIVE OFFICER.....149

15 URGENT BUSINESS.....149

16 COUNCILLOR REPORTS AND QUESTION TIME.....149

16.1 Councillor Reports 149

16.2 Councillor Questions 150

17 CONFIDENTIAL REPORTS151

**MANNINGHAM CITY COUNCIL
MINUTES OF THE COUNCIL MEETING
HELD ON 26 NOVEMBER 2024 AT 7:00PM
IN COUNCIL CHAMBER, CIVIC CENTRE
699 DONCASTER ROAD, DONCASTER**

The meeting commenced at 7:00pm.

PRESENT:

- Councillor Deirdre Diamante (Mayor)**
- Councillor Andrew Conlon (Deputy Mayor)**
- Councillor Peter Bain**
- Councillor Anna Chen**
- Councillor Isabella Eltaha**
- Councillor Geoff Gough**
- Councillor Jim Grivas**
- Councillor Carli Lange**
- Councillor Laura Mayne**

OFFICERS PRESENT:

- Chief Executive Officer, Mr Andrew Day**
- Director City Planning & Liveability, Mr Andrew McMaster**
- Director Experience and Capability, Ms Kerryn Paterson**
- Director City Services, Ms Rachelle Quattrocchi**
- Director Connected Communities, Ms Lee Robson**
- Manager Integrity, Ms Carrie Bruce**

1 WELCOME

The Mayor read an opening prayer and statements of acknowledgement.

2 APOLOGIES AND REQUESTS FOR LEAVE OF ABSENCE

There were no apologies.

3 PRIOR NOTIFICATION OF CONFLICT OF INTEREST

The Chairperson asked if there were any written disclosures of a conflict of interest submitted prior to the meeting and invited Councillors to disclose any conflict of interest in any item listed on the Council Agenda.

There were no disclosures made.

4 CONFIRMATION OF MINUTES

COUNCIL RESOLUTION

MOVED: CR ANNA CHEN
SECONDED: CR LAURA MAYNE

That the Minutes of the Council Meeting held on 15 October 2024 and the Annual Council Meeting held on 19 November 2024 be confirmed.

CARRIED UNANIMOUSLY

5 PRESENTATIONS

5.1 Landscaping Victoria's Apprentice of the Year – Horticulture: Caitlin Sanderson

The Mayor acknowledged and congratulated Caitlin Sanderson a valued member of our Parks and Natural Environment team, who was recently awarded the Landscaping Victoria's Apprentice of the Year in the Horticulture category.

The award criteria considered contributions to the industry, engagement with landscaping projects, involvement in activities outside of work, and ambitious future plans.

Caitlin was recognised for stepping above the typical apprentice duties, when recently undertaking the leading hand role in the Landscaping team, where Caitlin displayed her leadership skills and keen attention to detail. It is these very attributes that earned Caitlin this prestigious award.

The Mayor again congratulated Caitlin and reaffirmed that Manningham is fortunate to have her as a part of the team.

5.2 Retirement of Margaret Kelly, Warrandyte Historical Society

The Mayor acknowledged the remarkable contributions of Margaret Kelly, who recently retired after 27 years of distinguished service with the Warrandyte Historical Society.

Since moving to Warrandyte in 1997, Margaret has been a passionate advocate for local history, quickly joining the Historical Society and dedicating herself to its work. Over the years, she has held numerous pivotal roles, including Treasurer, Vice-President, and President. During her decade-long tenure as President, Margaret's tireless dedication to both the day-to-day operations and long-term development of the Society ensured its growth and continued relevance. She was instrumental in organising festivals, celebrations, community talks, and school tours that enriched the cultural fabric of Warrandyte and fostered a deeper connection with the local community.

Margaret's leadership extended beyond the Society, with her significant contributions to Manningham Council's Heritage Advisory Committee, now the Historical Societies Working Group. Her expertise and local knowledge were invaluable in shaping the Council's approach to heritage preservation and collaboration with historical groups across the municipality.

In recognition of her extraordinary contributions, Margaret was named Manningham's Citizen of the Year in 2022 and was honoured with Life Membership of the Warrandyte Historical Society that same year.

Margaret's legacy is one of deep community engagement and unwavering commitment to preserving the rich history of Warrandyte. The Mayor extended Council's heartfelt thanks to Margaret for her outstanding service and wished her all the best in her retirement.

6 PETITIONS

There were no new petitions for tabling this month.

In accordance to sub rule 58.9 of the Governance Rules, once a written response has been issued to the lead petitioner it will be tabled at the next Council meeting for noting.

The written responses to the petitions listed below are attached on the following pages.

- Safety Concerns from Open Roadside Drainage along Omar Street, Templestowe Lower
- Objecting to the proposed development at 2 Brendan Avenue, Doncaster (PLN22/0537) and at 370-380 Manningham Road (PLN23/0344)
- Against Construction of 13 Units/Townhouses at entrance to Brendan Avenue, Doncaster

| | |
|------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|
| Petition Name | Safety Concerns from Open Roadside Drainage along Omar Street, Templestowe Lower petition tabled at the 27 August Council meeting. |
| Council Meeting Date | 27 August 2024 |
| Council Meeting Item Number | Item 6.1 |
| Response Date | 10 September 2024 via email (attached below) |

From: Andrea Szymanski [REDACTED]
Sent: Tuesday, September 10, 2024 4:44 PM
To: [REDACTED]
Cc: Louise Wang [REDACTED] Rachelle Quattrocchi
[REDACTED] Carli Lange
[REDACTED]
[REDACTED]
Subject: RE: Petition received - MC0949953 - Omar Street, Templestowe - Request for kerb and drainage

Dear Shirley and Suzy,

Thank you for the submission of a petition to our Mayor, Councillor Carli Lange on behalf of the Owners Corporation Committee (OC423371) at [REDACTED] Omar Street, Templestowe requesting that Omar Street be considered for future upgrade works between Parker Street and James Street. Cr Lange has requested that I review and consider your request and respond directly to you.

Your detailed submission inclusive of images and examples is greatly appreciated and helpful in the assessment and demonstrating the need for future upgrade works. Following our investigation, I wish to provide you with the following information around the next steps associated with future works.

As you would appreciate, over the years key areas of Manningham have transitioned from semi-rural to more intense suburban suburbs. Council continues to support and invest in the upgrade and renewal of our road networks, and in 2024/25 has allocated over \$5.5 million in funding for road improvement projects as part of the Capital Works budget. The prioritisation of these works has been developed on criteria such as; asset age, existing conditions and volume of use, demand, as well as overall benefit to the Manningham community.

Omar Street is currently listed on Council’s Ten Year Capital Works Program for survey and design in the 26/27 financial year as part of the larger Templestowe Triangle project. This is an important step to formalise the scope and opportunities for improvement in this area, as well as interaction and efficiencies associated with other projects in the area between Foote Street to the south, Anderson Street to east and the Yarra River to the north and west, known locally as the Templestowe Triangle.

Once an initial scope of works is completed, further community consultation will be undertaken to ensure that we are providing the highest community benefit and addressing all known issues. It is understood that there may be some areas within the Templestowe Triangle identified by residents as most desirable to retain the existing semi-rural look and feel with the absence of formal infrastructure. As such, it is important for Council to work through the design and consultation process to ensure we assess and evaluate community expectations and required needs.

Following your request, we have investigated the possibility of bringing this project forward as a separate design and construction piece separate to the strategic work happening in relation to the Templestowe Tringle project. I am pleased to confirm that we have been able to separate Omar Street and arrange design earlier than listed on our Ten Year Capital Works program. At this stage, we have been able to list Omar Street for design in the 2025/26 financial year, however, will continue to advocate for funding to initiate this design process sooner if possible.

In the interim, if the residents along Omar Street would like to consider minor works or modifications to their vehicle crossings, we would be prepared to assist by providing advice on potential proposals where residents may be able to widen the splays or crossings to assist with their access in and out of the properties.

If you would like to discuss the above further, please feel free to contact the Coordinator Roads & Infrastructure, Kurt Pitts on [REDACTED].

Kind regards,
Andrea

Andrea Szymanski
Manager City Infrastructure
Manningham Council

Manningham Council Depot
620 Blackburn Road (PO Box1 Doncaster Victoria 3108) Doncaster East Victoria, 3109
[REDACTED]
andrea.szymanski@manningham.vic.gov.au

www.manningham.vic.gov.au



| | |
|------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|
| Petition Name | Objecting to the proposed development at 2 Brendan Avenue, Doncaster (PLN22/0537) and at 370-380 Manningham Road (PLN23/0344) |
| Council Meeting Date | 27 August 2024 |
| Council Meeting Item Number | Item 6.1 |
| Response Date | 17 September 2024 (attached below) |



Return Address:
PO Box 1
DONCASTER
VIC 3108

17 September 2024

Andrew Hogendijk
[Redacted]
[Redacted]

Dear Andrew,

Re: Petition objecting to the proposed development at 2 Brendan Avenue, Doncaster (PLN22/0537) & 370-380 Manningham Road, Doncaster (PLN23/0344)

I refer to your petition tabled at the Council meeting on 27 August 2024, in relation to the above developments.

I advise that both applications have been advertised and have received objections. Officers will now undertake a detailed assessment of both applications against the provisions contained within the Manningham Planning Scheme, including ResCode (Clause 55) and any objection received to the proposal/s.

Following on from the public notification period an applicant may also choose to make design changes to the application. This may result in an application being readvertised.

As a result of the detailed assessment, a report will be prepared which will make a recommendation to either refuse or support the application/s. As a head petitioner/main contact, it is your responsibility to notify all other signatories of any future correspondence in relation to the application/s.

Yours sincerely,

Fiona Troise
Acting Director City Planning & Liveability

[Insert trim record number here]



Interpreter service
9840 9355
普通话 | 廣東話 | Ελληνικά
Italiano | عربي | فارسی

Manningham Council
699 Doncaster Road (PO Box 1), Doncaster, Victoria 3108
p 03 9840 9333 f 03 9848 3110
e manningham@manningham.vic.gov.au
ABN 61 498 471 081 manningham.vic.gov.au

| | |
|------------------------------------|--------------------------------------------------------------------------------------|
| Petition Name | Against Construction of 13 Units/Townhouses at entrance to Brendan Avenue, Doncaster |
| Council Meeting Date | 27 August 2024 |
| Council Meeting Item Number | Item 6.3 |
| Response Date | 17 September 2024 (attached below) |



Return Address:
PO Box 1
DONCASTER
VIC 3108

17 September 2024

Veneta, Sia & George [REDACTED]
[REDACTED]
[REDACTED]

Dear Veneta, Sia & George

Re: Petition objecting to the proposed development at 2 Brendan Avenue, Doncaster (PLN22/0537) & 370-380 Manningham Road, Doncaster (PLN23/0344)

I refer to your petition tabled at the Council meeting on 27 August 2024, in relation to the above developments.

I advise that both applications have been advertised and have received objections. Officers will now undertake a detailed assessment of both applications against the provisions contained within the Manningham Planning Scheme, including ResCode (Clause 55) and any objection received to the proposal/s.

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Yours sincerely,

Fiona Troise
Acting Director City Planning & Liveability

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ABN 61 498 471 081 manningham.vic.gov.au

7 PUBLIC QUESTION TIME

7.1 G Wallace, Doncaster East

- Q1 Since the change to place de-compostable waste in the green waste bin and to reduce the collection of landfill waste to once a fortnight can you indicate the percentage increase in cross contamination?

Ms Rachelle Quattrocchi thanked the resident and responded that since the launch of our Food Organic Garden Organic (FOGO) service, Council has not observed an increase in contamination rates.

Our processors report a contamination rate of 5% in recycling bins and less than 4% in FOGO bins. This is a good outcome, and Council remain committed to collaborating with our community to provide education on acceptable items for each waste stream.

- Q2 Since the change to reduce land fill can Council please advise what the reduction in landfill has been and what cost savings have been achieved?

Ms Rachelle Quattrocchi responded that in the 2022/23 financial year, Manningham disposed of 20,000 tonnes of garbage and 15,000 tonnes of garden waste.

In contrast, during the 2023/24 financial year, we disposed of 11,000 tonnes of garbage and over 24,000 tonnes of Food Organic Garden Organic (FOGO) waste.

This represents a nearly 45% reduction in the amount of garbage sent to landfill, while the volume of organic waste processed through FOGO more than doubled, increasing by 61%.

Although the implementation of FOGO has significantly reduced food waste sent to landfill, we have not seen cost savings due to an increase in the fuel levy, which has directly affected our collection expenses.

Additionally, the landfill levy is set to rise by 28% in the 2024/25 financial year to \$169.79 per tonne. Without the introduction of the FOGO service, our processing costs for landfill disposal would have been substantially higher.

Current projections indicate that the landfill levy could exceed \$200 per tonne by 2030.

7.1 H Jurcevic, Templestowe

- Q Is there an intentional reason why more than possibly 85% of the Manningham population is not represented by the Australian flag on the Council's Find Support Wellbeing mini reference document? Wouldn't the Council consider all residents would feel welcome and safe under the Australian flag in displayed on these documents, regardless of gender identity and colour?

Mr Andrew Day, Chief Executive Officer thanked Ms Jurcevic for her question and for expressing her views. Mr Day responded that the intention of the wellbeing support card, was solely to reach out to some more vulnerable groups within the Manningham community, whilst remaining inclusive with the use of the Manningham Council logo.

In relation to the budget document, Mr Day responded to that he would revisit the document to examine the reference points regarding the Australian flag. Mr Day stated that there is no position from Council, other than, flying the Australian flag in accordance with, the federal and state government guidelines.

8 ADMISSION OF URGENT BUSINESS

There were no items of Urgent Business.

9 PLANNING PERMIT APPLICATIONS

There were no Planning Permit Applications that required a decision of Council this month.

10 CITY PLANNING

There were no City Planning reports.,

11 CONNECTED COMMUNITIES

11.1 Whitehorse Manningham Libraries Annual Report 2023 - 2024

File Number: IN24/673
Responsible Director: Director Connected Communities
Attachments: 1 Whitehorse Manningham Regional Library Corporation
2023-2024 Annual Report

PURPOSE OF REPORT

This report provides the Whitehorse Manningham Libraries Annual Report for 2023-24 for noting.

EXECUTIVE SUMMARY

The Whitehorse Manningham Regional Library Corporation provides library services in conjunction with the City of Whitehorse, under conditions as set out in a Regional Library Agreement. Two Councillors from each Council sit on the Board, along with the relevant Director and one community representative from each Council.

The Whitehorse Manningham Library Corporation has prepared its Annual Report for the 2023-2024 year. (Attachment 1)

The Annual Report outlines the Library Service's achievements towards the strategic objectives outlined in the Library Plan and includes the results of a comprehensive community survey.

It is recommended that Council receive and note the Whitehorse Manningham Regional Library Corporation 2023-24 Annual Report (Attachment 1), adopted by the Library Board on 16 October 2024.

COUNCIL RESOLUTION

MOVED: CR ANDREW CONLON
SECONDED: CR JIM GRIVAS

That Council:

- A. Receive and note the Whitehorse Manningham Regional Library Corporation 2023-2024 Annual Report. (Attachment 1).**
- B. Note the Whitehorse Manningham Regional Library Corporation 2023-2024 Annual Report is publicly available via the corporation's website.**

CARRIED UNANIMOUSLY

2. BACKGROUND

- 2.1 The Whitehorse Manningham Regional Library Corporation provides public library and information services to residents and visitors across the cities of Whitehorse and Manningham.
- 2.2 Across a network of eight branch libraries (with four branches in Manningham) and the website, as well as through home visiting and event pop-ups, the libraries provide free access to physical and virtual resources that support lifelong learning and reading.
- 2.3 The Annual Report outlines the Corporation's achievements towards the strategic objectives outlined in the Library Plan and the implementation of the Strategic Resource Plan.
- 2.4 The Annual Report was adopted by the Library Board at a special meeting of the Board on 16 October 2024.

3. DISCUSSION / ISSUE

- 3.1 The Annual Report provides a wide range of data regarding its performance and customer satisfaction. It also documents the considerable achievements across the year and the value our community places in library services.
- 3.2 Achievements include:
 - Strong take-up of the **Warrandyte Library Open Access** program that provides 7 day per week access for library members who have been inducted into the new model at Warrandyte. To date, 310 members have accessed the library outside of staffed hours, recording 2,684 additional visits.
 - **An upgrade to Doncaster Library** in the reading area, the study area on level 1 and staff amenities. This was partially funded by a grant from the State's Living Libraries Fund.
 - A high level of positive feedback via the **Community Survey**. 4620 people responded to the survey conducted by Whitehorse Manningham Libraries. The results indicate the library is a highly regarded service from all age groups. This result is consistent with Council's own surveying each year where libraries are amongst the most highly valued Council services.
 - **Chinese language resources** are the most borrowed items (148,525 loans) in language other than English.
 - **Total borrowing** of physical books (+26%) and e-resources (+17%) increased over the previous year. Children's books continue to be the most borrowed type of item.
 - The introduction of the '**Library of Things**', where board games, electronic games and other equipment can be borrowed. The home testing kits for energy efficiency for example has been very popular and additional kits have been ordered to meet the demand by residents seeking to improve their household energy consumption.

- 3.3 There was a slight decrease in the number of visitations to libraries (-4%) which may have been due to minor scheduled closures across all branches for maintenance works such a carpet replacement and painting. Additionally, The Pines was required to close for three days due to flooding.
- 3.4 From a Council perspective, the need for future library services is part of our Community Infrastructure Plan (CIP). The CIP identifies the need for replacement libraries at both The Pines and Bulleen. Work is continuing on options for both of these projects and Council will be updated further in 2025.
- 3.5 There has also been a considerable body of work undertaken to look at options for the future governance of the libraries as required under the Local Government Act 2020. The LG Act requires all library corporations to shift to a new 'Beneficial Enterprises' model by 2030. Officers are continuing to look at different models and possible efficiencies and will have further information on possible models by mid to late 2025.

4. COUNCIL PLAN / STRATEGY

- 4.1 The Whitehorse Manningham Regional Library Corporation has its own Strategic Goals and Objectives:
 1. **Experience**
Objective – to be an inclusive and welcoming people centred service.
 2. **Learning and Engagement**
Objective – To enable an informed and engaged community.
 3. **Collaboration**
Objective – To extend the reach and benefit of library services.
 4. **Performance**
Objective – To be a flexible, resilient and high performing organisation.
- 4.2 **Goal 1.1 of the Council Plan 2021-2025:** Investigate extended use of community facilities including libraries through a delivery of the Community Infrastructure Plan (major initiative).

5. IMPACTS AND IMPLICATIONS

- 5.1 The Whitehorse Manningham Regional Library Corporation provides a highly valued service to the Manningham and Whitehorse communities. The 2023-24 Annual Report documents the Corporation's deliverables against the adopted targets and provides a transparent report into the organisation's finances and operations.
- 5.2 The Annual Report acts as a record of the Corporation's tracking against its Strategic Plan and provides the basis for Council's reporting via the Local Government Performance Reporting Framework.
- 5.3 The WML Board has two Councillor representatives from each of the member Councils. In 2023-24, Crs Michelle Kleinert and Cr Stephen Mayne were active board members. In December 2023, Cr Stephen Mayne stepped away from the Board, and was replaced by Cr Andrew Conlon. Cr Kleinert was Chair of the Board for this term.

- 5.4 New Councillor appointments to the Board will be effective from the start of the 2025 calendar year.

Finance / Resource Implications

- 5.5 The Annual Report does not, in and of itself, have direct financial implications for Council however the Financial Report identifies Council’s operating contribution of \$4,368,933 in the 2023-2024 Financial Year, supplemented by property lease costs and building maintenance expenses. This funding consisted of:
 - \$3,881,402 operational subsidy
 - \$334,349 for Warrandyte operations which sit outside of the Regional Library Agreement
 - \$153,182 for additional opening hours for Doncaster and The Pines
- 5.6 81% of funding for WML operations is provided by the two Councils. 15% is provided by the State Government.
- 5.7 The State Government did not confirm the amount of subsidy to be provided until January 2024 – more than six months into the operating year. The amount varies each year. The lateness of this funding caused issues with cash flow. Also, the funding was not indexed for inflation. A letter to the Minister was signed by the Mayors of all Councils in the Eastern Region to ask that more certainty about funding is provided in future, and that payments are made in a timely way. A request for a review of the funding formula forms part of a regional advocacy position to the State by Eastern Region Councils.

6. IMPLEMENTATION

6.1 Communication and Engagement

| | |
|-----------------------------------------|-------------------------------------------------------------|
| Is engagement required? | No |
| Stakeholder Groups | 1. Residents 2. Library users 3. Victorian Government |
| Where does it sit on the IAP2 spectrum? | Inform |
| Approach | Website info, social medial posts |

6.2 Timelines

The Annual Report was adopted by the Library Board at a special meeting on 16 October 2024 and will be published on the Whitehorse Manningham Regional Library Corporation website.

7. DECLARATIONS OF CONFLICT OF INTEREST

No officers involved in the preparation of this report have any general or material conflict of interest in this matter.



WHITEHORSE MANNINGHAM LIBRARIES

Annual Report 2023/2024





Proudly owned by



Administration

1040 Whitehorse Road, Box Hill, 3128
PO BOX 3083, NUNAWADING BC, VIC 3131
Phone 03 9896 4333
Fax 03 9896 4348

Where to find this report

Copies of this report are available at the Corporation's administration office.
It can also be accessed electronically on the Corporation's website at www.wml.vic.gov.au
For further information, telephone 9896 4333.

Acknowledgement of Country

Whitehorse Manningham Libraries acknowledges the Wurrundjeri Woi Wurrung people of the Kulin Nation as the traditional owners of the land on which our libraries are located. We pay our respects to their Elders past, present and emerging.

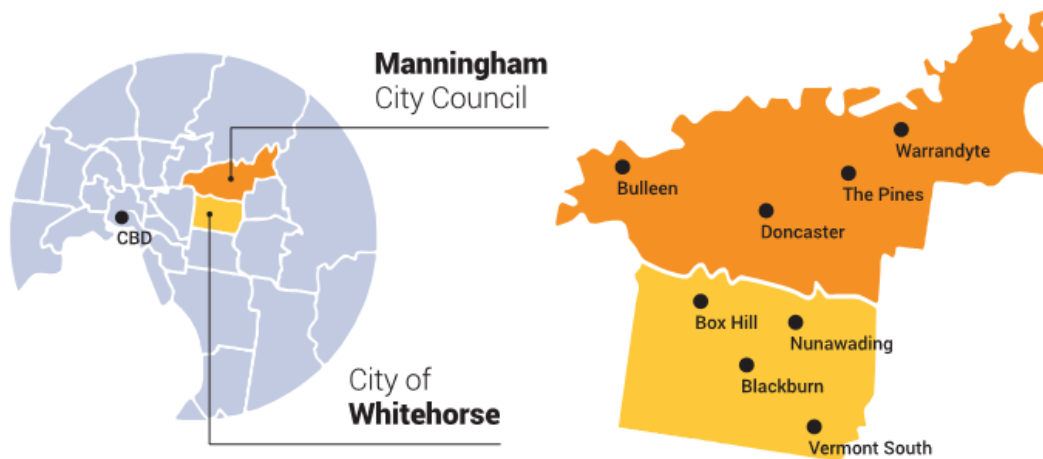
Contents

| | |
|-------------------------------------------------|----|
| Welcome To Our Annual Report | 4 |
| Our Community | 5 |
| Chairperson's Message | 6 |
| CEO Message | 7 |
| Our Strategic Direction | 8 |
| Our Strategic Goals | 9 |
| Performance Highlights | 10 |
| Our Key Challenges | 11 |
| Looking Ahead | 11 |
| Snapshots: Fast Facts | 12 |
| The Library Board | 14 |
| Governance | 16 |
| Our Organisation | 18 |
| The Year In Review | 22 |
| Trends | 24 |
| Our Performance | |
| Goal 1: Experience | 28 |
| Goal 2: Learning and Engagement | 32 |
| Goal 3: Collaboration | 43 |
| Goal 4: Performance | 50 |
| Financial Report | 59 |
| Independent Auditors Report | 60 |
| Certification of the Financial Statements | 62 |
| Comprehensive Income Statement | 63 |
| Balance Sheet | 64 |
| Statement of Changes in Equity | 65 |
| Statement of Cash Flows | 66 |
| Statement of Capital Works | 67 |
| Notes | 68 |
| Glossary | 89 |

Welcome To Our Annual Report

Whitehorse Manningham Libraries (WML) is proud to provide services to the Cities of Whitehorse and Manningham. This report details our performance for 2023/24 against the strategic themes outlined in the Library Plan 2021 – 2025 and Annual Budget 2023/24. We are passionate about what we do and strive to provide our community with the best possible library service. This report provides an overview of WML's key achievements and challenges throughout the past year.

WML services an area of 178km² located within Melbourne's outer eastern suburbs. The combined estimated population of both cities at 30 June 2024 was 309,664. The area is serviced by 8 physical branch libraries and online services are available via www.wml.vic.gov.au.



Blackburn Library
Cnr Blackburn & Central Roads
Blackburn 3130
P. 9896 8400



Box Hill Library
1040 Whitehorse Road
Box Hill 3128
P. 9896 4300



Bulleen Library
Bulleen Plaza Manningham
Road Bulleen 3105
P. 9896 8450



Doncaster Library
MC Square 687 Doncaster
Road Doncaster 3108
P. 9877 8500



Nunawading Library
379 Whitehorse Road
Nunawading 3131
P. 9872 8600



The Pines Library
Blackburn and Reynolds
Rds East Doncaster 3109
P. 9877 8550



Vermont South Library
Pavey Place
Vermont South 3133
P. 9872 8650



Warrandyte Library
Warrandyte Community
Centre 168 Yarra Street
Warrandyte 3113
P. 9895 4250



Our Community

The Cities of Whitehorse and Manningham share relatively similar demographics and have quite distinctive populations compared with metropolitan Melbourne. Both cities feature:

- A high proportion of older people and a low proportion of children under 12 years
- High average socio-economic status and high-aspiration families
- A very large Chinese community, along with growing Malaysian and Indian populations. More than 25% of both cities have residents who are of Chinese ancestry. This is reflected in our loan statistics, with 148,000 loans of Chinese language material in the 2023/24 financial year.
- Additionally, Whitehorse has a high proportion of tertiary students aged 18 to 24 years.

Whitehorse

Whitehorse is approximately 15 kilometres from Melbourne's CBD, and prides itself on having more than 350 parks and reserves in its 64 square kilometres. As a major commercial and residential municipality, Whitehorse offers a mix of quiet residential streets and bustling shopping centres, with key retail hubs at Box Hill and Forest Hill. The area boasts fantastic restaurants, vibrant cultural festivals, and important educational institutions such as Box Hill TAFE and Deakin University.

Manningham

Manningham stretches from Bulleen to Wonga Park. It boasts large areas of open space, including more than 300 parks and reserves and a mix of shopping and dining precincts. With vibrant residential neighbourhoods, Manningham features local galleries, nurseries, and community centres. A large section of the eastern half of Manningham is designated as a green wedge to protect Melbourne's significant natural and rural environment. Manningham is home to a diverse and multicultural community that brings a wealth of languages, music, food and cultural traditions to the region.

The demographics and combined characteristics of our two member councils inform WML's collection management strategy and the programs we offer to our community. This report highlights many of these collections and activities.

Chairperson's Message



On behalf of the Board, I am delighted to present the 2023–2024 Whitehorse Manningham Libraries Annual Report. This comprehensive report provides an in-depth look at our operations, services, and financial performance, while also highlighting our successes, challenges and the stories that have defined us over the past financial year.

It is heartening to see the continued positive impact our libraries have on literacy, lifelong learning and community wellbeing. This year, our commitment to enhancing these areas has been more evident than ever.

The results of our library community survey conducted in October 2023, which saw participation from 4,620 respondents, are a testament to the value and benefit our libraries provide. An impressive 96 per cent of respondents believe our libraries are important or very important, and 89 per cent feel that the library positively impacts their lives. These figures reinforce the essential role our libraries play in enriching our community.

Several notable highlights from this year include:

- **The launch of Warrandyte Open Library:** A significant addition to our service offering, the Open Library model supports our commitment to increasing access to library services and spaces.
- **Positive Ageing and Digital Literacy Initiatives:** Our partnership with Youngster.co which pairs students with older residents to provide tech help and support. This initiative provides an opportunity for generations to learn from each other; while providing jobs and important life skills for young people, it enhances the digital skills among older residents.
- **Expansion of the Library of Things:** Our traditional libraries now include outdoor games available for loan, encouraging physical activity and community engagement.
- **End of Late Fines:** By removing late fines, we have eliminated a barrier to reading and learning, ensuring that our resources are accessible to all.

I would like to take this opportunity to express my gratitude to several key groups:

- **Fellow Board Members and Community Representatives:** Your commitment and insight have been invaluable in guiding our strategic direction.
- **Staff and Volunteers:** Your hard work and enthusiasm are the backbone of our libraries, and your efforts continue to make a profound difference in our community.
- **Partners and Library Patrons:** Your support and engagement are crucial to our success, and we are deeply grateful for your involvement.

From our library branches to the administration and leadership teams, to our volunteers and partners, and to our Member Councils and Board Members, your collective commitment has made all these achievements possible. Together, we have enriched and strengthened our community, and we look forward to continuing this journey of growth and service.

Thank you for being a part of the Whitehorse Manningham Libraries.

Cr Michelle Kleinert, OAM
Chair of the Library Board

CEO Message



As we conclude another demanding yet rewarding year, I am both encouraged by our accomplishments and mindful of the ongoing financial constraints which impact our operations. Despite a challenging financial climate, characterised by inflationary pressures, rate capping limitations and a lack of uplift in State government funding, we have continued to deliver outstanding value to our community.

This year marks the second phase of our rolling service performance review program. We continue to assess our operations and service engagement to ensure the provision of excellent service to our community. A significant initiative this year has been the commencement of a major transformation of our technology infrastructure. This project will continue over the coming year to ensure our capacity to support contemporary service requirements.

Our dedication to fostering a high-performing organisational culture is evident in the results of our 2024 Staff Survey. Our employees demonstrate an exceptional commitment to achieving our strategic goals and the survey results reveal both a high level of engagement and a people-centric culture, underpinned by respect and collaboration. Staff members consistently emphasised the value of teamwork and a profound sense of benefitting the community as being the most rewarding aspects of working at Whitehorse Manningham Libraries.

We are immensely proud that our libraries are the highest performing services within our member councils, as reflected by the 2024 local government community satisfaction surveys. This achievement underscores our commitment to the provision of outstanding customer- focused service.

In response to community needs, we have introduced several initiatives this year to increase service accessibility. Most notably, extended access at the Warrandyte Library beyond staffed hours, addressing the demand for work and study spaces, along with access to the internet and collections.

As we look towards the future, our key priority will be the development of a new four-year strategic plan that will guide the library's services from 2025 onwards.

I want to extend my deepest gratitude to our dedicated staff, volunteers, partners, member councils, Board members and everyone who engages with our library services. Thank you for your continued support and for being an integral part of our community.

Sally Both
Chief Executive Officer



Our Strategic Direction

Purpose

To strengthen and inspire our community by providing opportunities to learn, create, connect and imagine.

Vision

A vibrant and inclusive library service that enriches our community.

We value

Respect: treating everyone with respect, dignity and courtesy

Collaboration: working together to achieve better outcomes

Integrity: being open, honest and accountable

Curiosity: being open to learning and exploring ways to improve

Agility: being flexible and adaptable to change.

Principles that guide our service

Customer-centric: striving to achieve the best customer experience

Wellbeing: supporting positive mental and physical health

Inclusive: providing equitable and accessible services to a diverse community

Responsive: to evolving community needs and expectations

Best practice: striving to be the best in all that we do and deliver.



Our Strategic Goals

The four strategic goals set the direction for the way Whitehorse Manningham Libraries ensures the services we deliver continue to respond to the diverse needs of our community. This report will demonstrate our progress towards meeting these goals.

Goal 1: Experience

Objective: To be an inclusive and welcoming people-centred service

Goal 2: Learning and Engagement

Objective: To enable an informed and engaged community

Goal 3: Collaboration

Objective: To extend the reach and benefit of library services

Goal 4: Performance

Objective: To be a flexible, resilient and high performing organisation

Performance Highlights

| LIBRARY PLAN 2021 - 2025 STRATEGIC THEMES | A SUMMARY OF OUR MAJOR ACHIEVEMENTS IN 2023/24 |
|----------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Goal 1: Experience To be an inclusive and welcoming people-centred service</p> | <ul style="list-style-type: none"> • Warrandyte Open Library model commenced in August 2023. • Extension of opening hours at Doncaster and The Pines Libraries. • Replacement of all public personal computers throughout the library service. • Scoping for minor improvements at Bulleen and Doncaster Libraries, with work to commence at Doncaster in August 2024. • The removal of overdue fees and the implementation of automatic renewals commenced on 1 July 2023. This service enhancement has been positively received and has reduced barriers to using the service. • Commencement of an accessibility audit of all branch libraries. |
| <p>Goal 2: Learning and Engagement To enable an informed and engaged community</p> | <ul style="list-style-type: none"> • Outreach digital literacy and Makerspace sessions for seniors delivered to targeted organisations in Whitehorse and Manningham. • Writeability Goes Local, a monthly Writing Group at Doncaster for 18-25-year-old writers and aspiring writers living with disability. • A range of programs delivered that celebrate international and national events and cultural festivals. |
| <p>Goal 3: Collaboration To extend the reach and benefit of library services</p> | <ul style="list-style-type: none"> • "A question of age: in conversation with Jacinta Parsons" event at The Round launched Positive Ageing Week. Event delivered with ten partners. • Youngster Intergenerational digital literacy support program, delivered at Doncaster, Box Hill and Nunawading Libraries. • Our 107 library volunteers assisted in the delivery of programs throughout the library service. The Friends of the Library Book Sale generated \$5,954 which supports future programs and events. |
| <p>Goal 4: Performance To be a flexible, resilient and high-performing organisation</p> | <ul style="list-style-type: none"> • Completion of a Cyber Security Audit • Successful grant funding secured to run multicultural Storytimes for a period of 3 years. Delivered in collaboration with Manningham Council. • Community survey launched in October 2023 received 4,620 responses. The data will help inform planning over the next 12 months. • Savings identified in new waste disposal contracts, telephones and IT hardware and digital resources. |



Goal 1



Goal 2



Goal 4



Goal 3

Our Key Challenges

Ensuring Whitehorse Manningham Libraries continue to adapt our services to support an inclusive and welcoming experience for all.

Managing the differing needs of our library users can be challenging.

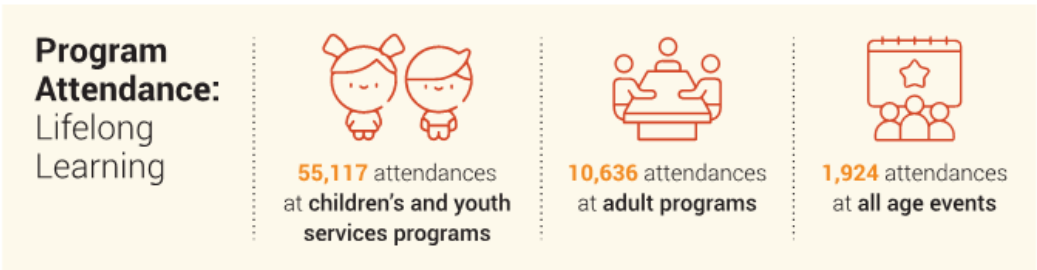
Raising awareness of the fantastic range of services the library has to offer to our community.

Looking Ahead

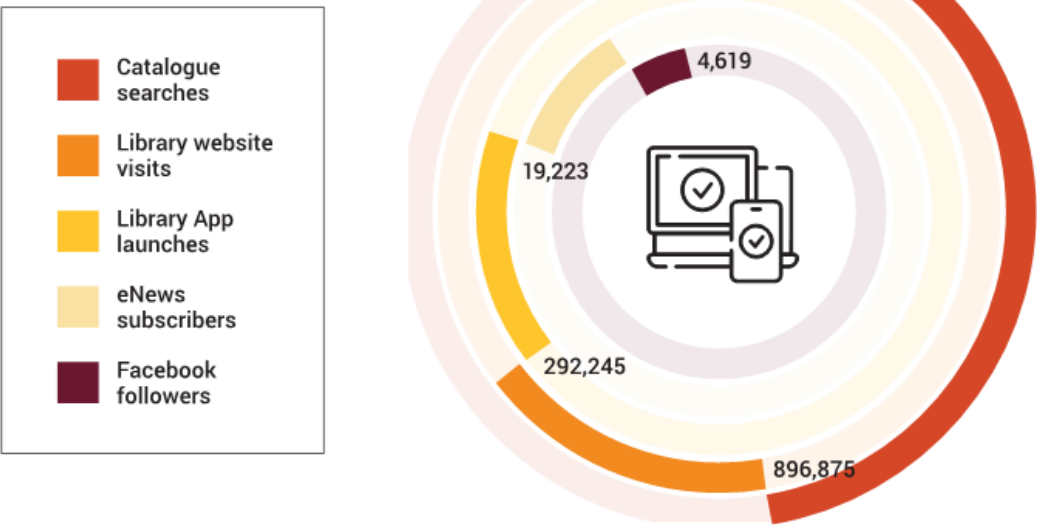
Whitehorse Manningham Libraries look forward to the development of our new four-year library plan 2025 – 2029.

Upgrades to the Doncaster Library to improve the customer experience will be completed in 2024.

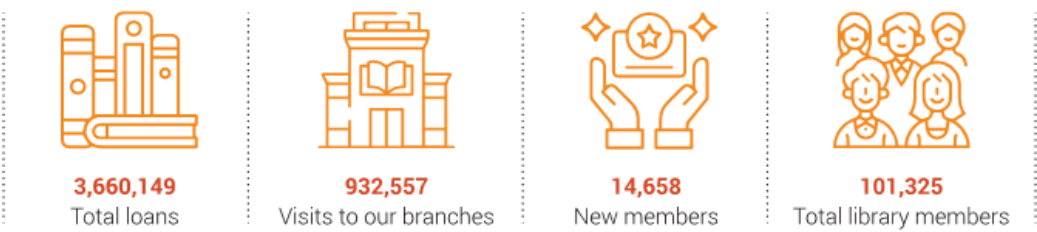
Snapshots: Fast Facts



Connected To Our Community











Library Usage





| | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|
| <p>Outside the Library Walls Home Library Service Statistics</p> <hr/> <p>65 Aged-care and retirement villages visited on a regular basis</p> | <p>55,066 Loans to outreach patrons</p> <hr/> <p>524 Individual patrons receive a delivery on a regular basis</p> |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|

Digital Access – Always Open

| | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p> 178,744 pieces of music downloaded or streamed</p> <hr/> <p> 526,930 newspapers and magazines downloaded</p> <hr/> <p> 20,843 movies streamed</p> <hr/> <p> 9,201 research and online learning sites accessed</p> | <p> 175,513 eBook loans</p> <hr/> <p> 95,802 eAudiobook loans</p> <hr/> <p> 1,616 online genealogy sessions logged</p> <hr/> <p> 1,984 online stories for children viewed through StoryBox</p> |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The Library Board

The Library Board is responsible for the overall governance and strategic direction of Whitehorse Manningham Libraries. The Library Board comprises two Councillors from each member Council, a delegated officer from each member Council and a community representative appointed by each member Council.

Manningham City Council



Cr Michelle Kleinert
OAM
Chair



Cr Stephen Mayne
(until December 2023)



Cr Andrew Conlon
(from December 2023)



Dionne Dearman
Community
Representative



Lee Robson
Director Connected
Communities

City of Whitehorse



Cr Trudy Skilbeck
Deputy Chair



Cr Andrew Davenport



Nicola Nye
Community
Representative



Lisa Letic
Director Community
Services

Attendance at Ordinary and Special Board Meetings

| BOARD MEMBER | MEETING ATTENDANCE | BOARD MEMBER | MEETING ATTENDANCE |
|--------------------------------|--------------------|---------------------------|--------------------|
| Manningham City Council | | City of Whitehorse | |
| Cr Michelle Kleinert | 5/5 | Cr Trudy Skilbeck | 5/5 |
| Cr Stephen Mayne | 3/3 | Cr Andrew Davenport | 4/5 |
| Cr Andrew Conlon | 2/2 | Nicola Nye | 5/5 |
| Dionne Dearman | 4/5 | Lisa Letic | 5/5 |
| Lee Robson | 3/5* | | |

* Andrew McMaster and Kerryn Patterson attended in Lee's absence as proxy.

These senior officers of the Corporation support the operation of the Library Board and attend meetings:

- Sally Both – Chief Executive Officer
- Julie Lawes – Manager Finance
- Jonathan Gosden – Manager Library Operations
- Katie Norton – Manager Collections and Information Services
- Tracey Olive – Manager Corporate Services
- Stuart Penrose – Manager ICT and Enterprise Risk



Governance

The Audit and Risk Committee

The Audit and Risk Committee is an independent advisory committee to the Library Board. The Committee assists in the effective oversight of financial reporting, management of risk and maintaining a reliable system of internal controls.

Membership of the Audit and Risk Committee comprises one Councillor from each member Council, nominated by the Library Board, and two external independent members. The Chief Executive Officer, Finance Manager, ICT and Enterprise Risk Manager and Internal Auditor attend each committee meeting.

Audit and Risk Committee Members for 2023/24 were:

- Cr Stephen Mayne (Manningham) until December 2023
- Cr Andrew Conlon (Manningham) from December 2023
- Cr Trudy Skilbeck (Whitehorse)
- Kerrie Jordan, Independent Member (Chair)
- Michele Tame, Independent Member

Risk Management

The Corporation takes a proactive approach to risk management. A risk management strategy, systems, policies and procedures are in place to minimise the adverse effects of all types of risks to its operations. Organisational risks are regularly reviewed and identified in the Enterprise Risk Register. The Corporation reports the status of risks and treatment plans to the Audit Committee and Library Board.

The following controls assist the Corporation in managing risk:

- Asset Register
- Risk Management Policy and Strategy
- Fraud Prevention Policy
- Procurement Policy
- Business Continuity Plan
- Internal Audits
- ICT Disaster Recovery Plan
- Risk Register.

Public Interest Disclosures

In accordance with the provisions of section 58 of the Public Interest Disclosures Act 2012, the Corporation has a procedure for dealing with disclosures made under the Act.

The Manager Corporate Services is the Corporation's Public Interest Disclosures Coordinator. The Corporation has not received any disclosures directly nor has it received any referrals from the Ombudsman for the period 1 July 2023 to 30 June 2024.

Freedom of Information

The Freedom of Information Act 1982 provides people with the opportunity to obtain information held by state and local government departments and authorities. The Act gives people the right to request documents relating to their personal affairs. The Corporation did not receive any requests in the period 1 July 2023 to 30 June 2024.

Information Privacy Act

The Privacy and Data Protection Act 2014 and Health Records Act 2001 are designed to protect the private information of individuals. The Corporation has a privacy policy available through the library branches and website.

Requests for access to information held must be made in writing and addressed to:

The Chief Executive Officer
Whitehorse Manningham Libraries
PO Box 3083, Nunawading, 3131.

Documents available for inspection

The following information is available for inspection upon request at the Administration Office, Box Hill Library, 1040 Whitehorse Road, Box Hill, Victoria, 3128 during office hours by appointment from 9.00am to 5.00pm weekdays:

- Annual Reports for each financial year
- Annual Financial Statements, including an operating statement, a statement of financial position and notes to financial statements
- Agendas and minutes for ordinary and special meetings of the Library Board held in the previous twelve months
- Regional Library Agreement
- Library Plan 2021 – 2025
- Register of delegations kept under sections 87(1) and 98(4) of the Act, including the date on which the last review took place under sections 86(6) and 98(6), respectively, of the Act
- A list of the names of organisations of which the Corporation was a member during the financial year and details of all membership fees and other amounts and services provided during that year by each organisation to the Corporation
- Names of Board members who submitted returns of interest during the financial year and dates returns were submitted
- Names of Corporation officers who were required to submit a return of interest during the financial year and dates returns were submitted
- A register of authorised officers appointed under the Act
- Details of overseas or interstate travel undertaken in an official capacity by Board members or any member of Corporation staff in the previous twelve months.

A range of Corporation documents is also available on the library website, including some of those listed above.



Our Organisation

Whitehorse Manningham Regional Library Corporation





Staff Profile

As of 30 June 2024, WML had a total of 127 employees, or 75.33 full-time equivalent (FTE), compared with 128 employees, or 75.37 FTE, as at 30 June 2023.

Summary of the number of Corporation staff by department and employment type

| EMPLOYMENT TYPE | BRANCH SERVICES | REGIONAL SUPPORT SERVICES* | TOTAL |
|---------------------|-----------------|----------------------------|------------|
| Permanent Full Time | 20 | 7 | 27 |
| Permanent Part Time | 68 | 14 | 82 |
| Casual | 18 | 0 | 18 |
| TOTAL | 106 | 21 | 127 |

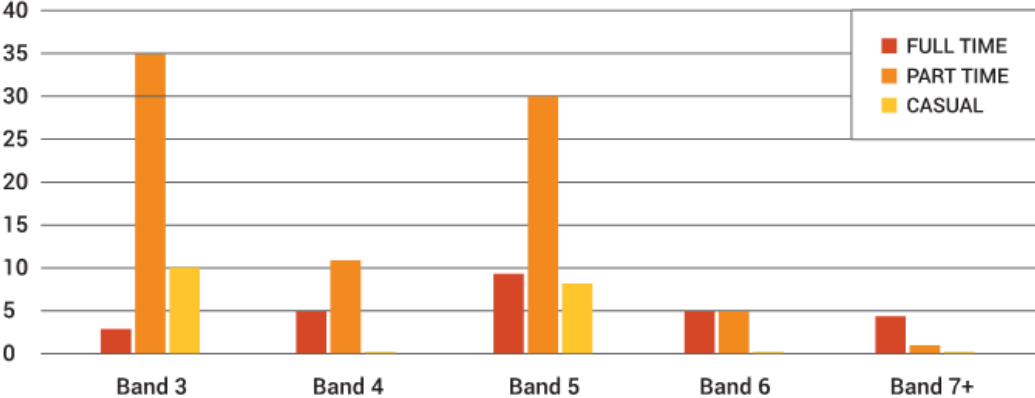
*Regional Support Services include Administration, Finance, Corporate Services, Technical Services and Community Engagement.

Note that some technical services staff and administration staff also undertake branch services duties on a regular basis. A high proportion of the workforce continues to be employed in a part-time capacity.

Summary of the number of FTE staff categorised by employment classification.

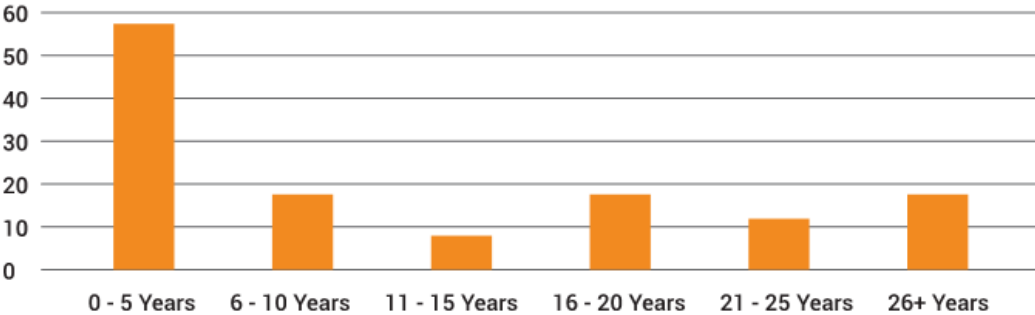
| BANDING LEVEL/CLASSIFICATION | TOTAL FTE |
|------------------------------|--------------|
| Band 3 | 22.89 |
| Band 4 | 12.44 |
| Band 5 | 26.06 |
| Band 6 | 8.04 |
| Band 7+ | 4.9 |
| SEO | 1 |
| TOTAL | 75.33 |

Employment Mode & Band Levels at 30 June 2024



This year, the staff turnover rate was 5.5% in comparison with the previous year of 12.04%. As of 30 June 2024, 55.12% of staff had been with the organisation for more than 5 years. More than 30% of staff had been with the organisation for over 15 years.

Years of Service – All Staff as at 30 June 2024



The recent staff survey indicated WML staff take pride in what they do as indicated by these comments:

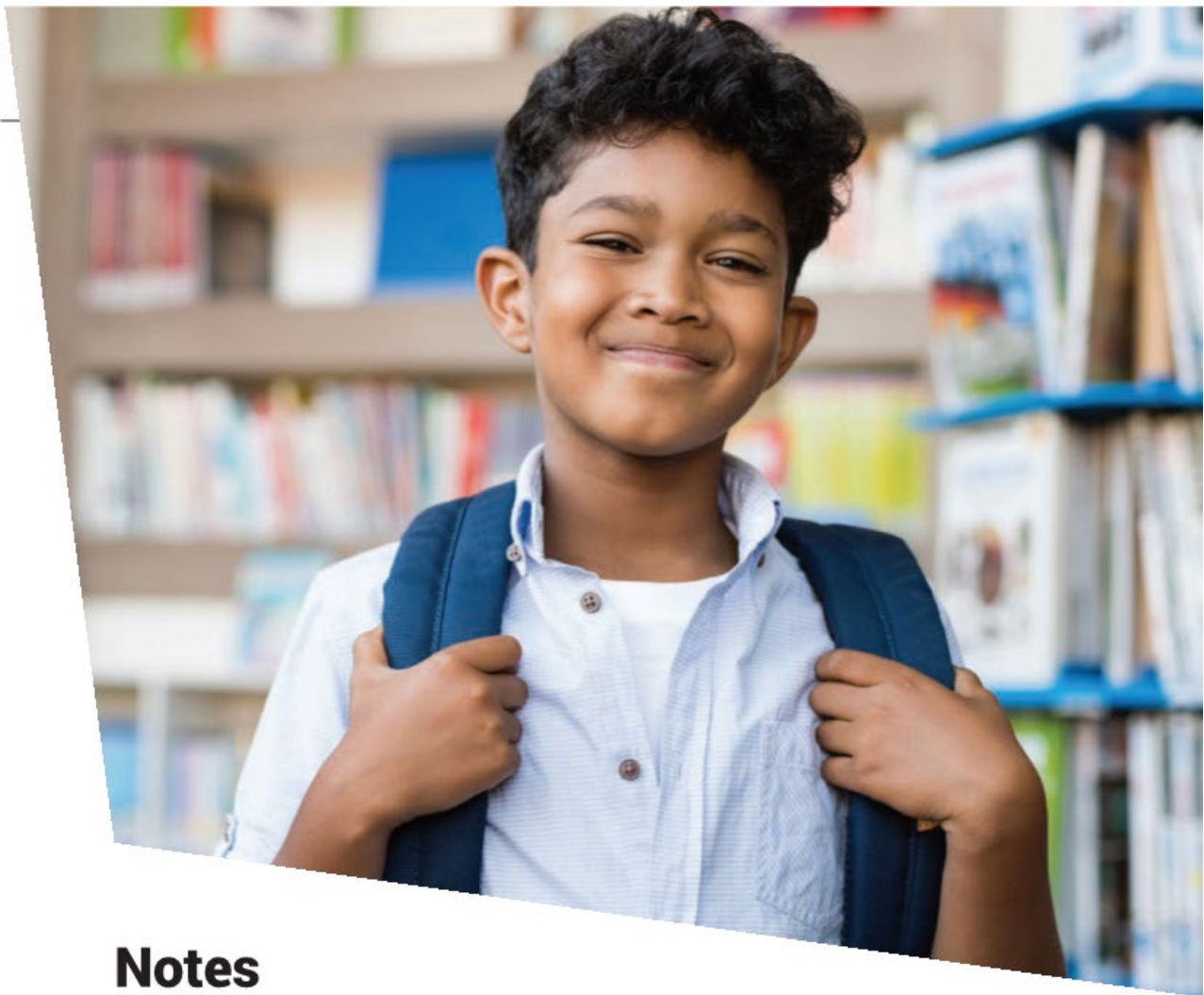
"Feeling that you are contributing to something that is great for the community. One of the last organisations where it truly is free and available for all."

"The emphasis on great customer service means we are all working together to give our patrons the best library experience they can have."



The Year In Review

| KEY INDICATORS | 2021/2022 | 2022/2023 | 2023/2024 | Variance from previous year |
|-----------------------------------------------------------------|---------------------|----------------------|----------------------|-----------------------------|
| LIBRARY MEMBERSHIP | | | | |
| Total members | 103,961 | 97,507 ¹ | 101,325 ² | |
| Active members (LGPRF measure) | 31,669 | 37,574 | 83,939 | + 123.4% |
| New members | 10,424 | 13,690 | 14,658 | + 6.8% |
| LIBRARY USE | | | | |
| Total library visits | 529,358 | 975,721 ⁷ | 932,557 ³ | - 4.4% |
| Library visits per capita | 1.75 ⁴ | 3.24 ⁴ | 3.01 ⁴ | - 7% |
| Customer interactions | N/A | 142,776 | 109,085 ⁵ | - 23.6% |
| COLLECTIONS | | | | |
| Total number of collection items | 407,710 | 421,650 | 423,860 | + 0.5% |
| % of collections purchased in the last 5 years | 71% | 64% ⁶ | 63% | - 1% |
| New collection items acquired – excl electronic resources | 62,915 | 60,585 | 59,963 | - 1% |
| LOANS | | | | |
| Total loans | 2,361,162 | 2,905,795 | 3,660,149 | + 26% |
| eBook loans (downloads) | 147,107 | 149,314 | 175,513 | + 17.5% |
| Total digital loans (incl. any digital item available for loan) | 534,634 | 745,678 | 802,179 | + 7.6% |
| LIBRARY PROGRAMS | | | | |
| Total number of attendees | 28,530 | 57,921 ⁷ | 67,677 | + 16.8% |
| Total attendees at adult programs | 6,142 | 8,934 | 12,560 | + 40.6% |
| Total attendees at children's/youth programs | 22,388 ⁸ | 48,987 | 55,117 | + 12.6% |
| ONLINE LIBRARY USE | | | | |
| Annual visits to website | 1,052,359 | 1,351,218 | 896,875 | - 33.6% |
| Web catalogue searches | 5,169,459 | 4,761,044 | 4,631,939 | - 2.7% |
| Library App launches (new) | 49,938 | 201,060 | 292,245 | + 45.3% |
| Fixed PC sessions | 34,656 | 105,934 | 132,301 | + 24.9% |
| Wireless sessions | 148,727 | 186,496 | 338,866 | + 81.7% |
| LIBRARY STAFFING | | | | |
| Total EFT | 70.55 | 75.37 | 75.33 | N/A |
| COMMUNITY ENGAGEMENT | | | | |
| Social media engagement (Facebook followers) | 4,217 | 4,398 | 4,619 | + 5% |
| Library eNewsletter subscribers | 15,865 ⁹ | 17,523 | 19,223 | + 9.7% |
| Number of registered volunteers | 144 | 141 | 107 ¹⁰ | - 24% |
| Volunteer programs | 8 | 8 | 8 | N/A |



Notes

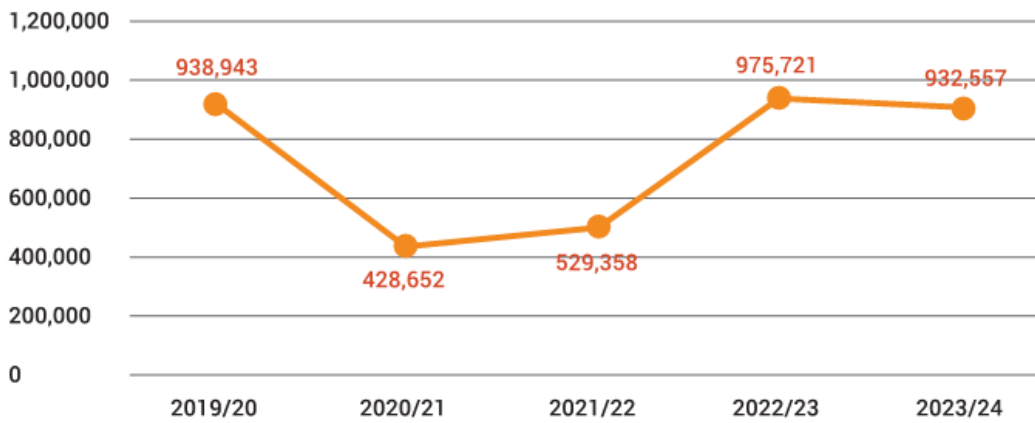
1. Member purge of all those with outstanding overdue charges resulted in a larger number than normal being cleared from the database.
2. The LGPRF method for calculating active membership changed in 2023/24
3. Visitation statistics may have been impacted due to closure of Vermont South Library (2 November 2023 – 6 December 2023) and The Pines Library (28 – 30 November 2023 & 17 – 18 June 2024) for maintenance.
4. Based on Estimated Residential Population (ERP) of 302,264 in June 2021, 301,245 in June 2022 and 309,664 in June 2024.
5. New measure in 2022/23, replaces Information Inquiries measure. Indicative measure only, as the collection of statistics in this area was impacted by industrial action.
6. Lower percentage than usual due to lower withdrawal rates of older materials in 2022/23
7. Visitation and Program statistics were impacted due to the closure of Box Hill Library for four weeks in December 2022.
8. Only includes events/programs where bookings were made. Does not include views of online Storytimes or other streamed events.
9. Subscriber list cleared of members who had not opened emailed newsletters for 3 years.
10. Inactive volunteers were removed from our volunteer register, following a review throughout 2023/24.

Trends

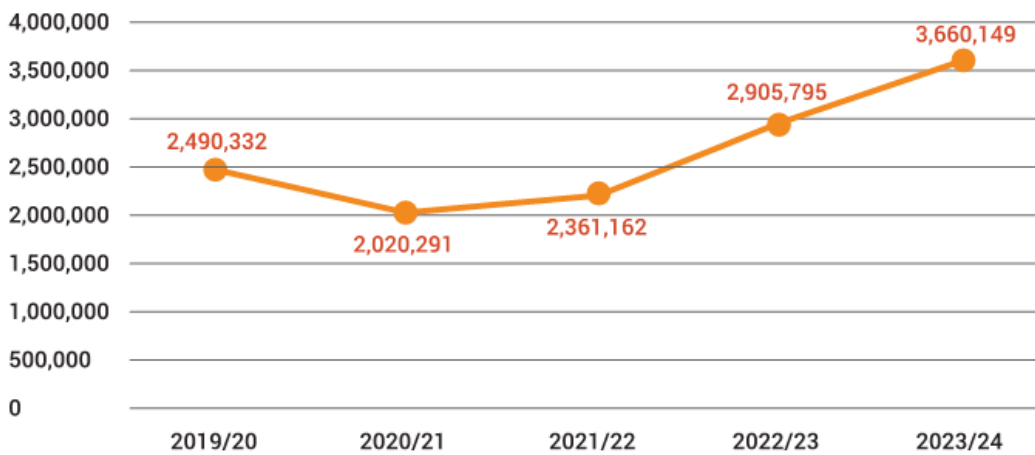
Whitehorse Manningham Library members continue to enjoy visiting our libraries and borrowing physical items. At the same time there has been an increase in online activity, with loans of digital items continuing to increase.

The below charts demonstrate some of our key usage trends.

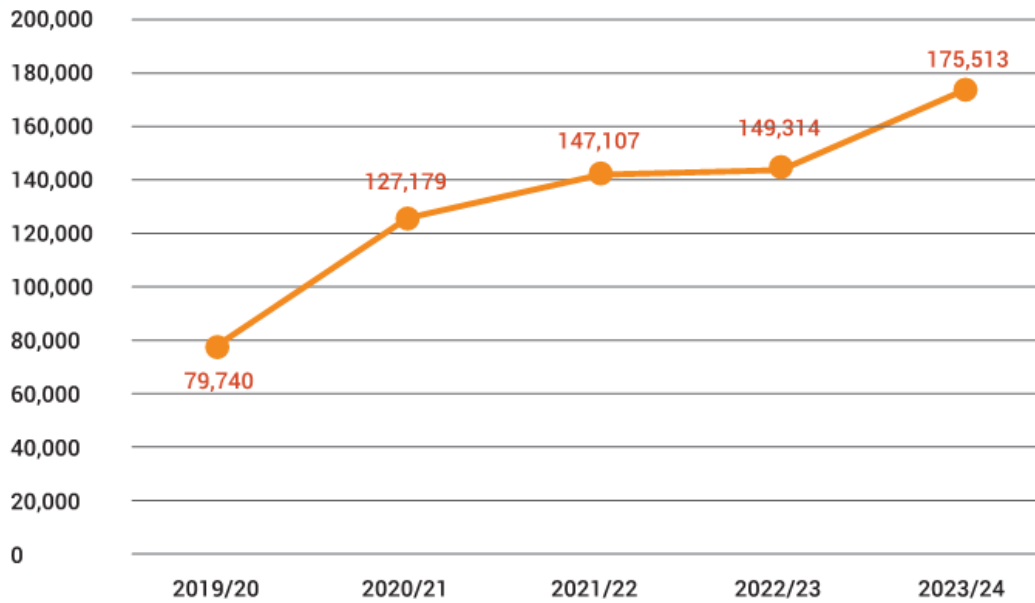
Library Visits – 5 Year Trend



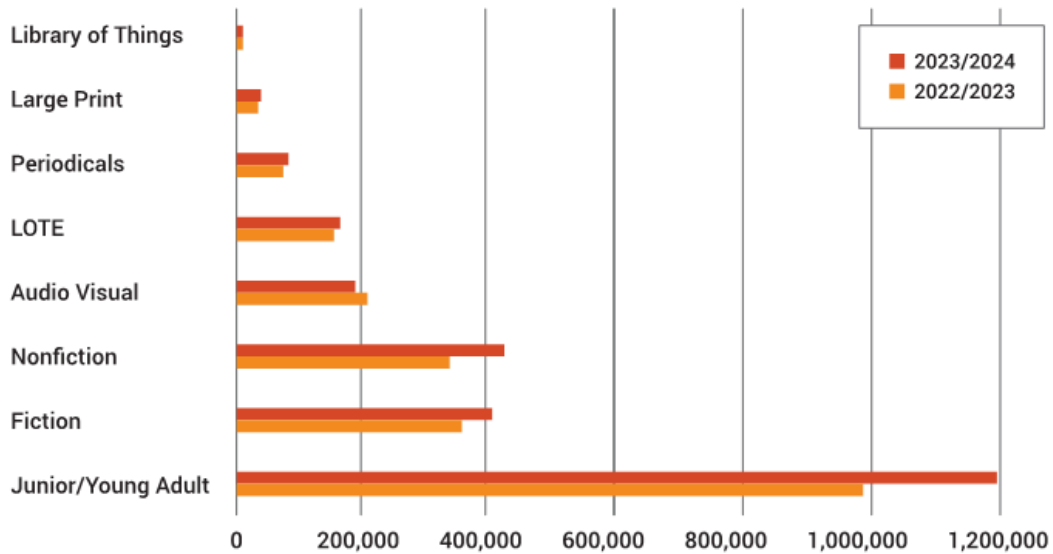
Total Loans – 5 Year Trend



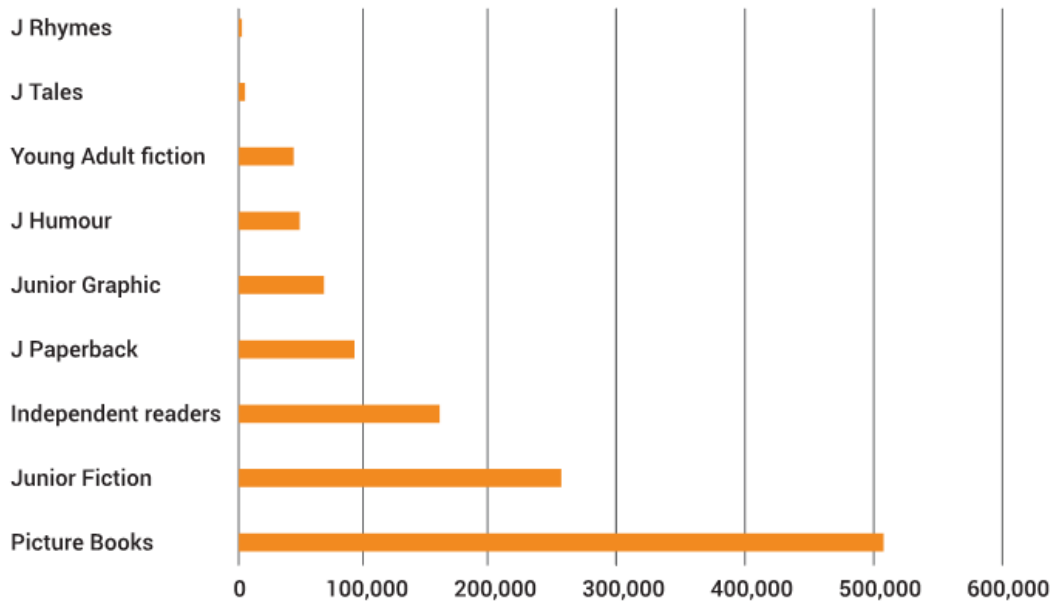
eBook Loans – 5 Year Trend



Loans by Collection Type



Junior and Young Adult Loans 2023/24



Loans of Collections in other languages

| LANGUAGE | AMOUNT |
|--------------------------|----------------|
| Chinese | 148,525 |
| Greek | 7,307 |
| Farsi | 3,997 |
| Italian | 3,568 |
| Arabic - junior fiction* | 168 |
| TOTAL | 163,565 |

*Note: Linked to grant program for multi-cultural Storytimes



Our Performance

Goal 1: Experience

Objective: To be an inclusive and welcoming people-centred service

1.1 Key Strategy: Provide inclusive, safe and accessible services for all

Key Outcome: New or reviewed policies that support safe, accessible and inclusive physical and digital spaces

| STRATEGIC | OPERATIONAL |
|----------------------------------------------|--------------------------------------------------|
| Pandemic Preparedness and Response Plan | Lone Worker Policy |
| Child Safety Policy – child friendly version | Workplace Bullying, Violence & Aggression Policy |
| Smoke Free Work Policy | Police and Working with Children Check Policy |
| Warrandyte Bushfire Policy | Equal Opportunity Policy |
| Complaints Handling Policy | |
| Bequest Policy | |
| Business Continuity Policy | |

Key Outcome: Extending Opening Hours

Manningham Council has enabled the provision of additional opening hours at Doncaster and The Pines Libraries in response to community demand for increased access to services. Doncaster Library began opening at 9.30am on week days from September 2023 and Sunday afternoon openings were introduced at The Pines Library. A further extension of opening hours at Doncaster Library is expected in September 2024.

1.2 Key Strategy: Provide exemplary customer first service

Key Outcome: Warrandyte Open Library

Extended access to Warrandyte Library commenced in August 2023. The Open Library model provides access to library services in Warrandyte from 8am to 10pm, seven days a week, including on public holidays. This initiative has extended access to library services in Warrandyte by an additional 71 hours per week, complementing the staffed hours.

The establishment costs were met by a State Government of Victoria Living Libraries Infrastructure Program grant, with matched funding from Manningham City Council.



By the end of June 2024, 310 library members had been inducted as "Open Library" members and the feedback from them has been extremely positive. Visitation to the Warrandyte Library has significantly increased, with the library being accessed 2,684 times outside of normal staffed hours. Computer usage data has also increased over the year, with the number of registered sessions growing from 600 to over 1,800.



The following comments are indicative of feedback received:

"I am so grateful for the out of hours service. I don't have personal devices or internet and rely on Warrandyte library for these. Thank you. And for your incredible staff."

"I absolutely love open library! It's been such a game changer to have a quiet workspace. The whole process of induction and support has been outstanding."

Key Outcome: Providing staff with access to training and new technology

A key achievement for the year was the rollout to all staff of Microsoft Teams and Microsoft 365 for enhanced collaboration.

A major upgrade of the Wide Area Network has commenced and will be completed in the next financial year. This will provide improved internet connectivity and speeds.

Box Hill Library has been selected to participate in a Communication Access Pilot program, coordinated by the State Library of Victoria. The program aims to enhance disability access within libraries and will be implemented throughout the next financial year.

De-escalation training provided to staff at Doncaster and The Pines Libraries to support the management of difficult behaviours. Training in this area will be rolled out to other branches in the next financial year.

1.3 Key Strategy: Work proactively to grow our reach

Key Outcome: Representation at community festivals and outreach locations

WML was proud to attend a range of festivals and events in both Whitehorse and Manningham. Pop-up presence provided us with opportunities to reach members of our community who may find it difficult to visit a library or those who are unaware of our services.

Where did WML pop-up?

| EVENT | IN PARTNERSHIP WITH... |
|------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| Bayi Gardiya (Singing Desert) | Manningham Art Gallery |
| Digital Literacy for Seniors – Outreach sessions at a range of different locations | City of Whitehorse and Manningham City Council |
| Golden Age Lunar New Year Event | City of Whitehorse |
| Manningham Pride Event at Aquarena | Manningham City Council |
| Outreach Makerspace sessions – range of locations | Aged care facilities and organisations |
| Persian Fair | House of Persia |
| Positive Ageing Event | City of Whitehorse, Eastern Elder Abuse Prevention Network and 7 other organisations |
| Spring Festival | City of Whitehorse |
| This Girl Can | Manningham City Council |
| Warm Winter Reads | The Round, City of Whitehorse |

1.4 Key Strategy: Plan for places and spaces that support the delivery of contemporary library services

Key Outcome: Infrastructure planning and improvements

In consultation and partnership with our member councils, the following have been achieved throughout the year:

- Installation of new switchboards at Box Hill Library and Vermont South Library
- Scoping for minor improvement options at Bulleen and Doncaster Libraries
- Refresh of furniture at a range of locations
- Participation in stakeholder meetings for Wattle Hill neighbourhood in the City of Whitehorse
- Participation in member council community infrastructure planning processes
- Implementation of Warrandyte after-hours access.



Goal 2: Learning and Engagement

Objective: To enable an informed and engaged community

2.1 Key Strategy: Support and promote life-long learning and literacy

Key Outcome: Delivery of programs and events supporting life-long learning and literacy

WML aims to deliver a range of different programs and events that encourage participation and life-long learning. In broad terms, our programs are delivered with a primary outcome for participants falling into one of the broad 7 categories.

| CATEGORY | NUMBER OF PROGRAMS DELIVERED | TOTAL ATTENDEES |
|-----------------------------------------|------------------------------|-----------------|
| Literacy and lifelong learning programs | 1,767 | 50,457 |
| Informing and connecting citizens | 21 | 302 |
| Digital inclusion | 288 | 3,123 |
| Personal development | 704 | 9,896 |
| Health and wellbeing | 223 | 1,205 |
| Stronger and more creative communities | 120 | 2,560 |
| Economic and workforce development | 20 | 71 |

Digital Literacy for Seniors

In collaboration with our member councils and other organisations, WML continues to deliver opportunities for seniors to gain digital literacy skills. Tech help for Seniors was a partnership with Youngster.co and Box Hill Institute, with students offering dedicated one-on-one technical support to seniors. The tech-savvy teens helped with things such as setting up a new phone, guidance on how to use social media, installing apps and transferring photographs.

This program rotated through Doncaster, Box Hill and Nunawading Libraries and there were 198 participants in the 2023/24 financial year. The program received funding support from the Victorian Government to deliver the program at Doncaster and Box Hill Libraries. The program was delivered at Nunawading through the Whitehorse Digital project.

This was a new partnership for WML and is linked to Key Strategy 2.1 and 3.1.





Writeability Goes Local

WML worked in partnership with Writers Victoria to deliver Writeability, a writers' group aimed at developing creative writing skills for those aged between 18 and 25 who are living with disability. The program was made possible through a VicHealth Grant and with the support of local mentor, Jenny Hedley, the group began meeting for two hours each month from June 2023 until February 2024. Participants were led through a series of writing activities and provided with an opportunity to submit their work for publication, commissioned by Writers Victoria. The final forum provided participants with an opportunity to share their stories in front of an audience of 24.

Participants gave the program very enthusiastic feedback and reported feeling more connected to their community. They reported they had improved their writing skills and felt more confident about sharing their stories. The group decided it would continue to meet after the program finished and with the support of WML, the group continues to meet twice monthly at Doncaster Library.

Key outcome: Provide skilled staff that are equipped to help our community

The ongoing training and development of library staff is important for employee wellbeing and essential to the provision of quality customer service. This year, training has been provided both online and in person. The training calendar included the following:

- Conflict de-escalation training
- Induction training for 11 employees
- Mental Health First Aid
- OHS compliance training, including manual handling and emergency response training
- PAX Australia Conference – largest gaming conference in Australia
- Online courses offered through Tribal Habits, Niche Academy and LinkedIn Learning
- Special Interest Group training sessions
- Australian Library and Information Association national conference
- 1,030 hours of staff training delivered through our online training platform, Tribal Habits

WML is looking forward to our first ever all-staff training day which will be held in July 2024.



2.2 Key Strategy: Encourage a culture of reading

Key Outcome: Delivery of reader development initiatives that support reading for recreation, information and education

WML delivered a range of author talks to inspire and inform our local community. We take great pride in providing opportunities for readers to meet their favourite authors and to engage with other like-minded souls.

Our collections are highly used and supported through a range of reader development programs such as Warm Winter Reads, Library Lovers Day and Book Chat Groups. Our collections are valued by our community as evidenced by the following comment from one of our library patrons:

"I was born in China and as a child I only had access to school books. Now I am grateful that I can read so many books. Sometimes just a line or a point of view can have so much positive impact on our lives."



Key Outcome: Encouraging connections with authors and providing opportunities for learning

Guest authors and speakers made presentations in online formats and in person on a range of different topics. A snapshot of our author events throughout 2023/2024:

| AUTHOR/SPEAKER | TOPIC | AUTHOR/SPEAKER | TOPIC |
|------------------|-----------------------------------------------------|--------------------|-------------------------------------------------------|
| Vikki Petraitis | Crime Writing Workshop | Sam Drummond | Broke: a story about love, when love is all you have |
| Robyn Annear | Adrift in Melbourne | Donna Cameron | Colour: the secret to creating a sustainable wardrobe |
| Tom Petsinis | Zero's whisper poetry | Jason Chongue | Introduction to indoor plants |
| Preeya Alexander | Eat Sleep Play Love | Lynne Kelly | Spiders: Learning to love them |
| Daniel Mancuso | Yiayia next door | Dr Jacinta Parsons | Ageism awareness day |
| Kate Solly | Tuesday Evenings with the Copetone Craft Resistance | Dan Torre | Orchid |
| Sally Brownbill | Leap into your creative life | Alison Daddo | Queen Menopause |
| Paul Kenny | Meet the publisher | Sandra Thom-Jones | Growing into autism |
| Lee Kofman | Writing emotions | Damian Kelly | Birding with Damian Kelly |
| Sue Gunningham | Memoir writing workshop | Dr Gráinne Cleary | Backyard Birds |

WHITEHORSE MANNINGHAM LIBRARIES Annual Report 2023/2024

Top Reads for 2023/24

| ADULT FICTION TITLE | AUTHOR | LOANS 2023-24 |
|---------------------------|-------------------------------|---------------|
| Exiles | Harper, Jane (Jane Elizabeth) | 732 |
| It Starts With Us | Hoover, Colleen | 568 |
| The Bookbinder Of Jericho | Williams, Pip | 565 |
| Long Shadows | Baldacci, David | 533 |
| Homecoming | Morton, Kate | 519 |



| ADULT NON-FICTION TITLE | AUTHOR | LOANS 2023-24 |
|-------------------------------------------------|-------------------------------|---------------|
| Spare | Harry, Prince, Duke of Sussex | 512 |
| Wifedom : Mrs Orwell's Invisible Life | Funder, Anna | 398 |
| Did I Ever Tell You This? : A Memoir | Neill, Sam | 259 |
| Atomic Habits: Tiny Changes, Remarkable Results | Clear, James | 244 |
| Outlive : The Science & Art Of Longevity | Attia, Peter | 241 |



| YOUNG ADULT FICTION TITLE | AUTHOR | LOANS 2023-24 |
|------------------------------------|------------------|---------------|
| The Summer I Turned Pretty | Han, Jenny | 218 |
| The Ballad Of Songbirds And Snakes | Collins, Suzanne | 173 |
| A Good Girl's Guide To Murder | Jackson, Holly | 166 |
| Mockingjay | Collins, Suzanne | 133 |
| The Hunger Games | Collins, Suzanne | 129 |





Children's Book Week 2023

When you start to see staff in 'fancy dress' you know that it must be Children's Book Week. The week is an opportunity for us to celebrate our children's authors and favourite book characters. This year our dedicated band of youth services librarians visited preschools and child care centres to promote our services. They also had lots of fun at the Family Fun Day held at Nunawading Library, which included a writing workshop, cartooning workshop, craft tables, games tables and the very popular scavenger hunt!



Children's Book Week is held in August each year and is a fantastic opportunity for us to promote our programs and services to our youngest library users. This year we visited almost 40 local early learning centres, reaching more than 800 children.

2.3 Key Strategy: Foster a sense of belonging, connection and wellbeing

Key Outcome: Delivery of events and activities that support social inclusion, connection and a sense of belonging

LGBTQI+ Social / Book Discussion Group

An important introduction to our regular programming has been the introduction of the LGBTQI+ Book Group, now running on a twice-monthly basis out of the Vermont South Library. This is a safe space for those aged 18 – 25 years who identify as LGBTQI+, or as an ally, to meet and connect. Each month there is an opportunity to get together and participate in book related activities and discussions. The group welcomes diversity in all forms, including people from culturally diverse communities and people living with disability.

WML is committed to making our libraries a safe space for the LGBTQI+ community. Feedback on displays and our programs in this space have been positive.



Celebrating Our Diverse Community

Celebrating our culturally diverse community is an important part of our annual programming. More than 100 people participated in Harmony Week where Harmony Week events included a bandana making craft session, a Bollywood infusion event and Chinese ribbon dancing.

Cultural Diversity Week events included a popular Kimchi workshop at Nunawading library, attended by 34 people and a Coffee Around the World workshop at Doncaster Library, with 24 attendees.

Lunar New Year is a popular and important celebration in our community. This year Doncaster Library celebrated by hosting a Yang Sang Dance and Chinese Cultural Dance performance. The Year of the Dragon was welcomed in across WML branches with calligraphy workshops, bi-lingual Storytimes and Chinese Lantern making workshops.

Nowruz (Persian New Year) was acknowledged with a display at Doncaster Library. The display was appreciated by the Persian community, with one library patron making the following observation:

“Doncaster Library’s Haftsin display for Nowruz was a delightful sight, bringing back cherished memories of childhood and the festive spirit of Persian New Year. The symbolic items in the Haftsin, such as sabzeh (sprouts), sib (apples), samanu (sweet pudding), and somaq (sumac), adorned the space beautifully, symbolizing renewal, abundance, and the vibrant colors of spring. It was a heartwarming experience to see this cultural tradition celebrated in a library setting, highlighting the diversity and inclusivity of our community.”

Providing Our Community With Opportunities To Connect

Our regular library programs are designed to provide people with an opportunity to connect with others in their community. The **Knit and Connect** program at Warrandyte Library provides those who like to knit (or would like to learn) with a chance to catch up with other like-minded craft enthusiasts, while our various **Book Chat** groups bring together those who want to share their love of reading while building their social connections. There are also **Scrabble Clubs**, **Role Playing Games** and **Craft and Chat Groups** to help bring people together and assist in reducing social isolation.

One participant of our Book Chat group in Doncaster shared this thought:

“Reflecting, a few years ago, I had no idea what book to read until I joined your Book club [book chat]. Now I have a collection of authors to go to! Sooo good.”



2.4 Key Strategy: Support digital inclusion

Key Outcome: Providing access to technology, internet and related facilities

The Wide Area Network Transformation Project kicked off in 2023/24 and will be completed in the next financial year. Significant technology infrastructure updates have begun and will result in enhanced performance, including faster internet connections.

The installation of new firewall security appliances has commenced and the security of our network has been strengthened significantly with the implementation of new cyber security systems.

All public computers at library branches were replaced and updated with an enhanced Standard Operating Environment.

Digital device charging stations have been introduced at all branch libraries and have received favourable feedback from the community.

Key Outcome: Provision of technology learning programs and staff expertise

Digital literacy for our community has been a major focus for the library service in 2023 / 24. This year there were 3,123 attendees at our technology-based / digital literacy programs and the Younster.co program and Outreach grants have enabled WML to expand our offerings.

The *Digital Seniors Grant* enabled our team to visit aged care facilities and community space facilities, such as Forest Hill Chase Shopping Centre. More than 350 people took the opportunity to attend sessions held within the library branches and a further 176 people attended outreach programs, including sessions held in Wattle Hill. Feedback was extremely positive.



"Informative, well presented, grateful for this session"

"Excellent. Interesting. Patient"



Our *Makerspace Programs*, delivered to both children and adults, have gone ahead in leaps and bounds. It has been fabulous to see the program expand to textiles and music. More than 27 different programs were on offer this year, with more than 1,400 attendees. Below is a list of sessions held throughout the year:

- Visible Mending: Darning
- Visible Mending: Patches
- Slow Stitching: Reusable Produce Bag
- Optical Illusions: Zoetropes and Thaumatrope
- MakeDo: Cardboard Constructions
- MakerSpace Drop Ins: 3D printing
- Makerspace Drop Ins: Laser cutting
- Upcycled Puppets
- Maker Challenges
- Intro to Book Binding
- Lego Printmaking
- Label Making with Cricut
- DIY Gift Tags
- Felt Bunnies with Cricut
- SpaceTeam: Collaborative iPad Game
- Painting with iPad
- Botanical Sun Prints: Cyanotypes
- Pronoun Badgemaking with Cricut
- Robot Olympics series
- Secret Code Bracelets
- Lego Maze Coding Challenge
- Chainmaille
- Bargello
- 3D Graphics with Voxel
- Beepbox Soundtracks
- MusicMaker: BeatMaking
- Thaumatrope
- Drop-in crafts

'Saskia was a great teacher! Patient, kind, easy-going. Thank you!'

"Thank you for running Matthew, it was such a great session"

I feel proud of myself making gifts for my kids.'

"Excellent program. We all enjoyed it!"

"We were so happy to come to a drop in, everything else books out before we can sign up"

2.5 Key Strategy: Celebrate our communities' diverse culture and heritage

Key Outcome: Promotion of local history and culture by supporting access to collections and programs

Branching Out

The monthly *Branching Out* family history program held at Doncaster Library continues to attract a group of enthusiastic researchers. Each month a new topic is discussed. Participants are provided with an opportunity to ask questions and get assistance with accessing local and overseas records.

Key Outcome: Participation in member council heritage and cultural diversity initiatives.

All Aboard

Whitehorse Heritage Week was celebrated with activities held at the Blackburn and Nunawading Libraries. An enthusiastic crowd gathered to find their ancestors in shipping records at Blackburn Library, and a talk on the history of transport through photography was enjoyed at Nunawading Library.

Indigenous Literacy Day was supported with a story walk at Schwerkolt Cottage that was made available from 6 – 24 September. Participants followed a trail and enjoyed pages from a picture book by an Indigenous author posted at different points. A great way to enjoy the book and nature at the same time.



Our Programs

WML participated in several cultural, national and state-wide events. These included:

- Ageism Awareness Day
- National Simultaneous Storytime
- Digital Literacy for Seniors
- Eid al-Fitr
- Christmas
- National Science Week
- Big Summer Read
- Warm Winter Reads
- National Reconciliation Week
- Cultural Diversity Week
- Harmony Week
- Naidoc Week
- International Women's Day
- Law Week
- Whitehorse Heritage Week
- National Tree Day
- Library Lovers Day
- Pride Month
- Midsumma Festival
- Lunar New Year
- Children's Book Week
- Whitehorse Seniors Week
- 16 Days of Activism
- Library Information Week
- Victorian Seniors Festival
- Refugee Week
- International Day of People with Disability
- Indigenous Literacy Day
- IDAHOBIT



Big Summer Read

What a year it was for our Big Summer Read school holiday program. The purpose of the program is to help prevent a backward slide in children's literacy development over the summer break. This year, WML had 522 registrations for the program, an increase of 15.74% on the previous year. Over 9,400 books were read and participants wrote more than 530 reviews. Once again, we had a lucky Blackburn Library patron who won the Statewide prize in the 5-8 year old category. They collected a lovely pile of books provided by one of our book suppliers, James Bennett.



Goal 3: Collaboration

Objective: To extend the reach and benefit of libraries

3.1 Key Strategy: Build strong relationships with stakeholders and community partners

Key Outcome: New partnerships

Youngster.co – Tech Savvy Teens

In partnership with Youngster.co, local students offered dedicated one-on-one technical support to seniors. Their mission “to build a world where youngsters and older community members are respected, engaged and part of an incredible community” strongly aligns with WML values.

3.2 Key Strategy: Deliver collaborative services and programs

Key Outcome: Delivery of beneficial collaborative programs and services

WML delivered a range of different programs and services in collaboration with our member councils and other community organisations. This year, 280 programs were delivered with the assistance of partners that included our member councils, Youngster.co, aged care facilities, community and government organisations. Highlights included the delivery of digital literacy programs, Story Circle programs at aged care facilities, career and job seeking skills sessions, multi-cultural Storytimes, LGBTQI+ events and outreach visits to kindergartens.



A question of age: in conversation with Jacinta Parsons at “The Round”

To mark Ageism Awareness Day, author Jacinta Parsons delivered a thought-provoking conversation with Claire Halliday at The Round Arts Centre. This event was an initiative of the Eastern Elder Abuse Prevention Network and was run in partnership with local councils and library services in Melbourne’s East during Positive Ageing Week. There were 10 partners involved, including Whitehorse Manningham Libraries. The event was a huge success with 120 attendees and was a fabulous way to introduce the new Arts Facility (The Round) to the community with a great example of positive collaboration.

Outdoor Games

Last year WML was the recipient of a \$6,000 grant from our member councils to establish an Outdoor Games collection. The games collection supports the Health and Wellbeing Plans of both councils and aims to encourage our community to get out and explore local parks and gardens.

From 9-15 October 2023, the City of Manningham utilised the Outdoor Games Collection to support the *This Girl Can* program, a VicHealth initiative designed to encourage women to get involved and active at a range of events.



The Outdoor Games Library is free to borrow from and items can be reserved. The fun has certainly begun at WML with 645 loans of outdoor games kits over the 12-month period. In addition to the games, the City Manningham facilitates loans of pedometers and golf discs through the Doncaster Library, with 1,384 loans of this collection during the year.

Here’s what’s on offer in our Outdoor Games collection:

| | | | |
|---------------------|------------------|--------------|---------------------|
| Badminton | Banggg Bag Toss | Crossnet | Egg & Spoon Race |
| Finska | Kubb | Limbo | Obstacle Course Set |
| Pickleball | Potato Sack Race | Rollers Game | Spike-ball |
| Throw Throw Burrito | Tumble Tower | | |



3.3 Key Strategy: Participate in networks to share knowledge and ideas
Key Outcome: Implementing our marketing strategy and working with our partners

We would like to thank the following organisations who have helped us to deliver programs and services throughout the year.



PARTNERSHIP ACKNOWLEDGEMENTS

- Asian Business Association of Whitehorse Inc.
- A Little Chinese Adventure
- Abbey's Antiques
- Access Health
- Anglicare Box Hill
- Australian Catholic University
- Australian Library and Information Association (ALIA)
- Box Hill Australian Migrant English Program
- Box Hill Historical Society
- Box Hill Institute – Skills and Job Centre
- Bunnings Box Hill and Bunnings Ringwood
- Carer Gateway
- Clota Cottage Neighbourhood House
- Burwood Brickworks Shopping Centre
- Children's Book Council of Australia
- The Chinese Senior Citizens Club of Manningham Inc.
- City of Whitehorse
- Civica
- Consumer Affairs Victoria
- Cultivating Community
- Deakin University
- Doncare
- EACH
- Eastern Community Legal Centre
- Eastern Alliance for Sustainable Learning (EASL)
- Eastern Elder Abuse Network
- Eastern Radio
- FVREE family violence service for women
- Family History Connections
- Forest Hill Community Space (Churches of Whitehorse)
- Friends of the Library (FOL)
- Gateway LLEN
- Guide Dogs Victoria
- HealthAbility
- Hearing Australia
- Home Instead
- Jobs Victoria
- Julian Wood – Recycling Program
- Libraries Change Lives
- Manningham City Council
- Manningham Art Gallery
- Manningham Youth Services
- Maternal Child Health Services
- Nadrasca
- NaNoWriMo
- National Simultaneous Storytime
- NGV Kids on Tour 2024
- Onemda
- Public Libraries Australia
- Public Libraries Victoria
- Readings
- Resource Smart Schools
- Robogals
- Schwerkolt Cottage
- Services Australia
- Speech Pathology Australia
- State Library Victoria
- Strathdon House
- The Round
- Together for Equality and Respect Partnership
- Vermont South Learning Centre
- VicHealth
- Victoria Police – Coffee with a Cop Sessions
- Victorian Seniors Festival
- Victorian State Government
- Vision Australia
- Vision Superannuation
- Warrandyte Community Centre
- Whitehorse Churches Food Network and Whitehorse Churches Care
- Whitehorse Tree Education
- Whitehorse Waste Education
- Whitehorse Youth Services
- Women's Health East
- Writeability
- Writers Victoria
- Wurundjeri Woi Wurrung Cultural Heritage Aboriginal Corporation
- Youngster.co



3.4 Key Strategy: Provide meaningful volunteer engagement and work experience opportunities
Key Outcome: Provision of volunteer and work experience opportunities through the library service

Our Volunteers

Volunteers assist WML in providing services and programs that would not otherwise be possible. Our volunteers support the programs and services that are designed by WML employees. Our volunteers were thanked and celebrated at a morning tea held in May 2024. Twelve volunteers were presented with certificates recognising 5 years of service and one volunteer was recognised for an amazing 25 years of service to WML.

Volunteers assist in the delivery of the following programs such as the Home Library Service and our English Support Programs. We have a new partnership with the Australian Catholic University (ACU). ACU provide us with students that assist with our Homework Club each semester. This partnership was introduced to combat the increasingly difficult task of recruiting volunteers to act as tutors.

| | 2020/21 | 2021/22 | 2022/23 | 2023/24 |
|----------------------------------------------|---------|---------|---------|---------|
| Total number of volunteers | 153 | 732 | 141 | 107 |
| Number of volunteers commenced | 15 | 568 | 24 | 18 |
| Number of volunteer resignations or inactive | 18 | 565 | 28 | 38* |

* Inactive volunteers were removed from our volunteer database following an internal audit carried out this year.



Friends of the Library

Our volunteer Friends of the Library group continues to provide valuable support to our library programs and raised a total of \$5,954 from two epic book sale events this year. Congratulations to the library staff and the Friends of the Library volunteers who participated in running the sales.

Work Skills Program

WML has had an ongoing agreement with Onemda to provide some of their students with the opportunity to participate in a work skills program. Onemda supports people with disability and the program is designed to increase independence, whilst learning social and work skills. The program currently hosts students at Bulleen Library and has received positive feedback regarding its inclusivity and approachable, supportive staff who make participants feel welcome. Participants have noticeably improved their work skills, become more resilient, and are now willing to challenge themselves to try new things.

Doncaster Library has hosted a student from Multicap and his support worker each week for a 1.5 hour placement. The student has learnt valuable workplace skills and gained in confidence throughout the year.



Home Library Service & Story Circle – Bringing the Library to You!

Our Outreach Services Librarians are supported by more than 50 volunteers who help deliver library materials to those unable to come to the library themselves. This year there were 55,066 loans to Home Library service patrons.

At a professional development morning for our dedicated group of home library service volunteers, Michele Scott from EACH and Deb Coddington from HealthAbility shared strategies on how to navigate difficult conversations with Home Library clients. The importance of taking care of the volunteers' own mental health and the services that are available through My Aged Care were also discussed.

Our Story Circle program is an opportunity to share memories and stories with adults living in aged care facilities in the cities of Whitehorse and Manningham. Volunteers are provided with a story circle kit based on a theme. The kits may include stories, poems, images or items that can be used to encourage conversation. This year, with the assistance of volunteers, the program was delivered 88 times to a range of aged care facilities and attracted 1,115 attendees.

A huge thank you to our volunteers who made both these programs possible.

Work Placement Opportunities

WML is committed to helping provide opportunities for students to gain experience in the workplace. This year WML hosted 11 work experience students, 5 community service students and 2 structure workplace learning students. Six tertiary students were also provided with a placement.

Goal 4: Performance

Objective: To be a flexible, resilient and high performing organisation

4.1 Key Strategy: Implement robust governance practices

Key Outcome: Ensuring compliance and controlling risk

Our Community Representatives play an important role in the composition of the Library Board. Following an expression of interest process, Nicola Nye was appointed as the community representative for the City of Whitehorse in August 2023.

Key Compliance Outcomes

| OUTCOME | DETAILS |
|-----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Review and development of risk mitigation policies. | Audit and Risk Committee Charter Lone Worker Policy Bequest Policy Building Security Policy Business Continuity Policy Corporation Electronic Communications policy Election Period Policy Fixed Asset Policy Drug and Alcohol Policy Police and Working with Children Policy Pandemic Preparedness and Response Plan Procurement Policy Workplace Bullying, Violence & Aggression Policy Warrandyte Bushfire Policy |
| Internal Audits | Audits completed on Budgeting and Forecasting and Cyber Security Controls |
| Risk controls | Review of Enterprise Risks completed |
| Annual Report and Budget | Both submitted in accordance with government legislation and endorsed by the Library Board. |
| Regional Library Funding formula | Commenced review |

4.2 Key Strategy: Employ sound financial management practices

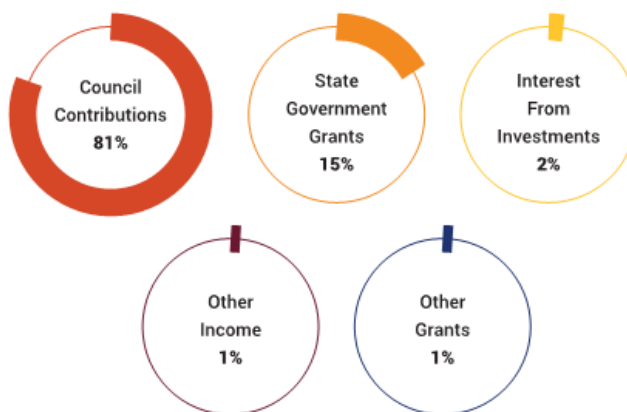
Key Outcome: All regulatory financial reporting completed

The 2023/24 Budget was adopted at the ordinary meeting of the Library Board on 24 May 2023. The financial result for 2023/24 is a surplus of \$11,139. Income is gained primarily through Council funding, the Victorian Government Public Library Funding Program, interest from investments and grants.

Income Sources

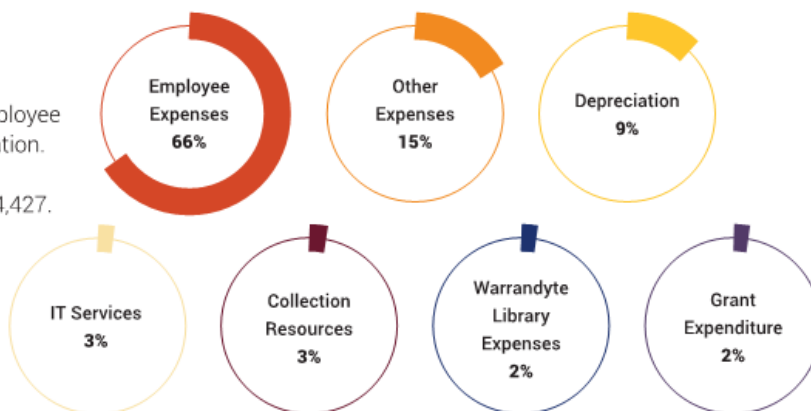
WML's total income of \$12,665,565 was derived from:

- Member Councils
- State Government Grant
- Interest from Investments
- Other Grants
- Other income generated through fees and charges



Expenses

The major areas of expenditure were employee benefits and depreciation. Total expenditure in 2023/24 was \$12,654,427.



In 2023/24 WML identified savings in the following areas – waste disposal, telephones, IT hardware and digital collection resources. A new waste disposal contractor has been sourced and new contractual agreements in the IT area have also enabled savings. Collaborative purchasing partnerships have delivered savings and enhanced the digital collection resources.

WHITEHORSE MANNINGHAM LIBRARIES Annual Report 2023/2024

Key Outcome: Alternative funding opportunities through successful grant applicants and collaborations

Funding through grants helps WML to provide additional services and programs that would not otherwise be possible. Additional funds enabled us to deliver some new initiatives, such as Multicultural Storytimes, and provide support to established programs, such as the Premiers' Reading Challenge.

The below table indicates grants received over the last two financial years.

| OTHER GRANTS | 2024 | 2023 |
|------------------------------|----------------|----------------|
| Local Priorities Grant | 101,026 | 101,026 |
| Premier's Reading Challenge | 35,899 | 35,899 |
| Library Furniture | - | 20,000 |
| Living Libraries | - | 85,000 |
| Digital Seniors Grant | - | 69,310 |
| Italian and Arabic Storytime | 26,364 | - |
| Other | 4,950 | 16,000 |
| | 168,239 | 327,235 |



Grants

Multicultural Storytime

As a project partner with Manningham Council, and with input from our multicultural community partners, Whitehorse Manningham Libraries launched new multicultural Storytimes in Arabic and Italian at The Pines Library, Bulleen Library and community locations. The program has been met with overwhelmingly positive feedback, fostering community engagement, participation and celebrating the cultural diversity of our local families.

The program, made possible through the Victorian Government Department of Health 2023 Multicultural Storytime Grant program, will run over the next three years.

From Craft to Code

WML received confirmation in May 2024 that an application for a National Science Week grant from the Department of Industry, Science and Resources had been successful. A grant of up to \$4,950 will be available to run a series of events in August for Science Week, exploring the theme "From Craft to Code." Key activities will consist of six hands-on in-person workshops and one expo day with in-person experiences and self-directed activities. We look forward to delivering this program in August.

Beyond the Doors Fundraising 2023/2024 FY

Beyond the Doors fundraising campaigns support the provision of special targeted projects that reduce barriers to reading, literacy and learning services. This year funding was used to support the Give the Gift of Reading Program.

The **Give the Gift of Reading Program** provided 190 gift bags for local families experiencing disadvantage. The gift bags contained high-quality books selected by our early literacy specialists, along with at home Storytime kits to help care givers share a love of reading with their child.

Give the Gift of Reading is an outreach program aimed at improving literacy outcomes and is delivered by WML in partnership with:

- Free From Family Violence (FVREE) - reaching women and children experiencing family and domestic violence
- EMCH - Manningham and Whitehorse Enhanced Maternal Child Health Programs

| BEYOND THE DOORS FUNDRAISING | | 2023/2024 |
|------------------------------|-------------------------------------------|-----------------|
| Opening balance of fund | | \$6,147.57 |
| Funds raised | Givenow | 3,262.19 |
| | Cash/cheque donations | 1,130.85 |
| | Donation Point Tap - Merchant Settlements | 128.00 |
| | Total funds raised | 4,521.04 |
| | Interest (Bendigo Bank) | 116.71 |
| | Total | 4,637.75 |
| Expenditure (exc. GST) | Give the Gift of Reading | 4,341.16 |
| | Donation Point Tap – Merchant fees | 75.39 |
| | Total funds expended | 4,416.55 |
| Funds remaining | | 6,368.77 |

4.3 Key Strategy: Advocate for investment in public libraries

Key Outcome: Measuring our community needs

Community Survey 2023

A community survey was conducted in October 2023, based on surveys that had been previously conducted in 2018 and 2021. Where possible, our questions were consistent with previous years to assist comparison. The results were overwhelmingly positive and will be used to help inform our next Library Strategy and to advocate for further investment in our libraries.

With the return of unrestricted library services, the participation rate in the 2023 survey was higher than in 2021. The total respondent sample size of 4,620 provided a total sampling error of +/-1.44 at a 95% confidence level.

In addition to WML's survey results, the library service came out as the top performing council service in the City of Whitehorse community survey, with a satisfaction rating of 76 out of 100.

Key Findings: Below are the key summary statistics from the WML Community Survey.



36% of respondents took the time to provide us with additional comments. Thank you to the huge number of people who **thanked staff and council** for the services provided.



Early Literacy Programs were rated 8.5 out of 10.



85.6% of respondents used the **Library website or online services** over the last 12 months.

"Thank you for being there for myself and my children. I've had 46 years of visits and the immeasurable pleasure of reading."

96% rated the library service as *important or very important*

89.2% said that the library impacts them in a *positive way*

4,620
Responses to the survey

1.3%
Non-users
(never visited a WML branch)

91.9%
Regular library users
(at least 1 single visit in last 12 months)

1.8%
Inactive users
over the last 12 months

5%
Exclusive online users



We received hundreds of messages thanking the staff and the councils for the library service. We do make a difference!

"The library has changed my life in so many positive ways. It saved my mental health in the lockdowns, and I'm so grateful for everything you do. The staff are fantastic and are always kind and helpful. I cannot express how much I love the library and all the good you do in the community. Truly a magical place."

"Thank you to all the beautiful staff who gave me help, taught me how to save my files and gave me confidence to complete my documents with my severe depression and anxiety with my beloved assistance dog safely by my feet... forever grateful xxx"

The majority of respondents strongly agreed that the library...

| | | | | |
|---------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|
|  <p>Impacts their life in a positive way</p> |  <p>Helped them find the information they need</p> |  <p>Encourages them to read more books</p> |  <p>Increases their knowledge</p> |  <p>Helped their children develop literacy skills</p> |
|---------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|

"The staff are fantastic, helpful, never make you feel stupid, and I feel really comfortable when I visit a library. I feel happy to leave with a swag of books that I could never afford to buy. I am nearly seventy and I still remember the first time I walked into a public library and saw all the books for free to read. I have had a lifetime of joy from libraries. I cannot imagine life without a library."



Top 5

Important Things To Library Users:

- Items for loan
- Helpful staff
- Library website and online resources
- Consistent opening hours
- Library computers, internet and Wi-Fi

Reasons People Visit:

- To borrow books and other resources
- For a place to read
- To borrow e-Books or e-Audiobooks
- For children's or youth activities
- To find information

Improvements To Your Library:

- Improved infrastructure
- Increased seating
- Increased program spaces
- Increased quiet study areas
- Extended and consistent opening hours

"Keep up the good work. The last altruistic institution standing."

What can we do better?

-  Increase our collection of **digital resources**
-  Get our message out that **we are fine free**
-  Review our **library opening hours**
-  Review **weekend and evening programs**

"As a new parent to Australia, I was lonely, possibly suffering from post-natal depression and doubting myself as a parent. Without my career I did not realise how much of that formed my identity and social connections. The library literally helped with my well-being. I met others through story time. The staff some days were the only adults I saw and engaged with. Having a place to connect, to go if you are lonely is important. I hope my children can find refuge in a library community. Thanks for all your do."

"Bulleen library is wonderful, I take my grandson there every week for story time. My daughter borrows books for her 2 children every week. Books are an important part of their lives... the children have benefited so much, it enriches their lives and the whole family. Thank you to the beautiful staff."

4.4 Key Strategy: Build capability and capacity of our people

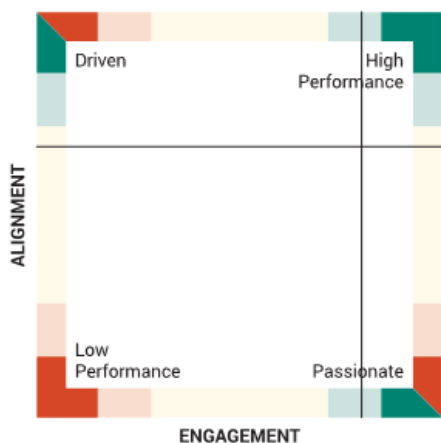
Key Outcome: Surveying Our People



In April / May 2024 the Our People Survey was sent to all WML staff to measure the current culture, alignment and engagement of our employees. The survey was developed in consultation with an external provider, Insync, who has worked with many other local government organisations.

The survey was very comprehensive and will provide Whitehorse Manningham Libraries with key data to work with employees over the next year. The survey results were very positive, indicating employees are very much aligned with our core values of respect and collaboration and are extremely engaged.

“Great colleagues and a supportive environment both formally and informally. There is also a lot of support for professional development and the opportunity to be proactive and self-managing. Senior managers are approachable but very professional and knowledgeable.”

Overall Performance



| DIMENSION | 2024 % FAVOURABLE |
|------------------------------------------------------------------------------------------------|-------------------|
|  Alignment | 58% |
|  Engagement | 70% |

As with any organisation there are opportunities for improvement, including:

- Improving mechanisms for feedback
- Providing forums for staff to introduce new ideas
- Encouraging agility
- Better communication around how WML intends to deliver on key objectives

Both the community survey and our staff survey will help inform our next strategic plan which is due in accordance with legislation, by the end of October 2025.



Key Outcome: Supporting staff with professional development opportunities.

This year WML was proud to support staff through the following leadership programs:

- Manager Library Operations, Jonathan Gosden, graduated from the Shared Leadership program delivered through Public Libraries Victoria. The program provides participants with leadership and collaboration skills, delivering a major project to key stakeholders.
- Warrandyte Team Leader, Lindsey Moyse, participated in the Managing Self Managing Others program. Made possible through the State Library of Victoria, the program enhances skills in people management and leadership.
- CAVAL cross industry mentoring program accepted two WML youth services librarians as mentees, Naomi McCleary and Karina Bugeja. Katie Norton, Manager Collections and Information Services is a mentor for this program as well.
- CEO, Sally Both, is currently an executive committee member of the Public Libraries Victoria (PLV), mentor to the PLV Local Studies Special Interest Group and is on the Library Board of Victoria Advisory Committee on Public Libraries.

Financial Report

| FINANCIAL REPORT | PAGE |
|---------------------------------------------------------------------------------|------|
| Independent Auditors Report | 60 |
| Certification of the Financial Statements | 62 |
| FINANCIAL STATEMENTS | |
| Comprehensive Income Statement | 63 |
| Balance Sheet | 64 |
| Statement of Changes in Equity | 65 |
| Statement of Cash Flows | 66 |
| Statement of Capital Works | 66 |
| Notes to the Financial Statements | |
| Note 1 - Overview | 67 |
| Note 2 - Analysis of our results | 68 |
| 2.1 Performance against budget | |
| 2.2 Income and expenditure | |
| 2.3 Capital works | |
| Note 3 - Funding for the delivery of our services | 71 |
| 3.1 Council contributions | |
| 3.2 Other grants | |
| 3.3 Other income | |
| Note 4 - The cost of delivering service | 72 |
| 4.1 Employee costs | |
| 4.2 Depreciation | |
| 4.3 Disposal of assets | |
| 4.4 Audit and Finance Costs | |
| 4.5 Other expenses | |
| Note 5 - Our financial position | 75 |
| 5.1 Financial assets | |
| 5.2 Non-financial assets | |
| 5.3 Payables | |
| 5.4 Provisions | |
| 5.5 Financing arrangements | |
| Note 6 - Assets we manage | 78 |
| 6.1 Summary of property and equipment | |
| Note 7 - People and relationships | 80 |
| 7.1 Board and key management remuneration | |
| 7.2 Related party disclosure | |
| Note 8 - Managing uncertainties | 83 |
| 8.1. Contingent assets and liabilities | |
| 8.2. Financial instruments | |
| 8.3. Fair value measurement | |
| 8.4. Events occurring after balance date | |
| Note 9 - Other matters | 85 |
| 9.1 Reconciliation of cash flows from operating activities to surplus/(deficit) | |
| 9.2 Superannuation | |
| Note 10 - Change in Accounting Policy | 88 |

Independent Auditors Report

To the Board members of Whitehorse Manningham Regional Library Corporation

Opinion: I have audited the financial report of Whitehorse Manningham Regional Library Corporation (the corporation) which comprises the:

- balance sheet as at 30 June 2024
- comprehensive income statement for the year then ended
- statement of changes in equity for the year then ended
- statement of cash flows for the year then ended
- notes to the financial statements, including significant accounting policies
- certification of the financial statements.

In my opinion the financial report presents fairly, in all material respects, the financial position of the corporation as at 30 June 2024 and their financial performance and cash flows for the year then ended in accordance with the financial reporting requirements of the *Local Government Act 1989*, the *Local Government (Planning and Reporting) Regulations 2014* and applicable Australian Accounting Standards.

Basis for Opinion: I have conducted my audit in accordance with the Audit Act 1994 which incorporates the Australian Auditing Standards. I further describe my responsibilities under that Act and those standards in the *Auditor's Responsibilities for the Audit of the Financial Report* section of my report.

My independence is established by the *Constitution Act 1975*. My staff and I are independent of the corporation in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to my audit of the financial report in Victoria. My staff and I have also fulfilled our other ethical responsibilities in accordance with the Code.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Board members' responsibilities for the financial report: The Board members of the corporation are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards and the *Local Government Act 1989*, the *Local Government (Planning and Reporting) Regulations 2014* and for such internal control as the Board members determines is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the Board members are responsible for assessing the corporation's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless it is inappropriate to do so.



Auditor's responsibilities for the audit of the financial report: As required by the *Audit Act 1994*, my responsibility is to express an opinion on the financial report based on the audit. My objectives for the audit are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the corporation's internal control
- evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Board members
- conclude on the appropriateness of the Board members' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the corporation's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the corporation to cease to continue as a going concern.
- evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

I communicate with the Board members regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

MELBOURNE
26 August 2024

A handwritten signature in black ink, appearing to read "T. Derricott", with a small "s" above the "t".

Travis Derricott
as delegate for the Auditor-General of Victoria

Certification of the Financial Statements

In my opinion, the accompanying financial statements have been prepared in accordance with the *Local Government Act 1989* (as per the transitional arrangements of the *Local Government Act 2020*), the *Local Government (Planning and Reporting) Regulations 2014*, Australian Accounting Standards and other mandatory professional reporting requirements.



Principal Accounting Officer

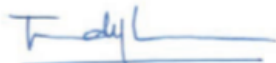
Julie Lawes

Date: 21 August 2024

In our opinion, the accompanying financial statements presents fairly the financial transactions of the Whitehorse Manningham Regional Library Corporation for the year ended 30 June 2024 and the financial position of the Corporation as at that date.

As at the date of signing, we are not aware of any circumstances which would render any particulars in the financial statements to be misleading or inaccurate.

We have been authorised by the Library Board and by the *Local Government (Planning and Reporting) Regulations 2014* to certify the financial statements in their final form.



Councillor

Cr Trudy Skilbeck

Date: 21 August 2024



Councillor

Cr Andrew Conlon

Date: 21 August 2024



Chief Executive Officer

Sally Both

Date: 21 August 2024

Comprehensive Income Statement

For the Year Ended 30 June 2024

| | NOTE | 2024 | 2023 |
|---------------------------------------------------|------|---------------------|---------------------|
| INCOME/REVENUE | | | |
| Council Contributions | 3.1 | \$10,211,601 | \$9,900,432 |
| State Government Grants | | \$1,914,028 | \$1,914,028 |
| Other Income | 3.3 | \$177,962 | \$140,261 |
| Other Grants | 3.2 | \$168,239 | \$327,235 |
| Interest from Investments | | \$193,736 | \$156,066 |
| Total Income/Revenue | | \$12,665,566 | \$12,438,022 |
| EXPENSES | | | |
| Employee Costs | 4.1 | \$8,340,255 | \$7,751,598 |
| Depreciation | 4.2 | \$1,186,719 | \$1,384,303 |
| Information Technology | | \$420,840 | \$408,863 |
| Audit and Finance Costs | 4.4 | \$41,041 | \$37,102 |
| Collection Resources | | \$331,258 | \$316,673 |
| Grant Expenditure | | \$234,903 | \$180,267 |
| Warranty Library Expenses | | \$295,118 | \$253,794 |
| Other Expenses | 4.5 | \$1,145,340 | \$1,070,875 |
| Loss on disposal of property, plant and equipment | 4.3 | \$658,953 | \$419,579 |
| Total Expenses | | \$12,654,427 | \$11,823,054 |
| Surplus for the year | | \$11,139 | \$614,968 |
| Total Comprehensive Result | | \$11,139 | \$614,968 |

The above comprehensive income statement should be read with the accompanying notes.

Balance Sheet

As at 30 June 2024

| | NOTE | 2024 | 2023 |
|--------------------------------------|------|---------------------|---------------------|
| ASSETS | | | |
| Current Assets | | | |
| Cash and cash equivalents | 5.1 | \$2,843,516 | \$3,713,854 |
| Trade Receivables | | \$125,574 | \$97,631 |
| Prepayments | | \$75,600 | \$53,097 |
| Non-financial assets | 5.2 | \$26,981 | \$26,721 |
| Total Current Assets | | \$3,071,671 | \$3,891,303 |
| Non-Current Assets | | | |
| Property and Equipment | 6.1 | \$8,363,088 | \$8,109,004 |
| Total Non-Current Assets | | \$8,363,088 | \$8,109,004 |
| Total Assets | | \$11,434,759 | \$12,000,307 |
| LIABILITIES | | | |
| Current Liabilities | | | |
| Payables | 5.3 | \$494,590 | \$1,203,406 |
| Provisions | 5.4 | \$1,800,566 | \$1,711,660 |
| Total Current Liabilities | | \$2,295,156 | \$2,915,066 |
| Non-Current Liabilities | | | |
| Provisions | 5.4 | \$148,007 | \$104,784 |
| Total Non-Current Liabilities | | \$148,007 | \$104,784 |
| Total Liabilities | | \$2,443,163 | \$3,019,850 |
| Net Assets | | \$8,991,596 | \$8,980,457 |
| Equity | | | |
| Members Contribution on Formation | | \$3,922,043 | \$3,922,043 |
| Accumulated Surplus | | \$5,069,553 | \$5,058,414 |
| Total Equity | | \$8,991,596 | \$8,980,457 |

The above balance sheet should be read with the accompanying notes.

Statement of Changes in Equity

For the Year Ended 30 June 2024

| | TOTAL 2024 | ACCUMULATED SURPLUS 2024 | MEMBERS CONTRIBUTION 2024 |
|--------------------------------------------|--------------------|--------------------------------|---------------------------------|
| 2024 | | | |
| Balance at beginning of the financial year | \$8,980,457 | \$5,058,414 | \$3,922,043 |
| Surplus for the year | \$11,139 | \$11,139 | – |
| Balance at end of the financial year | <u>\$8,991,596</u> | <u>\$5,069,553</u> | <u>\$3,922,043</u> |
| | TOTAL 2023 | ACCUMULATED SURPLUS 2023 | MEMBERS CONTRIBUTION 2023 |
| 2023 | | | |
| Balance at beginning of the financial year | \$8,365,489 | \$4,443,446 | \$3,922,043 |
| Surplus for the year | \$614,968 | \$614,968 | – |
| Balance at end of the financial year | <u>\$8,980,457</u> | <u>\$5,058,414</u> | <u>\$3,922,043</u> |

The above statement of changes in equity should be read with the accompanying notes.

Statement of Cash Flows

For the Year Ended 30 June 2024

| | NOTE | 2024 | 2023 |
|-------------------------------------------------------------------|------|----------------------|----------------------|
| Cash flows from operating activities | | | |
| Council Contributions | | \$11,232,761 | \$10,890,474 |
| Government Grants | | \$1,914,028 | \$1,914,028 |
| Interest Income | | \$193,475 | \$134,078 |
| Donations, other income, Grants (GST Free) | | \$154,680 | \$301,930 |
| Other Income | | \$212,288 | \$187,999 |
| Employee Costs | | (\$8,284,345) | (\$7,707,575) |
| Payments to suppliers (inclusive of GST) | | (\$3,549,261) | (\$2,049,369) |
| Net GST payments | | (\$644,208) | (\$643,549) |
| Net cash provided by in operating activities | 9.1 | \$1,229,418 | \$3,028,016 |
| Cash flows from investing activities | | | |
| Proceeds from sale of Equipment | | \$2,059 | \$46,000 |
| Payment for Library Stock, Information Technology & Furniture | | (\$2,101,815) | (\$2,140,432) |
| Net cash investing activities | | (\$2,099,756) | (\$2,094,432) |
| Net increase/decrease in cash and cash equivalents | | (\$870,338) | \$933,580 |
| Cash and cash equivalents at beginning of the year | | \$3,713,854 | \$2,780,274 |
| Cash and cash equivalents at the end of the financial year | 5.1 | \$2,843,516 | \$3,713,854 |
| Financing arrangements | 5.5 | | |

The above statement of cash flows should be read with the accompanying notes.

Statement of Capital Works

For the Year Ended 30 June 2024

| | 2024 | 2023 |
|----------------------------------------|--------------------|--------------------|
| Plant and Equipment | | |
| Library Stock | \$1,834,278 | \$1,813,953 |
| Furniture and Equipment | \$62,449 | \$66,019 |
| IT Replacement | \$162,545 | \$183,797 |
| Motor Vehicles Replacement | \$40,486 | \$76,664 |
| Total Capital Works Expenditure | \$2,099,758 | \$2,140,433 |
| Represented by | | |
| Asset Renewal Expenditure | \$2,099,758 | \$2,140,433 |
| Total Capital Works Expenditure | \$2,099,758 | \$2,140,433 |

The above statement of capital works should be read with the accompanying notes.

Note 1

Overview

Introduction

The Whitehorse Manningham Regional Library Corporation was established under Section 196 of the *Local Government Act 1989* by the Minister of Local Government on 12 December 1995. The Corporation's headquarters is located at 1040 Whitehorse Road, Box Hill.

Statement of compliance

These financial statements constitute a general purpose financial report that consists of a Comprehensive Income Statement, Balance Sheet, Statement of Changes in Equity, Statement of Cash Flows, Statement of Capital Works and notes accompanying these financial statements. The general purpose financial report complies with Australian Accounting Standards (AAS), other authoritative pronouncements of the Australian Accounting Standards Board, with the *Local Government Act 1989* (as per the transitional arrangements of the *Local Government Act 2020*) and the *Local Government (Planning and Reporting) Regulations 2014*.

The Corporation is a not-for-profit entity and therefore applies the additional AUS paragraphs applicable to a not-for-profit entity under the Australian Accounting Standards.

Accounting policy information

a. Basis of Accounting

Accounting policies are selected and applied in a manner which ensures that the resulting financial information satisfies the concepts of relevance and reliability, thereby ensuring that the substance of the underlying transactions or other events is reported. Accounting policies applied are disclosed in sections where the related balance or financial statement matter is disclosed.

The accrual basis of accounting has been used in the preparation of these financial statements, except for the cash flow information, whereby assets, liabilities, equity, income and expenses are recognised in the reporting period to which they relate, regardless of when cash is received or paid.

The financial statements are based on the historical cost convention unless a different measurement basis is specifically disclosed in the notes to the financial statements.

The financial statements have been prepared on a going concern basis. The financial statements are in Australian dollars. The amounts presented in the financial statements have been rounded to the nearest dollar unless otherwise specified. Minor discrepancies in tables between totals and the sum of components are due to rounding.

Judgements, estimates and assumptions are required to be made about the carrying values of assets and liabilities that are not readily apparent from other sources. The estimates and associated judgements are based on professional judgement derived from historical experience and various other factors that are believed to be reasonable under the circumstances. Actual results may differ from these estimates.

Revisions to accounting estimates are recognised in the period in which the estimate is revised and also in future periods that are affected by the revision. Judgements and assumptions made by management in the application of AAS's that have significant effects on the financial statements and estimates relate to:

- the determination of depreciation for library collections, computer equipment and furniture (refer to note 6.1) and
- the determination of employee provisions (refer to note 5.4)

Unless otherwise stated, all accounting policies are consistent with those applied in the prior year. Where appropriate, comparative figures have been amended to accord with current presentation, and disclosure has been made of any material changes to comparatives.

Goods and Services Tax (GST)

Income and expenses are recognised net of the amount of associated GST. Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the taxation authority is included with other receivables or payables in the balance sheet.

Note 2

Analysis Of Our Results

2.1 Performance against budget

The budget comparison notes compare the Corporation’s financial plan, expressed through it’s annual budget, with actual performance. *The Local Government (Planning and Reporting) Regulations 2014* requires explanation of any material variances. The Corporation has adopted a materiality threshold of 10% where further explanation is warranted. Explanations have not been provided for variations below the material threshold unless the variance is considered to be material because of its nature.

The budget figures detailed below are those adopted by the Corporation on 24 May 2023. The Budget was based on assumptions that were relevant at the time of adoption of the Budget. The Corporation sets guidelines and parameters for revenue and expense targets in this budget in order to meet the Corporation’s planning and financial performance targets for both short and long-term.

These notes are prepared to meet the requirements of the transitional provisions of the *Local Government Act 2020* and the *Local Government (Planning and Reporting) Regulations 2014*.

2.2 Income and Expenditure

| | BUDGET 2024 | ACTUAL 2024 | VARIANCE 2024 | VARIANCE 2024 % | REF |
|------------------------------------------------|---------------------|---------------------|--------------------|--------------------|-----|
| Income | | | | | |
| Council Contributions | \$9,724,070 | \$10,211,601 | \$487,531 | 5% | |
| State Government Grant | \$1,971,449 | \$1,914,028 | (\$57,421) | -3% | |
| Other Income | \$122,155 | \$177,961 | \$55,806 | 46% | 1 |
| Other Grants | \$139,956 | \$168,239 | \$28,283 | 20% | 2 |
| Interest from Investments | \$90,000 | \$193,736 | \$103,736 | 115% | 3 |
| Transfer from Reserve | \$151,701 | - | (\$151,701) | -100% | 4 |
| | <u>\$12,199,331</u> | <u>\$12,665,565</u> | <u>\$466,234</u> | | |
| Expenditure | | | | | |
| Employee costs | \$8,243,153 | \$8,340,255 | \$97,102 | 1% | |
| Depreciation | \$1,403,393 | \$1,186,719 | (\$216,674) | -15% | 5 |
| Information Technology | \$426,761 | \$420,839 | (\$5,922) | -1% | |
| Audit and Finance Costs | \$43,500 | \$41,041 | (\$2,459) | -6% | |
| Collection Resources | \$299,361 | \$331,258 | \$31,897 | 11% | 6 |
| Other Expenses | \$996,281 | \$1,145,340 | \$149,059 | 15% | 7 |
| Grant Expenditure | \$139,956 | \$234,903 | \$94,947 | 68% | 8 |
| Warranty Library Expenses | - | \$295,118 | \$295,118 | 100% | 9 |
| Net loss on disposal of property and equipment | \$498,200 | \$658,953 | \$160,753 | 32% | 10 |
| | <u>\$12,050,605</u> | <u>\$12,654,426</u> | <u>\$603,821</u> | | |
| Surplus for the year | <u>\$148,726</u> | <u>\$11,139</u> | <u>(\$137,587)</u> | | |

WHITEHORSE MANNINGHAM LIBRARIES Annual Report 2023/2024

(i) Explanation of material variations

| VARIANCE REF | ITEM | EXPLANATION |
|--------------|------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Other Income | Other Income includes an insurance payout for a motor vehicle written off in an accident and Paid Paternity Leave received from Centrelink. |
| 2 | Other Grants | The Corporation received two grants for specific projects that were not anticipated |
| 3 | Interest from Investments | Interest on Investments includes the interest earned on both short term and at call accounts and also interest earned on the Long Service Reserve. The interest on LSL is not included in the budget figures. |
| 4 | Transfer from Reserves | Due to savings during the year the Corporation did not need to transfer any money from the cash reserve. |
| 5 | Depreciation | The budget is prepared on assumptions that new IT equipment and furniture is purchased over the financial year. The expenditure was all made in June this year. |
| 6 | Collection Resources | Included in this is all items that are not capitalised including Electronic Resources. Newspaper costs significantly increased. |
| 7 | Other Expenses | Expenditure in Programs and Marketing was higher than anticipated due to an increase in the number of library programs delivered across the region. Professional Services and Insurance costs were also higher than budgeted. The budget does not include additional costs for longer opening hours at two of the Manningham library branches. |
| 8 | Grants Expenditure | Grants expenditure was higher than budgeted as the funding that carried over from the previous year was fully expended. |
| 9 | Warrandyte Library Expenses | Income and expenditure for Warrandyte Library is not included in the Budget preparation as City of Manningham fund this branch outside of the Regional Library Agreement. |
| 10 | Net loss on disposal of property and equipment | The disposal of library stock figures for the budget are an estimate only. Minor amounts of discarded items are written off on disposal. |

2.3 Capital Works

| | BUDGET 2024 | ACTUAL 2024 | VARIANCE 2024 | VARIANCE 2024 % | REF |
|----------------------------------------|--------------------|--------------------|-----------------|-----------------|-----|
| Library Stock | \$1,767,233 | \$1,834,278 | \$67,045 | 4% | |
| Furniture & Equipment | \$67,587 | \$62,449 | (\$5,138) | -8% | |
| Information Technology | \$190,000 | \$162,545 | (\$27,455) | -14% | 1 |
| Motor Vehicles Replacement | \$25,500 | \$40,486 | \$14,986 | 59% | 2 |
| Total Capital Works Expenditure | \$2,050,320 | \$2,099,758 | \$49,438 | | |
| Represented by: | | | | | |
| Renewal | \$2,050,320 | \$2,099,758 | \$49,438 | 2% | |
| Total Capital Works Expenditure | \$2,050,320 | \$2,099,758 | \$49,438 | | |

(i) Explanation of material variations

| VARIANCE REF | ITEM | EXPLANATION |
|--------------|----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Information Technology | Information Technology was underspent due to delays experienced in finalising a major project. Funds have been carried forward to the new financial year to finalise this project. |
| 2 | Motor Vehicles Replacement | The budget allows for the changeover cost of vehicles and assumes a trade-in. The actual cost was the full cost to replace a written-off vehicle following an accident. |

Note 3

Funding for the delivery of our services

| | 2024 | 2023 |
|------------------------------------------|---------------------|--------------------|
| 3.1 Council Contributions | | |
| Whitehorse City Council | \$5,842,668 | \$5,645,090 |
| Manningham City Council | \$3,881,402 | \$3,750,146 |
| Manningham City Council - Warrandyte | \$334,349 | \$301,488 |
| Manningham City Council - Other projects | \$153,182 | \$203,708 |
| | <u>\$10,211,601</u> | <u>\$9,900,432</u> |
| 3.2 Other Grants | | |
| Local Priorities Grant | \$101,026 | \$101,026 |
| Premiers Reading Challenge | \$35,899 | \$35,899 |
| Library Furniture | - | \$20,000 |
| Living Libraries | - | \$85,000 |
| Digital Seniors Grant | - | \$69,310 |
| Italian and and Arabic storytime | \$26,364 | - |
| Other | \$4,950 | \$16,000 |
| | <u>\$168,239</u> | <u>\$327,235</u> |
| 3.3 Other Income | | |
| Overdue Charges | \$482 | \$43,671 |
| Photocopying Services | \$35,537 | \$29,694 |
| Other Service Charges | \$55,357 | \$43,892 |
| Sale of Products | \$10,273 | \$13,504 |
| Library Programs & Activities | \$8,243 | \$3,476 |
| Fundraising | \$1,383 | \$6,024 |
| Centrelink Paid Parental Leave | \$15,890 | - |
| Insurance Payout | \$50,797 | - |
| | <u>\$177,962</u> | <u>\$140,261</u> |

Revenue for overdue fines and other charges, interest on investments, sale of assets and other income is recognised at the time of receipt.

Note 4

The Cost of Delivering Services

4.1 Employee Costs

| | 2024 | 2023 |
|-----------------------------------------------------------|--------------------|--------------------|
| Wages and Salaries | \$7,154,808 | \$6,851,675 |
| Annual Leave | \$13,546 | (\$73) |
| WorkCover | \$65,649 | \$31,645 |
| Superannuation | \$836,647 | \$692,890 |
| Staff Training Expenses | \$55,910 | \$44,023 |
| Long Service Leave | \$197,805 | \$131,438 |
| Centrelink Paid Parental Leave | \$15,890 | - |
| | <u>\$8,340,255</u> | <u>\$7,751,598</u> |
| b) SUPERANNUATION | | |
| The Corporation made contributions to the following funds | | |
| Defined Benefit Fund | | |
| Employer contributions to Local Authorities | | |
| Superannuation Fund (Vision Super) | <u>\$86,201</u> | <u>\$80,832</u> |
| Employer contributions payable at reporting date. | - | - |
| ACCUMULATION FUNDS | | |
| Employer contributions to Local Authorities | | |
| Superannuation Fund (Vision Super) | \$375,205 | \$345,992 |
| Employer contributions - other funds; | \$346,111 | \$266,065 |
| Active Super | \$866 | \$1,735 |
| AMP Super | \$3,894 | - |
| Australian Ethical Super | \$2,207 | \$7,252 |
| Australian Super | \$64,696 | \$42,588 |
| Aware Super | \$12,702 | \$13,040 |
| Care Super | \$14,842 | \$13,662 |
| Catholic Super | - | \$385 |
| Centric | \$8,299 | - |
| Colonial First State | \$23,501 | \$18,395 |
| Encircle Super | - | \$7,405 |
| Equip Super | \$8,349 | \$6,186 |
| First Super | \$1,869 | \$2,110 |
| Future Super | \$5,742 | \$18,028 |
| HESTA Superannuation | \$37,550 | \$25,385 |
| Hostplus/Statewide Super | \$38,266 | \$25,212 |
| ING LIVING SUPER | \$8,592 | \$7,558 |
| LGIA Super | \$10,981 | \$9,204 |
| Mercer Smart Super | \$3,483 | - |

| ACCUMULATION FUNDS | 2024 | 2023 |
|--------------------|------------------|------------------|
| MLC | \$4,806 | \$3,959 |
| MyLifeMyMoney | - | \$5,139 |
| Q Super | - | \$3,252 |
| REST | \$42,455 | \$25,836 |
| SMSF | \$6,475 | \$5,866 |
| UNISUPER | \$17,398 | \$10,704 |
| Verve Super | \$16,873 | \$3,748 |
| VicSuper | \$12,266 | \$9,416 |
| | <u>\$721,316</u> | <u>\$612,057</u> |

Employer contributions payable at reporting date.

Contributions made exclude amounts accrued at balance date. Refer to 8.1 for further information relating to the Corporation's superannuation obligations.

Expenses are recognised as they are incurred and reported in the financial year to which they relate.

4.2 Depreciation

| | 2024 | 2023 |
|-------------------------|--------------------|--------------------|
| Library Stock | \$887,126 | \$1,083,238 |
| Furniture and Equipment | \$81,198 | \$85,003 |
| Computer Equipment | \$192,761 | \$196,028 |
| Motor Vehicles | \$25,634 | \$20,034 |
| | <u>\$1,186,719</u> | <u>\$1,384,303</u> |

Refer to note 6.1 for a more detailed breakdown of depreciation and accounting policy.

4.3 Disposal of Assets

| | 2024 | 2023 |
|-----------------------------------------------|--------------------|--------------------|
| Library Stock | | |
| Written down value of assets written off | <u>(\$614,111)</u> | <u>(\$430,027)</u> |
| Gain/(Loss) on disposal of assets | <u>(\$614,111)</u> | <u>(\$430,027)</u> |
| Furniture and Equipment | | |
| Proceeds from sale of furniture and equipment | \$2,059 | - |
| Written down value of assets disposed | <u>(\$6,928)</u> | <u>(\$8,896)</u> |
| Gain/(Loss) on disposal of assets | <u>(\$4,869)</u> | <u>(\$8,896)</u> |
| Motor Vehicles | | |
| Proceeds from sale of motor vehicles | - | \$46,000 |
| Written down value of assets sold | <u>(\$39,973)</u> | <u>(\$26,656)</u> |
| Gain/(Loss) on disposal of assets | <u>(\$39,973)</u> | <u>(\$19,344)</u> |
| Total loss on Disposal of Assets | <u>(\$658,953)</u> | <u>(\$419,579)</u> |

4.4 Audit and Finance Costs

| | 2024 | 2023 |
|------------------------------------------------|-----------------|-----------------|
| Audit fee payable to Victorian Auditor General | \$18,900 | \$18,000 |
| Internal audit fees - RSM | \$18,150 | \$12,805 |
| Other finance costs | \$3,991 | \$6,297 |
| | <u>\$41,041</u> | <u>\$37,102</u> |

4.5 Other Expenses

| | 2024 | 2023 |
|--------------------------------------------|--------------------|--------------------|
| Cleaning, Security | \$235,982 | \$246,082 |
| Utility Costs | \$163,342 | \$197,170 |
| Headquarters Costs | \$77,191 | \$90,169 |
| Couriers | \$76,039 | \$71,606 |
| Professional Services | \$80,679 | \$48,814 |
| Insurance | \$89,356 | \$82,381 |
| Office Expenses | \$49,251 | \$40,747 |
| Programs and Marketing Costs | \$123,881 | \$108,857 |
| Vehicle Maintenance | \$17,129 | \$21,751 |
| Fundraising Expenditure | \$4,341 | \$6,066 |
| Doncaster Library Additional Hours Project | \$153,182 | \$115,796 |
| Doncaster and Bulleen Project | \$47,045 | \$21,320 |
| Staff Amenities | \$27,922 | \$20,116 |
| | <u>\$1,145,340</u> | <u>\$1,070,875</u> |

Note 5

Investing In and Financing Our Operations

5.1 Financial Assets

| | 2024 | 2023 |
|----------------------------------------|--------------------|--------------------|
| (a) Cash and cash equivalents | | |
| Cash on Hand | \$1,500 | \$1,500 |
| Cash at Bank | \$56,384 | \$83,578 |
| Money Market call account | \$434,833 | \$1,612,330 |
| Total cash and cash equivalents | \$492,716 | \$1,697,408 |
| (b) Other Financial assets | | |
| Current | | |
| Term Deposits | \$933,869 | \$664,882 |
| Money Market - restricted LSL | \$1,416,930 | \$1,351,564 |
| Total other financial assets | \$2,350,799 | \$2,016,446 |
| Total financial assets | \$2,843,516 | \$3,713,854 |

Cash and cash equivalents include cash on hand, deposits at call, and other highly liquid investments with original maturities of three months or less, net of outstanding bank overdrafts.

Other financial assets are valued at fair value, at balance date. Term deposits are measured at original cost. Any unrealised gains and losses on holdings at balance date are recognised as either a revenue or expense.

5.2 Non-Financial assets

| | 2024 | 2023 |
|---------------------------|-----------------|-----------------|
| Accrued Income | \$26,981 | \$26,721 |
| Total other assets | \$26,981 | \$26,721 |

5.3 Payables

| | 2024 | 2023 |
|------------------|------------------|--------------------|
| Creditors | \$204,840 | \$462,400 |
| Accrued Expenses | \$289,750 | \$741,006 |
| | \$494,590 | \$1,203,406 |

5.4 Provisions

| | 2024 | 2023 |
|--------------------------------------------------------------------------|--------------------|--------------------|
| Annual Leave | | |
| Balance at beginning of the financial year | \$548,378 | \$548,451 |
| Additional Provisions | \$641,652 | \$562,945 |
| Amounts Used | (\$628,106) | (\$563,018) |
| Balance at end of the financial year | <u>\$561,924</u> | <u>\$548,378</u> |
| Long Service Leave | | |
| Balance at beginning of the financial year | \$1,163,282 | \$1,286,348 |
| Additional Provisions | \$365,461 | \$22,334 |
| Amounts Used | (\$142,093) | (\$145,400) |
| Balance at end of the financial year | <u>\$1,386,650</u> | <u>\$1,163,282</u> |
| (a) Employee provisions | | |
| Current provisions expected to be wholly settled within 12 months | | |
| Annual Leave | \$464,397 | \$419,565 |
| Long Service Leave | \$34,204 | \$42,937 |
| | <u>\$498,601</u> | <u>\$462,502</u> |
| Current provisions expected to be settled after 12 months | | |
| Annual Leave | \$97,527 | \$128,813 |
| Long Service Leave | \$1,204,439 | \$1,120,345 |
| | <u>\$1,301,966</u> | <u>\$1,249,158</u> |
| Total current employee provisions | <u>\$1,800,567</u> | <u>\$1,711,660</u> |
| Non current provisions | | |
| Long Service Leave | \$148,007 | \$104,784 |
| Total non current provisions | <u>\$148,007</u> | <u>\$104,784</u> |
| Total Provisions | <u>\$1,948,574</u> | <u>\$1,816,444</u> |

The calculation of employee costs and benefits includes all relevant on-costs and are calculated as follows at reporting date.

Wages, salaries and annual leave

Liabilities for wages and salaries, including non-monetary benefits and annual leave expected to be wholly settled within 12 months of the reporting date are recognised in the provision for employee benefits in respect of employee services up to the reporting date, classified as current liabilities and measured at their nominal values.

Liabilities that are not expected to be wholly settled within 12 months of the reporting date are recognised in the provision for employee benefits as current liabilities, measured at the present value of the amounts expected to be paid when the liabilities are settled using the remuneration rate expected to apply at the time of settlement.

Long service leave

Liability for long service leave (LSL) is recognised in the provision for employee benefits. LSL is measured at present value. Unconditional LSL is disclosed as a current liability. Conditional LSL that has been accrued, where an employee is yet to reach a qualifying term of employment, is disclosed as a non - current liability.

| KEY ASSUMPTIONS | 2024 | 2023 |
|-----------------------------------------------|-------|-------|
| • Discount rate | 4.35% | 4.06% |
| • Weighted average increase in employee costs | 4.45% | 4.35% |
| • Settlement | 7 yrs | 7 yrs |

5.5 Financing arrangements

The Corporation has the following funding arrangements in place as at the end of the year.

| | 2024 | 2023 |
|------------------------|-----------------|-----------------|
| Bank overdraft | \$20,000 | \$20,000 |
| Credit card facilities | \$13,000 | \$13,000 |
| Total facilities | <u>\$33,000</u> | <u>\$33,000</u> |
| Unused facilities | \$28,997 | \$33,000 |
| | <u>\$28,997</u> | <u>\$33,000</u> |

Note 6

Assets We Manage

6.1 Summary Of Property And Equipment

| | OPENING ASSET AT COST | OPENING DEPRECIATION | CARRYING VALUE AT 30 JUNE 2023 | ADDITIONS | DEPRECIATION | DISPOSALS SOLD | DISPOSALS WRITTEN OFF | CARRYING VALUE AT 30 JUNE 2024 |
|-----------------------|-----------------------|----------------------|--------------------------------|--------------------|----------------------|----------------|-----------------------|--------------------------------|
| Library Stock | \$7,629,198 | (\$570,665) | \$7,058,533 | \$1,834,278 | (\$887,126) | - | (\$614,111) | \$7,391,574 |
| Furniture & Equipment | \$2,144,332 | (\$1,611,206) | \$533,127 | \$62,449 | (\$81,198) | - | (\$2,082) | \$512,296 |
| Computer Equipment | \$825,294 | (\$420,577) | \$404,717 | \$162,545 | (\$192,761) | \$2,059 | (\$4,846) | \$371,714 |
| Motor Vehicles | \$137,534 | (\$24,908) | \$112,626 | \$40,486 | (\$25,634) | - | (\$39,973) | \$87,505 |
| | <u>\$10,736,358</u> | <u>(\$2,627,356)</u> | <u>\$8,109,002</u> | <u>\$2,099,758</u> | <u>(\$1,186,719)</u> | <u>\$2,059</u> | <u>(\$661,012)</u> | <u>\$8,363,088</u> |

(a) Recognition and measurement of assets

The Corporation has adopted the purchase method of accounting in relation to the measurement of the acquisition of assets, being the fair value of the assets provided as consideration at the date of acquisition plus any incidental cost attributable to the acquisition. In accordance with the Corporation's policy, the threshold limits below have been applied when recognising assets within an applicable asset class. (Same as applied in 2022/2023).

| CLASS OF ASSET | THRESHOLD LIMIT | CLASS OF ASSET | THRESHOLD LIMIT |
|----------------------|-----------------|-------------------------|-----------------|
| Library Stock | Nil Limit | Computer Equipment | \$1,000 |
| Audio Visual | Nil Limit | Motor Vehicles | Nil Limit |
| Electronic Resources | Nil Limit | Furniture and Equipment | \$1,000 |
| Computer Hardware | \$1,000 | | |

(b) Depreciation of non current assets

Library Stock, motor vehicles, furniture and equipment, including computer equipment and other assets having limited useful lives are systematically depreciated over their useful lives to the Corporation. Estimates of remaining useful lives and residual values are reassessed annually. Depreciation is recognised on either the straight-line basis or diminishing value basis using rates that are, unless otherwise stated, consistent with the prior year:

| | USEFUL LIFE | DEPRECIATION BASIS |
|-------------------------|-------------|--------------------|
| Library Stock | 10 Years | Straight Line |
| Audio Visual | 5 Years | Straight Line |
| Electronic Resources | 2 Years | Straight Line |
| Computer Equipment | 3 Years | Straight Line |
| Computer Hardware | 5 Years | Straight Line |
| Motor Vehicles | 4.44 Years | Diminishing |
| Furniture and Equipment | 6.67 Years | Diminishing |

(c) Repairs and Maintenance

Routine maintenance, repair costs, and minor renewal costs are expensed as incurred. Where the repair relates to the replacement of a component of an asset and the cost exceeds the capitalisation threshold the cost is capitalised and depreciated. The carrying value of the replaced asset is expensed.

(d) Land and Buildings

The library branches are operated out of Council owned or leased properties. The libraries at Box Hill, Nunawading, Vermont South and Blackburn are operated from Whitehorse Council controlled, owned and maintained buildings. The libraries at Doncaster, The Pines, Warrandyte and Bulleen are operated from buildings controlled, owned or leased by Manningham Council.

Note 7

People and Relationships

7.1 Board and Key Management Remuneration

(a) Names of persons holding the position of a Responsible Person at the Whitehorse Manningham Regional Library Corporation for the period 1 July 2023 to 30 June 2024.

KEY MANAGEMENT PERSONNEL

COUNCILLORS

Cr Trudy Skilbeck - City of Whitehorse
 Cr Andrew Davenport - City of Whitehorse
 Cr Michelle Kleinert - City of Manningham
 Cr Stephen Mayne - City of Manningham (to December)
 Cr Andrew Conlon - City of Manningham (from February)

COUNCIL REPRESENTATIVES

Ms Lisa Letic - City of Whitehorse
 Ms Lee Robson - City of Manningham

COMMUNITY REPRESENTATIVES

Ms Dionne Dearman - City of Manningham
 Ms Nicola Nye - City of Whitehorse

CHIEF EXECUTIVE OFFICER

Ms Sally Both - Whitehorse Manningham Regional Library Corporation

(a) Remuneration of Key Management Personnel

Remuneration comprises employee benefits including all forms of consideration paid, payable or provided by the Corporation in exchange for services rendered. Remuneration of Key Management Personnel and Other senior staff is disclosed in the following categories.

Short-term employee benefits include amounts such as wages, salaries, annual leave or sick leave that are usually paid or payable on a regular basis, as well as non-monetary benefits such as allowances.

Other long-term employee benefits include long service leave, other long service benefits or deferred compensation.

Post-employment benefits include pensions, and other retirement benefits paid or payable on a discrete basis when employment has ceased.

Board Members who are Councillors and Officers nominated by the Member Councils do not receive remuneration from Whitehorse Manningham Regional Library Corporation.

| | 2024 | 2023 |
|----------------------------------------------------------------|------------------|------------------|
| Total remuneration of key management personnel was as follows: | | |
| Short term benefit | \$199,021 | \$193,187 |
| Other long-term benefits | (\$8,370) | \$4,530 |
| Post-Employment Benefits | \$21,473 | \$19,128 |
| | <u>\$212,124</u> | <u>\$216,845</u> |

Total remuneration of key management personnel - persons were within the following band:

| | NO. | NO. |
|-----------------------|----------|----------|
| \$210,000 - \$219,999 | 1 | 1 |
| | <u>1</u> | <u>1</u> |

(c) Senior Officers Remuneration

A Senior Officer is an officer, other than Key Management Personnel, who:

- a) has management responsibilities and reports directly to the Chief Executive; and
- b) whose total annual remuneration exceeds \$170,000

The Corporation have no Senior Officers who fit this criteria.

7.2 Related party disclosure

(a) Transactions with related parties

| REVENUES | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|-----------|
| Contributions received from member councils are detailed under 3.1 Council Contributions. These payments are made quarterly in advance in July, October, January and April. | | |
| OTHER REVENUE RECEIVED FROM MEMBER COUNCILS | 2024 | 2023 |
| Manningham City Council | | |
| Reimbursement of Warrandyte library expenses | \$334,349 | \$301,488 |
| Additional Hours Project - Doncaster/Pines Library | \$153,182 | \$105,288 |
| Additional Support for Doncaster/ Bulleen project | - | \$98,420 |
| Additional grants for specific projects | \$26,364 | \$3,000 |
| Whitehorse City Council | | |
| Additional grants for specific projects | \$5,600 | \$23,000 |
| EXPENSES | 2024 | 2023 |
| Manningham City Council | | |
| Warrandyte Library Expenses | \$295,117 | \$253,794 |
| Utilities reimbursement - Doncaster Library | \$28,600 | \$26,000 |
| Additional Hours Project - Doncaster/Pines Library | \$153,182 | \$115,796 |
| Living Libraries | - | \$38,617 |
| Mayoral Ball | - | \$473 |
| Marketing | \$404.04 | \$121 |
| Reimbursement door sensor - Warrandyte Library | \$7,950.00 | - |
| Whitehorse City Council | | |
| Headquarters Rental | \$68,200 | \$68,200 |
| Utilities reimbursement - Nunawading, Vermont South and Blackburn Libraries | \$56,364 | \$56,353 |

(b) Loans to/from related parties

No loans were made to or received from related parties

(c) Commitments to/from related parties

There are no commitments in existence at balance date.

(d) Other Transactions - Peppercorn leases

Manningham and Whitehorse Councils provide library floor space to the Corporation. Any charges related to the leasing or maintenance of these branch libraries are not passed on to the Corporation. The councils do not charge the Corporation for these leases.

The Whitehorse Manningham Regional Library Corporation leases the headquarters space at the Box Hill and Nunawading branches for \$68,200 (2022/2023 \$68,200) per annum from City of Whitehorse on a 3 monthly basis. There is no formal tenancy agreement so it is considered to be an open ended agreement and the charge is not at commercial rate.

Other related party transactions have been considered and there are no matters to report.

Note 8

Managing Uncertainties

8.1 Contingent assets and liabilities

(a) Contingent assets

At the reporting date, the Corporation had no contingent assets (2022-2023: Nil).

(b) Contingent liabilities

Superannuation

The Corporation has obligations under a defined benefit superannuation scheme that may result in the need to make additional contributions to the scheme, matters relating to this potential obligation are outlined in Note 9.2. As a result of the volatility in financial markets the likelihood of making such contributions in future periods exists. At this point in time it is not known if additional contributions will be required, their timing or potential amount.

8.2 Financial instruments

(a) Objectives and policies

The Corporation's principal financial instruments comprise cash assets, term deposits, receivables (excluding statutory receivables) payables (excluding statutory payables) and bank borrowings. Details of the significant accounting policies and methods adopted, including the criteria for recognition, the basis of measurement and the basis on which income and expenses are recognised, in respect of each class of financial asset and financial liability is disclosed in the financial statements. Risk management is carried out by senior management under policies approved by the Corporation. These policies include identification and analysis of the risk exposure to the Corporation and appropriate procedures, controls and risk minimisation.

(b) Market risk

Market risk is the risk that the fair value or future cash flows of our financial instruments will fluctuate because of changes in market prices. The Corporation's exposure to market risk is primarily through interest rate risk with only insignificant exposure to other price risks and no exposure to foreign currency risk.

Interest rate risk

Interest rate risk refers to the risk that the value of a financial instrument or cash flows associated with the instrument will fluctuate due to changes in market interest rates. The Corporation does not hold any interest bearing financial instruments that are measured at fair value, and therefore has no exposure to fair value interest rate risk. Cash flow interest rate risk is the risk that the future cash flows of a financial instrument will fluctuate because of changes in market interest rates. The Corporation has minimal exposure to cash flow interest rate risk through its cash and deposits that are at floating rate.

Investment of surplus funds is made with approved financial institutions under the *Local Government Act 1989* (as per the transitional arrangements of the *Local Government Act 2020*). We manage interest rate risk by adopting an investment policy that ensures:

- diversification of investment product,
- monitoring of return on investment,
- benchmarking of returns and comparison with budget.

There has been no significant change in the Corporation's exposure, or its objectives, policies and processes for managing interest rate risk or the methods used to measure this risk from the previous reporting period.

Interest rate movements have been significant enough during the year to have an impact on the Corporation's year end result.

(c) Credit Risk

Credit risk is the risk that a contracting entity will not complete its obligations under a financial instrument and cause us to make a financial loss. We have exposure to credit risk on some financial assets included in our balance sheet. To help manage this risk:

- we have a policy for establishing credit limits for the entities we deal with;
- we may require collateral where appropriate; and
- we only invest surplus funds with financial institutions which have a recognised credit rating specified in our investment policy.

The credit risk with receivables is very low as it relates to one member council.

There are no material financial assets which are individually determined to be impaired.

We may also be subject to credit risk for transactions which are not included in the balance sheet, such as when we provide a guarantee for another party.

The maximum exposure to credit risk at the reporting date to recognised financial assets is the carrying amount, net of any provisions for impairment of those assets, as disclosed in the balance sheet and notes to the financial statements. The Corporation does not hold any collateral.

(d) Liquidity risk

Liquidity risk includes the risk that, as a result of our operational liquidity requirements or we will not have sufficient funds to settle a transaction when required, we will be forced to sell a financial asset at below value or may be unable to settle or recover a financial asset.

To help reduce these risks the Corporation:

- have a liquidity policy which targets a minimum and average level of cash and cash equivalents to be maintained;
- have readily accessible standby facilities and other funding arrangements in place;
- have a liquidity portfolio structure that requires surplus funds to be invested within various bands of liquid instruments; and
- monitor budget to actual performance on a regular basis

The Corporation's maximum exposure to liquidity risk is the carrying amounts of financial liabilities as disclosed in the balance sheet and the amounts related to financial guarantees disclosed, and is deemed insignificant based on prior periods' data and current assessment of risk.

There has been no significant change in the Corporation's exposure, or its objectives, policies and processes for managing liquidity risk or the methods used to measure this risk from the previous reporting period.

Unless otherwise stated, the carrying amounts of financial instruments reflect their fair value.

8.3 Fair Value Measurement**(a) Sensitivity disclosure analysis**

Taking into account past performance, future expectations, economic forecasts, and management's knowledge and experience of the financial markets, the Corporation believes the following movements are 'reasonably possible' over the next 12 months:

- A parallel shift of +1.5% in market interest rates (AUD) from year-end rates of 4%.

These movements will not have a material impact on the valuation of the Corporations' financial assets and liabilities, nor will they have a material impact on the results of the Corporations' operations.

Fair value hierarchy

The Corporations' financial assets and liabilities are not valued in accordance with the fair value hierarchy, the Corporation's financial assets and liabilities are measured at amortised cost.

8.4 Events occurring after balance date

There are no subsequent events of which the Corporation is aware, that would affect the information provided within these Financial Statements.

Note 9

Other Matters

9.1 Reconciliation of cash flows from operating activities to surplus.

| | 2024 | 2023 |
|--------------------------------------------|--------------------|--------------------|
| Surplus for the year | \$11,139 | \$614,968 |
| Depreciation | \$1,186,719 | \$1,384,303 |
| Loss on Disposal of Fixed Assets | \$658,953 | \$419,579 |
| Changes in assets and liabilities | | |
| (Increase) in Receivables | (\$27,943) | (\$30,741) |
| (Increase) in Accrued Income | (\$260) | (\$21,988) |
| Decrease/(Increase) in Prepayments | (\$22,503) | \$94,855 |
| Increase/(Decrease) in Employee Provisions | \$132,130 | (\$18,355) |
| Increase/(Decrease) in Payables | (\$708,817) | \$585,395 |
| Net cash provided by operating activities | <u>\$1,229,418</u> | <u>\$3,028,016</u> |

9.2 Superannuation

The Corporation makes the majority of its employer superannuation contributions in respect of its employees to the Local Authorities Superannuation Fund (the Fund). This Fund has two categories of membership, accumulation and defined benefit, each of which is funded differently. Obligations for contributions to the Fund are recognised as an expense in the Comprehensive Operating Statement when they are made or due.

Accumulation

The Fund's accumulation category, Vision MySuper/Vision Super Saver, receives both employer and employee contributions on a progressive basis. Employer contributions are normally based on a fixed percentage of employee earnings (for the year ended 30 June 2024, this was 11% as required under Superannuation Guarantee (SG) legislation (2023:10.5%)).

Defined Benefit

The Corporation does not use defined benefit accounting for its defined benefit obligations under the Fund's Defined Benefit category. This is because the Fund's Defined Benefit category is a pooled multi-employer sponsored plan.

There is no proportional split of the defined benefit liabilities, assets or costs between the participating employers as the defined benefit obligation is a floating obligation between the participating employers and the only time that the aggregate obligation is allocated to specific employers is when a call is made. As a result, the level of participation of the Corporation in the Fund cannot be measured as a percentage compared with other participating employers. Therefore, the Fund Actuary is unable to allocate benefit liabilities, assets and costs between employers for the purposes of AASB 119.

Funding

The Corporation makes employer contributions to the Defined Benefit category of the Fund at rates determined by the Trustee on the advice of the Fund Actuary.

A triennial actuarial investigation for the Defined Benefit category as at 30 June 2023 was conducted and completed by 31 December 2023. The vested benefit index (VBI) of the Defined Benefit category as at 30 June 2023 was 104.1%. The Corporation was notified of the 30 June 2023 VBI during August 2023. The financial assumptions used to calculate the 30 June 2023 VBI were:

| THE FINANCIAL ASSUMPTIONS USED TO CALCULATE THE VBI WERE: | |
|-----------------------------------------------------------|---------|
| Net investment returns | 5.7% pa |
| Salary information | 3.5% pa |
| Price inflation (CPI) | 2.8% pa |

The VBI is used as the primary funding indicator. Because the VBI was above 100%, the 30 June 2023 actuarial investigation determined the Defined Benefit category was in a satisfactory financial position and that no change was necessary to the Defined Benefit category's funding arrangements from prior years.

Employer contributions**(a) Regular contributions**

On the basis of the results of the 2023 triennial actuarial investigation conducted by the Fund Actuary, the Corporation makes employer contributions to the Fund's Defined Benefit category at rates determined by the Fund's Trustee. For the year ended 30 June 2024, this rate was 11.0% of members' salaries (10.5% in 2022/23). This rate is expected to increase in line with any increases in the SG contribution rate and was reviewed as part of the 30 June 2023 triennial valuation.

In addition, the Corporation reimburses the Fund to cover the excess of the benefits paid as a consequence of retrenchment above the funded resignation or retirement benefit.

(b) Funding calls

If the Defined Benefit category is in an unsatisfactory financial position at an actuarial investigation or the Defined Benefit category's VBI is below its shortfall limit at any time other than the date of the actuarial investigation, the Defined Benefit category has a shortfall for the purposes of SPS 160 and the Fund is required to put a plan in place so that the shortfall is fully funded within three years of the shortfall occurring. The Fund monitors its VBI on a quarterly basis and the Fund has set its shortfall limit at 98% from July 2024 (previously 97%).

In the event that the Fund Actuary determines that there is a shortfall based on the above requirement, the Fund's participating employers (including the Corporation) are required to make an employer contribution to cover the shortfall.

Using the agreed methodology, the shortfall amount is apportioned between the participating employers based on the pre-1 July 1993 and post-30 June 1993 service liabilities of the Fund's Defined Benefit category, together with the employer's payroll at 30 June 1993 and at the date the shortfall has been calculated.

Due to the nature of the contractual obligations between the participating employers and the Fund, and that the Fund includes lifetime pensioners and their reversionary beneficiaries, it is unlikely that the Fund will be wound up.

If there is a surplus in the Fund, the surplus cannot be returned to the participating employers.

In the event that a participating employer is wound-up, the defined benefit obligations of that employer will be transferred to that employer's successor.

The 2023 interim actuarial investigation surplus amounts

An actuarial investigation is conducted annually for the Defined Benefit category of which the Corporation is a contributing employer. Generally, a full actuarial investigation is conducted every three years and interim actuarial investigations are conducted for each intervening year. A full investigation was conducted as at 30 June 2023.

The Fund's actuarial investigation identified the following for the Defined Benefit category of which the Corporation is a contributing employer:

| | 2023 (TRIENNIAL) | 2022 (INTERIM) |
|-----------------------------------------|---------------------|-------------------|
| • A VBI surplus | \$84.7m | \$44.6m |
| • A total service liability surplus | \$123.6m | \$105.8m |
| • A discounted accrued benefits surplus | \$141.9m | \$111.9m |

The VBI surplus means that the market value of the fund's assets supporting the defined benefit obligations exceed the vested benefits that the defined benefit members would have been entitled to if they had all exited on 30 June 2023.

The total service liability surplus means that the current value of the assets in the Fund's Defined Benefit category plus expected future contributions exceeds the value of expected future benefits and expenses as at 30 June 2023.

The discounted accrued benefit surplus means that the current value of the assets in the Fund's Defined Benefit category exceeds the value of benefits payable in the future but accrued in respect of service to 30 June 2023.

The 2024 interim actuarial investigation

An interim actuarial investigation is being conducted for the Fund's position as at 30 June 2024 as the Fund provides lifetime pensions in the Defined Benefit category. It is anticipated that this actuarial investigation will be completed by October 2024.

The VBI of the Defined Benefit category was 105.4% as at 30 June 2024. The financial assumptions used to calculate the 30 June 2024 VBI were:

| | |
|------------------------|---------|
| Net Investment Returns | 5.6% pa |
| Salary Information | 3.5% pa |
| Price Inflation (CPI) | 2.7% pa |

The Corporation was notified on the 30 June 2024 VBI during August 2024. Because the VBI was above 100%, the Defined Benefit category was in a satisfactory financial position at 30 June 2024 and it is expected that the actuarial investigation will recommend that no change will be necessary to the Defined Benefit category's funding arrangements from prior years.

The 2020 triennial investigation

The last triennial actuarial investigation conducted prior to 30 June 2023 was at 30 June 2020. This actuarial investigation was completed by 31 December 2020. The financial assumptions for the purposes of that investigation was:

| | 2020 TRIENNIAL INVESTIGATION | 2023 TRIENNIAL INVESTIGATION |
|------------------------|-----------------------------------------------|---------------------------------|
| Net Investment Returns | 5.6% pa | 5.7% pa |
| Salary Inflation | 2.5% pa for two years and 2.75% pa thereafter | 3.5% pa |
| Price Inflation | 2.0% pa | 2.8% pa |

In addition to the contributions 4.1b the Corporation has paid no unfunded liability payments to Vision Super.

Note 10

Change in Accounting Policy

There have been no changes to accounting policies in the 2023-24 year.

Glossary

Acquisitions

The ordering, purchasing and accessioning of new library materials

Baby Karaoke

Early-literacy program with songs and nursery rhymes for parents and babies under 18 months

CALD

Culturally and Linguistically Diverse

Collection

Includes any and every article forming the contents of the library collection of resources available for borrowing, reference or perusal

Corporation

Whitehorse Manningham Regional Library

Corporation Depreciation

An accounting allowance made for a loss in value of capital

eAudiobooks

Electronic audiobooks downloaded for use on an MP3 player or electronic device

EAL

English as an additional language

eBooks

Electronic books downloaded for use on an electronic device

FOL

Friends of the Library

Home Library Service

Service provided to community members unable to attend a library due to illness, age or frailty

Interlibrary Loan

A loan of a collection item provided to or provided by another library service

Item

Includes any and every article forming the contents of the library collection of resources available for borrowing, reference or perusal

LGPRF

Local Government Performance Reporting Framework

Library

All the library facilities, resources and activities provided by or under the management or control of the Corporation

Library Board

Governing body of the Whitehorse Manningham Regional Library Corporation

Library Management System

Software system utilised to manage the acquisition and circulation of library materials including the provision of the online library catalogue

Library Plan

Identifies the Corporation's objectives and strategic direction

Library resources

Materials available for loan or use in the library

LinkedIn Learning

Online learning platform

LOTE

Languages Other Than English

Member

A person, school or institution holding a current and valid library membership card

Niche Academy

Online learning platform

Outreach

Services provided by the Library to the community

Patron

Any person making use of the Library Service

PLV

Public Libraries Victoria – the peak body for Victorian public libraries

Reader Development

Programs, services and resources provided to assist patrons in the selection of reading materials

Region

The Whitehorse and Manningham local authority areas

RFID

Radio Frequency Identification technology that transmits data using radio waves

SIG

Special interest group

SPUN

Spydus user-group network

STEM

Science, Technology, Engineering, Mathematics

Stock

Includes any and every article forming the contents of the library collection of resources available for borrowing, reference or perusal

Tribal Habits

Online learning platform

Web Renewal

Extension to the period of loan for a library item, performed via the internet

Wi-Fi

A standard for wirelessly connecting electronic devices to the internet

WMRLC

Whitehorse Manningham Regional Library Corporation

WML

Whitehorse Manningham Libraries

YA

Young Adult



Contact us

BLACKBURN

Blackburn Rd Central Rd,
Blackburn
9896 8400
bla@wml.vic.gov.au

BOX HILL

1040 Whitehorse Rd,
Box Hill
9896 4300
box@wml.vic.gov.au

BULLEEN

Bulleen Plaza, Manningham Rd,
Bulleen
9896 8450
bul@wml.vic.gov.au

DONCASTER

MC Square, 687 Doncaster Rd,
Doncaster
9877 8500
don@wml.vic.gov.au

NUNAWADING

379 Whitehorse Rd,
Nunawading
9872 8600
nun@wml.vic.gov.au

THE PINES

Reynolds Rd Blackburn Rd,
East Doncaster
9877 8550
pin@wml.vic.gov.au

VERMONT SOUTH

Pavey Place (Livingstone Rd),
Vermont South
9872 8650
ver@wml.vic.gov.au

WARRANTYTE

Warrandyte Community Centre,
168 Yarra Street, Warrandyte
9895 4250
war@wml.vic.gov.au

12 CITY SERVICES

There were no City Services report.

13 EXPERIENCE AND CAPABILITY

13.1 Manningham Quarterly Report, Quarter 1 (July-Sept), 2024/25

File Number: IN24/693
Responsible Director: Director Experience and Capability
Attachments: 1 Manningham Quarterly Report - Q1 (July-Sep), 2024/2025

PURPOSE OF REPORT

This report provides Council with a performance overview of quarter 1, 2024/25. The topics covered meet legislative reporting requirements in the delivery of the Council Plan 2021-2025.

EXECUTIVE SUMMARY

The Manningham Quarterly Report (Report) details performance in key areas including capital works, finance, Council Plan, expenses, environment, community engagement, customer experience and governance for the quarter of 1 July – 30 September 2024.

COUNCIL RESOLUTION

MOVED: CR PETER BAIN
SECONDED: CR CARLI LANGE

That Council note the Manningham Quarterly Report for Quarter 1 (July – September) 2024/25.

CARRIED UNANIMOUSLY

2. BACKGROUND

2.1 The Manningham Quarterly Report (Report) meets the reporting requirements of the Local Government Act 2020, and Council policies for finance, capital works, governance, and progress of the 2021- 2025 Council Plan.

3. DISCUSSION / ISSUE

Full details are in each section of the Report (attached). The summary as of 30 September 2024 is:

3.1 Section 1: Capital Works

3.1.1 The Capital Works Program is progressing very well this financial year, with expenditure continuing to exceed expectations. It is likely that both the financial and non-financial key performance indicators for the Program will be exceeded.

- \$9.19m spent on infrastructure capital projects (20% of budget).
- \$3.92m spent on infrastructure maintenance (18% of budget).

3.2 Section 2: Financial Status

3.2.1 Council's year to date (YTD) operating surplus was \$3.25 million or 3.50% favourable compared to the YTD Adopted Budget.

3.3 Section 3: 2021-2025 Council Plan

3.3.1 We reviewed the 2021-2025 Council Plan Major Initiatives during the development of the 2024/25 Annual Budget:

- Progress milestones have been updated for the year where relevant.
- A new initiative has been added to track progress on the redevelopment of the Aquarena outdoor space and a 50-meter pool.

3.3.2 All Major Initiatives to deliver the Council Plan are on track.

3.4 Sections 4: Councillor Expenses and 5: Chief Executive Expenses

3.4.1 All Councillors were within allowance at the end of their Term.

3.5 Section 6: Climate Response and Environment

3.5.1 Focus Area is: **Enhancing Nature for a thriving natural environment** with a summary of our performance, actions, achievements, and challenges. Achievements include:

- We introduced FOGO and changed to a fortnightly garbage collection on 1 July 2023. This enabled our community to put food waste into their FOGO bin rather than the garbage bin. One year on, we have achieved an impressive 37% increase in kerbside collection waste diverted away from landfill.
- Our family National Tree Day event added 3000 indigenous plants to Ruffey Lake Park and Mullum Mullum Reserve. Plants were grown from seeds collected within Manningham and raised by our team at the Depot Nursery.

3.6 Section 7: Community Engagement

3.6.1 Community engagement activities for the quarter included the

- Community Panel to inform our new strategic documents (Council Plan integrating health and wellbeing), Asset Plan and Financial Plan, as well as the Community Vision.
- Park Orchards Community Facilities Review, Warrandyte Community Facilities and Early Years Infrastructure Plan.

3.6.2 Feedback will be presented to Council separately.

3.7 Section 8: Customer Experience

3.7.1 Resolution of requests within the Service Level Agreement (SLA) is high at 95%, exceeding the Performance Indicator (KPI).

3.7.2 Acknowledgement of requests is 51%, exceeding 50% for the first time. Whilst below target of 85%, this metric continues to trend upwards as we continue to work with staff to register their acknowledgements correctly on our system.

3.8 Section 9: Well Governed

3.8.1 Statutory Planning: we continue to process planning applications in a timely manner, achieving 100% of VicSmart applications decided within 10 business days and 67.86% of standard applications within 60 statutory days.

3.8.2 Council Decision Making: Council made 46 resolutions (or decisions) during the quarter. Four decisions were made closed to the public as they were confidential matters. Councillor attendance at Council Meetings for the quarter remained high at 94%.

4. COUNCIL PLAN / STRATEGY

4.1 The Manningham Quarterly Report includes all themes of the Council Plan, Council’s mission and the Community Vision 2040.

5. IMPLEMENTATION

5.1 Communication and Engagement

| | |
|-----------------------------------------|----------------------------------------------------------------------|
| Is engagement required? | No |
| Stakeholder Groups | Council and the community |
| Where does it sit on the IAP2 spectrum? | Inform |
| Approach | The Manningham Quarterly Reports are published on Council’s website. |

6. DECLARATIONS OF CONFLICT OF INTEREST

No officers involved in the preparation of this report have any general or material conflict of interest in this matter.

Quarter 1
1 July to 30 September 2024

Manningham Quarterly Report

Key information on our performance and governance

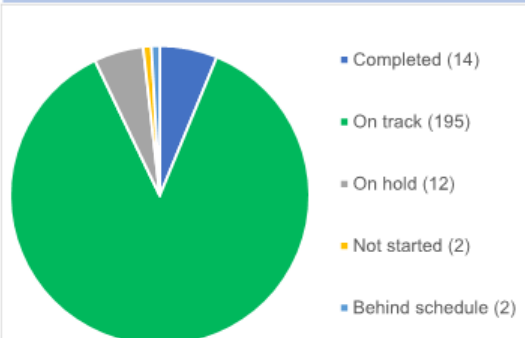


We have started planning for the redevelopment of Aquarena's outdoor space and 50 metre pool.



1. Capital Works

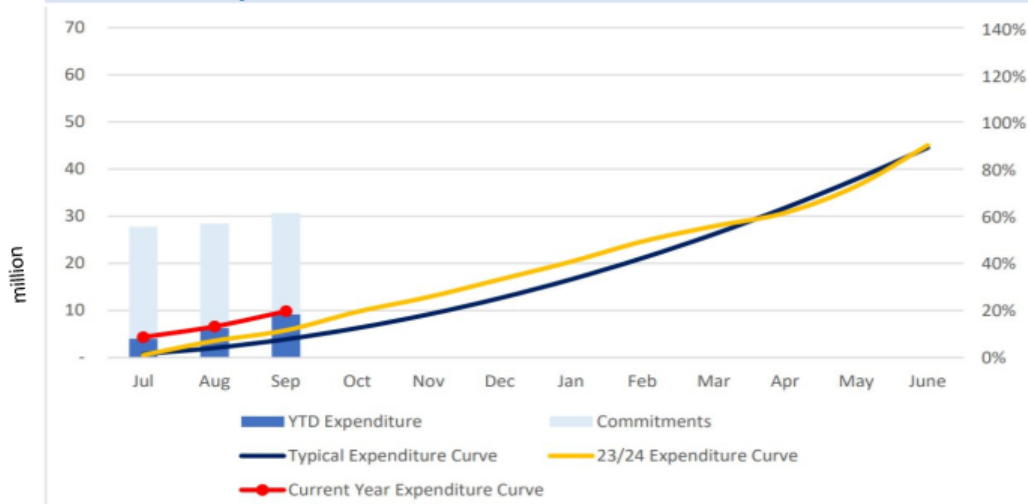
Project Overview



| Expenditure categories | million |
|----------------------------|----------------|
| Infrastructure | \$46.18 |
| Property | \$9.99 |
| Infrastructure Maintenance | \$21.78 |
| Technology | \$2.41 |
| Total | \$80.36 |

| Program Complete | Projects Complete | Value of Capital Works | Capital Income & Grants |
|------------------|-------------------|------------------------|-------------------------|
| 20% | 6% | \$46.18m | \$4.66m |

Year to Date Expenditure - Infrastructure



Capital Spotlight

- The 2024-25 Capital Works Program consists of 227 projects. The Program is progressing well with expenditure continuing to exceed expectations. It is likely that both the financial and non-financial key performance indicators for the Program will be exceeded.
- As of 30 September 2024:
 - \$9.19m has been spent on Infrastructure capital projects. (20% of budget).
 - \$3.92m has been spent on Infrastructure maintenance. (18% of budget).
 - Assets and facilities completed by end of September include shared paths on Tunstall Road and Hillcrest Reserve, footpaths on Parker Street and Pound Road, safety works in Jackson Court, and several play-spaces and bus shelters.
- We endorsed two significant panel contracts for civil and building works. The contracts ensure we have the necessary resources for our capital works program, as it is expected to grow in both size and complexity of projects over the next 10 years.

1. Capital Works

Recent highlights



Hill Crest Reserve Shared Path



Launders Reserve



Maggs Reserve



Melbourne Hill Road Drainage



Mullum Mullum Linear Park



Tom Kelly Athletics Track



Schramms Cottage

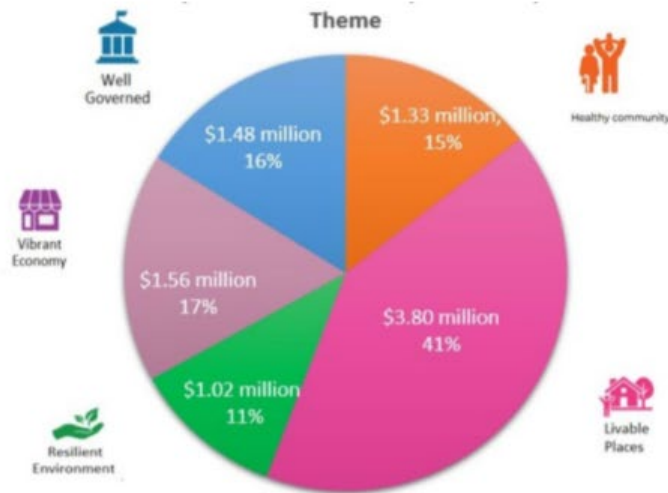


Schramms Cottage



Tunstall Square Public Toilets

2024-25 Expenditure by Council Plan 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 |
|------------------------------------------------------------------------------|---------------------------|--------------------|---------------------|----------------|------------------------------|------------------------|
| Income | | | | | | |
| Rates - General | 107,237 | 107,139 | (98) | (0.1%) | 108,133 | 108,633 |
| Rates - Waste | 17,671 | 17,824 | 153 | 0.9% | 17,731 | 17,874 |
| Statutory Charges, Fees & Fines | 875 | 1,019 | 144 | 16.5% | 3,463 | 3,588 |
| User Charges | 2,312 | 2,097 | (215) | (9.3%) | 9,485 | 9,379 |
| Interest Received | 788 | 699 | (89) | (11.3%) | 3,150 | 3,150 |
| Grants & Subsidies | 3,684 | 3,732 | 48 | 1.3% | 7,396 | 7,167 |
| Capital Grants & Contributions | 1,095 | 1,096 | 1 | 0.1% | 3,615 | 4,184 |
| Other Income | 1,434 | 2,250 | 816 | 56.9% | 17,022 | 17,348 |
| Net gain/(loss) on disposal of Property, Infrastructure, Plant and Equipment | 0 | 0 | | 100.0% | 150 | 150 |
| Total Income | 135,096 | 135,857 | 761 | 0.6% | 170,145 | 171,473 |
| Expenditure | | | | | | |
| Employee Costs | 13,911 | 13,794 | 117 | 0.8% | 59,857 | 58,818 |
| Materials & Contracts | 9,027 | 7,068 | 1,959 | 21.7% | 37,393 | 37,613 |
| Interest | 12 | 4 | 8 | 66.7% | 49 | 49 |
| Utilities | 605 | 526 | 79 | 13.1% | 2,398 | 2,368 |
| Other | 10,290 | 9,964 | 326 | 3.2% | 21,957 | 22,252 |
| Depreciation | 8,340 | 8,341 | (1) | (0.0%) | 33,360 | 33,360 |
| Total Expenditure | 42,185 | 39,698 | 2,487 | 5.9% | 155,015 | 154,461 |
| Operating Surplus / (Deficit) | 92,911 | 96,159 | 3,248 | 3.5% | 15,130 | 17,012 |

Executive Summary

At the end of September 2024, Council's year to date (YTD) Operating Surplus was \$3.25 million (m) or 3.50% favourable compared to the YTD Adopted Budget.

The key favourable variances include:

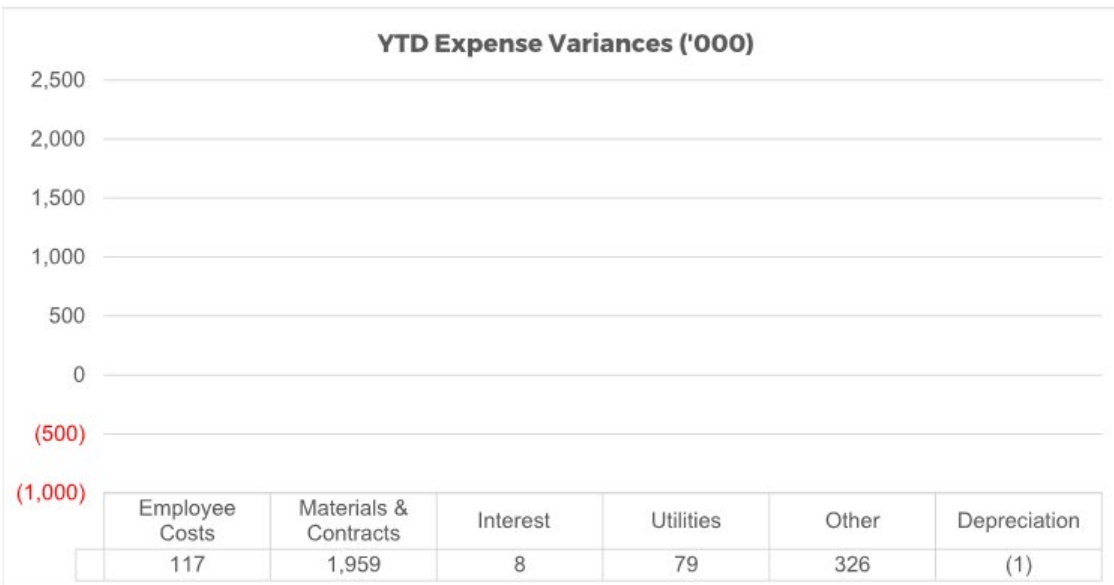
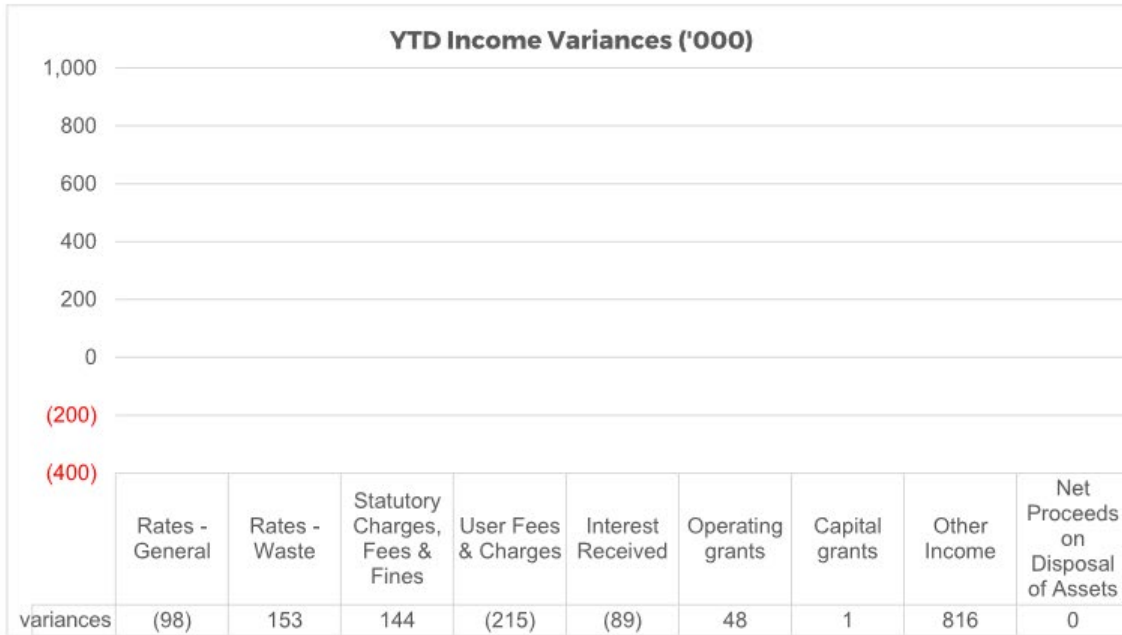
- \$1.96m favourable *Materials & Contracts* - predominantly timing. City Services \$1.37m through Sustainable Futures and City Infrastructure. Experience & Capability are favourable \$345k (thousand) through Information Technology and Business Enablement - due to a delay in operational and project expenditure, while Connected Communities are favourable \$111k - mainly through Community Participation.
- \$816k favourable *Other Income* predominantly due to Open Space Developer Contributions being \$560k higher than budgeted and higher than budgeted income has been received from the sale of Victorian Energy Efficiency Certificate (VEEC) created from the LED retrofit of approximately 1,000 major road lighting upgrades during 2023/24
- \$326k favourable *Other Expenses* - due to City Planning and Liveability - consultancy and leases, while Connected Communities have favourable catering and grants contributions costs.
- \$144k favourable *Statutory Charges, Fees & Fines* - primarily due to parking infringement income being \$125k greater than budget.
- \$117k favourable *Employee Costs* due to vacancies across the organisation.

The key unfavourable variances include:

- \$215k unfavourable *User Charges* mainly due to Function Centre and Community Venues income being lower than anticipated (\$145k) and the delay in receiving leases and licences income (\$70k).
- \$89k unfavourable *Interest Received* due to lower than forecast cash and investment holdings at this stage of the year.

2. Financial Status

Year to Date Income and Expenditure Variances by Category



2. Financial Status

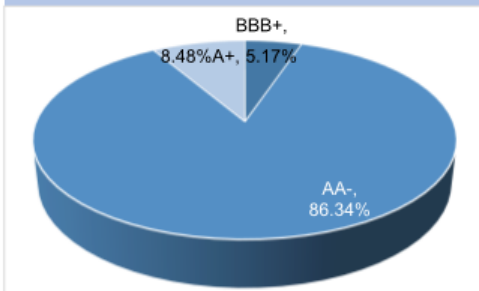
Cash and Investments

Council's cash and cash investments balance as at 30 September 2024 is \$64.94m

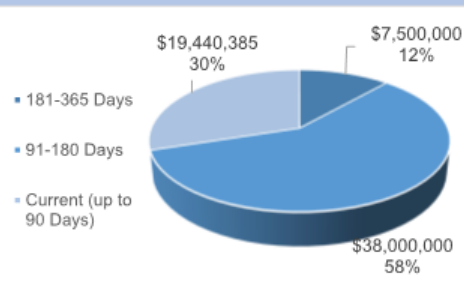
Summary of Council Investments

| | |
|--------------------------------|-----------|
| Average Weighted interest rate | 4.87% |
| Average monthly interest \$ | \$232,890 |
| Maximum interest rate earned | 5.41% |

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



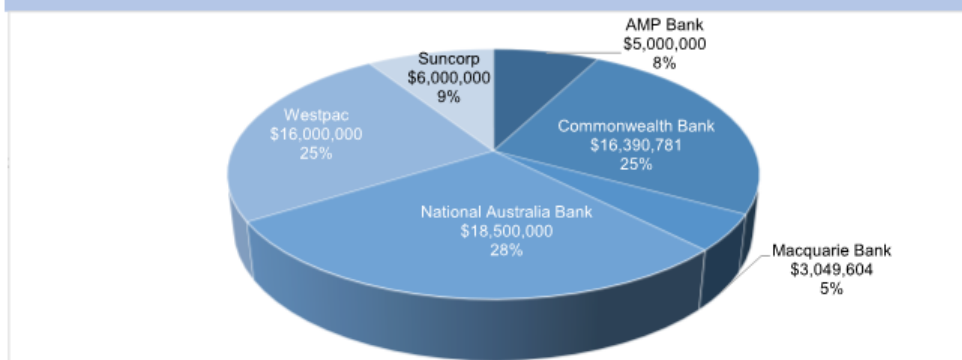
Investment Term



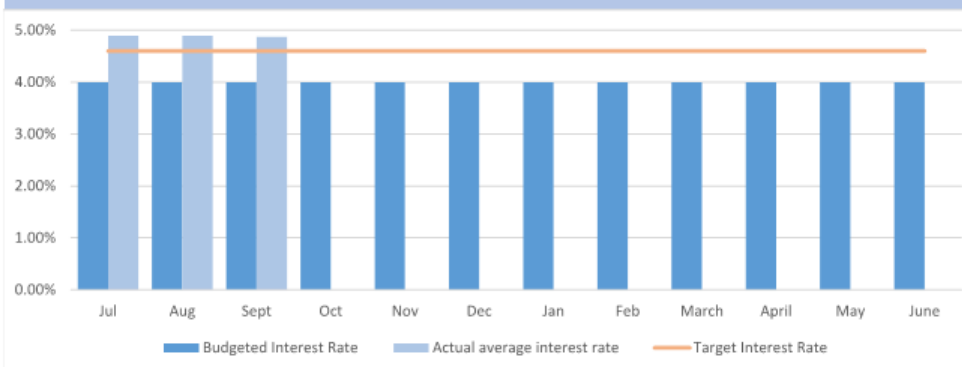
What is the Standard & Poor (S & P) Risk Rating?

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

Balance Sheet

| | September 2024 (\$) | June 2024(\$) | Movement (\$) |
|---------------------------------------------|----------------------|----------------------|--------------------|
| Assets | | | |
| Current Assets | | | |
| Trade and Other Receivables | 123,151,933 | 20,595,489 | 102,556,444 |
| Accrued Income | 1,542,246 | 1,978,333 | (436,087) |
| Cash and Cash Equivalents | 17,440,385 | 20,834,670 | (3,394,285) |
| Other Financial Assets | 47,500,000 | 45,500,000 | 2,000,000 |
| Prepayments | 35,755 | 5,850,324 | (5,814,569) |
| | 189,670,319 | 94,758,816 | 94,911,503 |
| Non-Current Assets | | | |
| Investments in associates | 3,216,294 | 3,216,294 | 0 |
| Sundry Debtors - Non Current | 601,586 | 596,535 | 5,051 |
| Infrastructure, Property, Plant & Equipment | 2,734,283,150 | 2,730,492,151 | 3,790,999 |
| | 2,738,101,030 | 2,734,304,980 | 3,796,050 |
| Total Assets | 2,927,771,349 | 2,829,063,796 | 98,707,553 |
| Liabilities | | | |
| Current Liabilities | | | |
| Trade and Other Payables | 30,175,802 | 25,619,579 | (4,556,223) |
| Provisions | 12,684,312 | 13,931,119 | 1,246,807 |
| Trust Funds and Deposits | 11,689,344 | 12,450,223 | 760,879 |
| | 54,549,458 | 52,000,921 | (2,548,537) |
| Non-Current Liabilities | | | |
| Provisions - Non Current | 3,142,796 | 3,142,796 | 0 |
| | 3,142,796 | 3,142,796 | 0 |
| Total Liabilities | 57,692,254 | 55,143,717 | (2,548,537) |
| Net Assets | 2,870,079,095 | 2,773,920,079 | 96,159,016 |
| Equity | | | |
| Accumulated Surplus | 843,222,413 | 834,956,076 | 8,266,337 |
| Reserves | 1,930,697,666 | 1,930,697,666 | 0 |
| Current Retained Earnings | 96,159,016 | 8,266,337 | 87,892,679 |
| Total Equity | 2,870,079,095 | 2,773,920,079 | 96,159,016 |

Reason for YTD variances

Current Assets (trades and other receivables) have increased compared to 30 June 2024 due to the 2024/25 annual rates and charges being raised in August 2024.

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 are in line with the 30 June 2024 figure.

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

Current Liabilities increased compared to 30 June 2024 primarily due to timing of payments to creditors (trade and other payables).

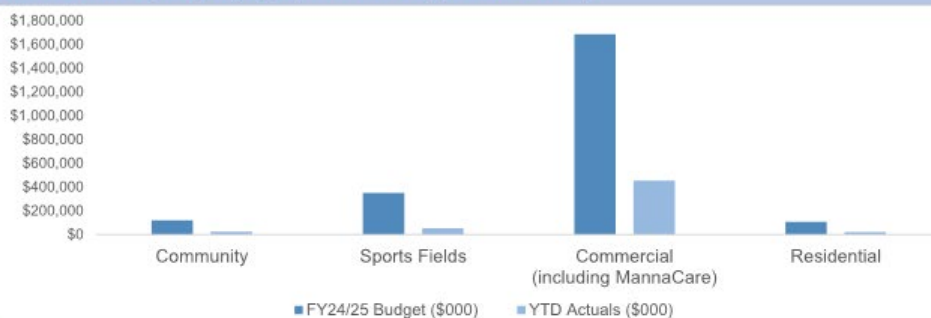
Non Current Liabilities are in line with the 30 June 2024 figure.

Equity increased compared to 30 June 2024, essentially related to the Year to Date Surplus.

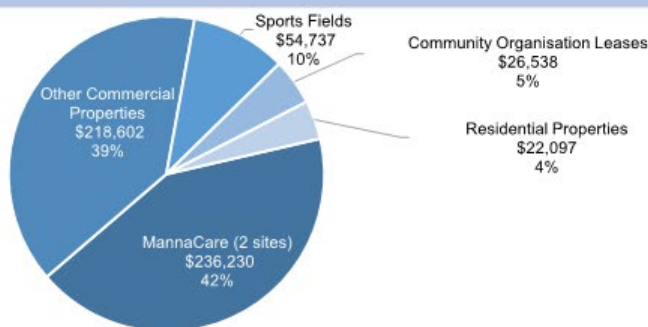
Equity includes Accumulated Surplus and Reserves. Reserves include Asset Revaluation reserves and other cash reserves which Council wishes to separately identify as being set aside to meet a specific purpose in the future and to which there is no existing liability. This component includes Reserves such 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

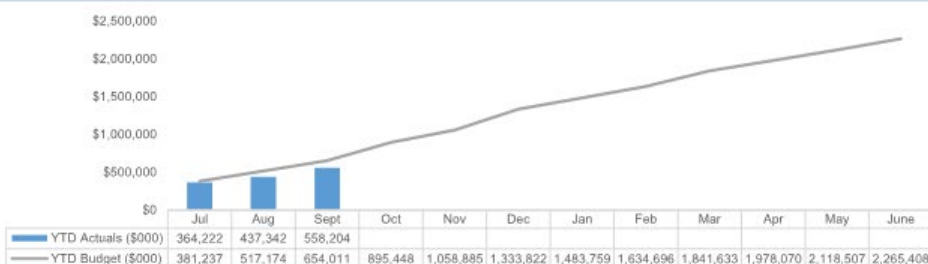
Rental Income by Property Type (Full Year Budget vs YTD Actual)



Rental Income (YTD)



Rental Income (YTD)



Leisure Services Contract Income (YTD)



2. Financial Status

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 2024 | YTD Actual Income at 30 Sep 2024 | Forecast Expenditure 2024/25 | Projected Reserve Balance |
|----------------------------|--------------------------------|----------------------------------|------------------------------|---------------------------|
| Open Space Reserve | \$11,161 | \$1,560 | \$5,268 | \$7,453 |
| Doncaster Hill DCP Reserve | \$512 | | \$512 | \$0 |

Council has compulsorily acquired three properties for development into public open space this financial year. These are 17 Hanke Road Doncaster (\$1,393,000), 50 Franklin Road (compensation negotiations ongoing), and 34 Talford Street (compensation negotiations ongoing).

2024/25 Open Space Reserve Contributions Summary

| Property | Amount | | Amount |
|-------------------------------|-----------|----------------------------|--------------------|
| Bulleen 3105 | | Doncaster East 3109 | |
| 16 Stanley Street | \$70,000 | 152 Andersons Creek Road | \$289,600 |
| Templestowe 3106 | | 118 Beverley Street | \$152,000 |
| 1-2 Gardenview Court | \$80,000 | 26 Cassowary Street | \$132,500 |
| 1 Verdi Court | \$71,250 | 1084 Doncaster Road | \$126,000 |
| Templestowe Lower 3107 | | 91 St Clems Road | \$71,000 |
| 34 Glenair Street | \$72,500 | Donvale 3111 | |
| 22 Wellington Street | \$71,750 | 121 Mitcham Road | \$98,000 |
| Doncaster 3108 | | | |
| 23 Carawatha Road | \$122,000 | | |
| 75 Board Street | \$113,200 | | |
| 3 Maralee Place | \$90,000 | | |
| Total Year to Date | | | \$1,559,800 |

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.

Our Council Plan 2021-2025 has five themes:

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



We developed goals for each theme of the Council Plan 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 to be delivered over the four year term of the Council Plan. 16 Major initiatives were developed in response to recommendations from our 2021 Community Panel. Annual milestones are developed and progress is reported below. You can find the full details of previous reports and our full year's progress in our 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 have completed 15 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.
- We have introduced a new App to identify and consider equity, inclusive and access in the review of our policies, services and programs. The App supports a consistent approach to create, monitor and report gender impact and outcomes.
- This quarter active assessments included the Community Panel, Road Management Plan review, Recruitment Policy and Manningham Road Safety Strategy and Action Plan 2025-2034.

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

- Our new youth hub MyHub opened at Manningham Community Centre (MC²) in Doncaster.
- We extended services for local young people in collaboration with organisations such as Doncaster Library.
- We are also in discussions with Headspace for further partnership opportunities.

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

Action

- The Manningham Multicultural Network held three workshops to reunite and address the impact and challenges our local community are expressing from international unrest. The sessions also focussed on planning for the future and were led by an independent facilitator.

iv. investigate extended use of community facilities, including libraries, to address social isolation. ●

Action

- Extended hours in place at Warrandyte, (including self-service between the hours of 8am and 10pm) and Doncaster Library (now open 9am to 8pm weekdays and 9am to 5pm Saturday and 1pm to 5pm Sundays).
- Neighbourhood houses are working together and individually to offer diverse programs to address social isolation.

3. Council Plan 2021-2025

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

Progress

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 meetings on issues of interest, and to seek advice on Council projects, policies and strategies, State and Federal Government reviews and significant events and communications.
- Our Advisory Committees gave feedback on 16 Days of Activism Against Gender Based Violence, the new approach to the Council Plan (integrating the Health and Wellbeing Plan) and the Welcoming City audit.
- We welcomed VicHealth’s CEO and staff as they spent the day in Manningham to learn about our programs focused on improving the wellbeing of young people. This included a visit to the MYHub, Doncaster Library and Doncaster Secondary School to hear from students about their Stride or Glide initiative to increase physical activity opportunities for young people.

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 Working Group met at Yaluk Langa (Heide Museum) for the annual in-person *yarning circle*. This year the focus was on issues impacting local First Nations people and the environment. We will use the information for planning, input into our new Council Plan and other activities.

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

Action

- We rolled out an advertising campaign to promote the Wellbeing Support services on Manningham bus shelters.
- Building a collaboration with the Pine Neighbourhood House to establish a Mandarin speaking playgroup located in Doncaster. This will be a pilot program to provide a safe space for Chinese mums to connect.



The new Youth Hub: MyHub

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 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. Implementing the 20 Year Community Infrastructure Plan's Action Plan

Action

- The Infrastructure Plan gives clear guidance on the infrastructure needs for our Community and informs our capital works program.
- We are delivering on the Plan with recent activity including delivery of the Youth Hub, Warrandyte Community Facilities Review and Early Years Infrastructure Plan.

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

Action

- There were 161,908 attendances across our nine stadiums. Key activities to strengthen use included:
- discussions with Badminton Victoria and Basketball Victoria to improve lighting for badminton at DISC
 - continued concept design for Manningham Templestowe Leisure Centre Masterplan (including outdoor netball courts).
 - met with Anderson's Creek Primary School regarding the Anderson's Creek Stadium joint-use-agreement.
 - hosted a free Youth 3x3 Basketball Tournament that attracted 21 teams to Mullum Mullum Stadium.

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

Action

- in partnership with Aligned Leisure, we continued to strive to maximise community access, use and benefits of facilities and spaces through continued marketing, school programs, youth memberships, casual shooting / activities and by reviewing court booking allocations (underway).
- We maximised use of outdoor spaces through reviewing seasonal allocations, casual bookings and provision of publicly accessible spaces such as public courts / book-a-court infrastructure.

iv. maximising use of our aquatic facility, Aquarena, through the planning and implementation of the Aquarena Outdoor Masterplan (as scheduled)

Action

- We started a detailed design for the Aquarena Outdoor Redevelopment in accordance with the endorsed Master Plan for the site.

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

Action

- We have begun a new draft Residential Strategy incorporating community feedback received across an extensive period of consultation.
- We are also required to consider the impacts of new housing and planning reforms handed down by the Victorian Government. This includes a housing target of 39,000 additional dwellings within Manningham by 2051. The Premier for Victoria has indicated each Council will be consulted before the final targets are included in the new *Plan for Victoria Strategy*, which is scheduled for release in 2024.

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

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

Action

- We introduced the two new grant programs to support older adults in our community:
- Healthy Ageing Annual Grant Program - awarded \$58,412 across seven applicants.
 - Senior Club Support Grants - closed in September. Applicants will be informed of the outcomes after the Council election caretaker period.
 - Small Grants Program (May to July round): \$21,860.75 was recommended across 12 applicants.

3. Council Plan 2021-2025

| Action we have taken to progress the goals of our Council Plan | Progress |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| <p>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</p> <p>Action</p> <ul style="list-style-type: none"> We continue to improve transport options through delivery of the 2021 Transport Action Plan. We prepared a submission on developing the Doncaster Park and Ride facility to enhance users experience and provide amenity improvements to surrounding households. We began preliminary works on a capacity and growth assesment of the Doncaster Road corridor to promote Bus Rapid Transit outcomes and planning works to support active transport in Manningham. | <p>●</p> |
| <p>iii. Community safety in and around schools through traffic and parking management programs</p> <p>Action</p> <ul style="list-style-type: none"> We worked with Department of Transport and Planning (DTP) to prepare detailed submission for four school crossings (Wilson's Road, Park Road, Denhart Street and Lynnwood Parade) for further assessment using DTP's School Crossing Risk Assessment framework to determine what level of infrastructure upgrade would be appropriate. Continued a project brief for Serpell Primary School for traffic and safety assessment for all roads within a reasonable walking catchment. We worked with Donvale Christian College on measures to improve congestion during school peaks. Working with Templestowe College to improve safety at the school crossing on Lynnwood Parade. We developed a draft Road Safety Strategy and Action Plan 2025-2034. Using an evidence-based approach, it is designed to improve safety on our local road networks in alignment with current Ntate and national strategies. | <p>●</p> |
| <p>7. We will continue to improve our local roads, parks and recreation facilities (as scheduled) to a high standard including:</p> | <p></p> |
| <p>i. drains including Melbourne Hill Road Drainage Upgrade</p> <p>Action</p> <ul style="list-style-type: none"> We completed the Stage 1 of the Melbourne Hill Road drainage upgrade including drainage works. Design for stage 2 is complete and we are commencing procurement for the works in 2025. | <p>●</p> |
| <p>ii. Road Improvement Program including Jumping Creek Road, Templestowe Route and Tram/Merlin Traffic signals</p> <p>Action</p> <ul style="list-style-type: none"> Procurement for the Templestowe Route and Jumping creek Road project is underway. The design is complete and project on track. | <p>●</p> |
| <p>iii. Parks and Recreation Facilities upgrade upgrade including Doncaster Reserve playspace upgrade, Katrina Reserve playspace upgrade and Carawatha Reserve park expansion and playspace upgrade</p> <p>Action</p> <ul style="list-style-type: none"> We have awarded the tender for the construction work on the playspace upgrade for Doncaster Reserve. We anticipate the project to be completed in the December quarter. We started construction of the park upgrades at Katrina Reserve with completion next quarter. We are now able to progress Carawatha Reserve after tenants have vacated both properties. Demolition of the dwellings will occur in the 2nd quarter by detailed design in the 2nd and 3rd quarters. | <p>●</p> |
| <p>8. We will continue to advocate to the North East Link Project (NELP) for improved outcomes for the Manningham community, particularly around urban design.</p> | <p>●</p> |
| <p>Action</p> <ul style="list-style-type: none"> We continued to proactively seek improved outcomes for the Manningham community through review of design plans, and by providing input to NELP on planning, design, construction, and communication matters associated with the project. We started to receive returned assets from the NELP project and are working diligently with the relevant stakeholders to ensure that assets to be returned to Council are in an acceptable condition. We are frequently undertaking site visits to ensure resident amenity is maintained through construction as much as possible. | <p></p> |

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 completed the final stages of the review of the Sites of Biological significance.
- The *sites of Biological Significance* are 35 sites within Manningham (predominately in the Green Wedge areas) that are significant in terms of biodiversity, ecological structure, habitat value. This project will inform a review of the Manningham Planning Scheme and overlays to protect the Green Wedge. We are now better able to implement solutions to reduce threatening processes in protected biosites, such as stormwater runoff.

ii. advocate to government and business on environmental issues

Action

- We started the Food Organics, Green Organics (FOGO) in July 2023. After one year, we have seen the community achieve a significant reduction in waste sent to landfill by a third. The food waste sent to create compost is on a commercial scale.
- We continued waste reduction days to clothes swap, and detox waste drop off for residents to dispose of items not for recycling or household waste bins such as paint, e-waste and x-rays.
- We have also delivered community education programs including Plastic Free July pop events, Cloth Nappy workshops, and Garden Waste Disposal Days for those in bush fire prone areas in September.
- Our delivery program also included circular economy events including:
 - Inspired Living Series on Sustainable Gardening
 - Home Harvest the monthly grow your own fruit and veggies series
 - Spring Outdoors Program also kicked off in partnership Banyule and Nillumbik Councils.
- We continued to work with the Northern Association of Greenhouse Alliance (NAGA) with our neighbouring Councils on 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 actively implemented the Bushland contract to enhance and maintain our valuable conservation reserves. Monitoring efforts have indicated positive improvements within these areas.
- We engaged contractors to manage indigenous vegetation along our roadsides, ensuring the health and sustainability of these vital ecosystems.
- Revegetation projects have been initiated in several reserves, including 100 Acres, Warrandyte Walk, and the Mullum Mullum Creek corridor. These efforts have included community planting days, which have been particularly successful during National Tree Day and Wattle Day, fostering community involvement and awareness of local ecology.
- We mapped all rabbit warrens within the Bushland reserves using the TreePlotter system and managed to mitigate their impact on the environment.
- A new contract is currently being implemented, focused on managing vegetation in bushland reserves with an emphasis on fire mitigation. The contractors selected for this project are experienced in bushland management and are committed to preserving the significance of our native vegetation.

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

Action

- We continue to run cultural events as part of the Spring Outdoors Program, in partnership with Wurundjeri Woi-wurrung Cultural heritage Corporation and delivery partners Banyule and Nillumbik Councils.

3. Council Plan 2021-2025

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

Progress

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

- | | |
|---------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Action | <ul style="list-style-type: none"> ▪ Following release of the draft Recycling Standards and the regulatory impact statement by the Victorian Government we are working with other Councils for policy change. We are also seeking further information and cost modelling regarding the 4th glass bin and the proposed cessation of the Detox Your Home Chemical days. ▪ We ran community education on waste reduction by hosting workshops, awareness campaigns, and school programs. Support Recycling & Reuse by running reuse/upcycling events. ▪ We measured our landfill tonnages and celebrate community successes with ongoing waste reduction initiatives. |
|---------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|



Vibrant and Prosperous Economy

Goal:

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 | <ul style="list-style-type: none"> ▪ This is work in progress to identify processes and initiatives to support and enhance economic, environmental and social outcomes during procurement activities. |
|---------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

ii. capacity building and support through business development activities ●

- | | |
|---------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Action | <ul style="list-style-type: none"> ▪ In support of our local business community, we deliver training courses and mentoring services and connect them with trader groups and individual businesses to build capacity and provide support. ▪ We have met with a new second trader group at Tunstall Square ▪ We are supporting the Jackson Court Traders Association (JCTA) to deliver their annual event 'Halloween Spooktacular' and a 2-year strategic plan in three languages, (English, Mandarin and Farsi). The Plan has been distributed to local businesses. ▪ Manningham Business Network has our continued support to deliver monthly business breakfast meetings. |
|---------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

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

- | | |
|---------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Action | <ul style="list-style-type: none"> ▪ We completed a successful expression of interest process for the appointment of an architect to undertake design and prepare documentation preparation for the co-working space. The architect has completed preliminary design with final design due by the end of December 2024. |
|---------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

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

- | | |
|---------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Action | <ul style="list-style-type: none"> ▪ We explored new approaches to investment attraction, which aim to provide added benefits to employment and local tourism. ▪ We continued to work with Onemda, extending support for a second year to the disability service provider, facilitating their pathways to employment 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 regularly review the usage data of our eNews editions, to assist us to select content and plan editions that are of interest to the community. It was pleasing to see that our August edition had a significant increase in readers, which helps demonstrate the information was engaging.
- We designed an infographic and other material on climate action to better communicate what you can do as an individual, within your community, at work and at school to help our environment. This will be shared with the community through Manningham Matters in the December quarter.

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

Action

- We have appointed a new data analyst to work across the organisation to enhance our performance reporting. This will be informed by the recent update of the State of the City demographic research document to evidence community needs.

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

Action

- We updated our Complaints Policy, which outlines our approach to providing a fair and consistent process for managing complaints about an action, decision or service delivered by Council. The approach helps us deliver on our *Customer Promise* to make it easy, serve consistently, respond proactively, and celebrate choice.
- We are ready to introduce a new telephone system which will help us further improve our customers' experience, monitor and improve our performance, and better understand customers' needs.
- We delivered enhancements to improve the stability and performance of our Customer Relationship Management system. These will also support further planned enhancements to improve processes to respond to customers.

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 2025. ●

Action

- We started early planning for the 2025/26 Budget and 10 Year Financial Plan cycle.
- A *Community Panel* has been formed from a randomised selection of 40 local residents to provide recommendations to Council on the new strategic documents including the Council Plan and the Long Term Financial Plan.

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 identified a program of five services to be reviewed in 2024/25 from information gathered from annual service planning. For all Council's major services, we proactively service plan to consider customer feedback, internal and external influences, workforce, and the resources needed for the service to deliver optimal public value.

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

Action

- We prepared a Background Information Pack for our Community Panel. This includes a detailed and transparent breakdown of all of Council's major services, the outcomes, costs involved and the reason for the service and its delivery model. This information will be made available to the broader public.
- We developed and published on our website a snapshot of the status of our public assets, including condition and age distribution, renewal gap and expenditure.

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 | \$777 | \$673 | \$0 | \$0 | \$0 | \$0 | \$94 | \$100 | \$0 | \$1,644 | \$1,644 |
| Cr A Conlon | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$129 | \$0 | \$0 | \$129 | \$129 |
| Cr D Diamante | \$866 | \$0 | \$0 | \$0 | \$0 | \$0 | \$10 | \$100 | \$0 | \$977 | \$977 |
| Cr G Gough | \$931 | \$302 | \$0 | \$185 | \$0 | \$0 | \$0 | \$0 | \$0 | \$1,418 | \$1,418 |
| Cr M Kleinert | \$32 | \$0 | \$0 | \$65 | \$0 | \$0 | \$71 | \$0 | \$0 | \$168 | \$168 |
| Cr C Lange (Mayor) | \$829 | \$0 | \$0 | \$0 | \$0 | \$0 | \$330 | \$0 | \$0 | \$1,159 | \$1,159 |
| Cr T Lightbody | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| Cr L Mayne (Deputy Mayor) | \$64 | \$0 | \$0 | \$173 | \$0 | \$0 | \$140 | \$0 | \$0 | \$377 | \$377 |
| Cr S Mayne | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$71 | \$0 | \$0 | \$71 | \$71 |

Notes for the Quarter

- 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.
- *Councillors allowance is for the electoral year (1 July to 6am on the 26 October 2024)

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 | \$809 | \$61 | \$91 | \$0 | \$0 | \$961 | \$961 |

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

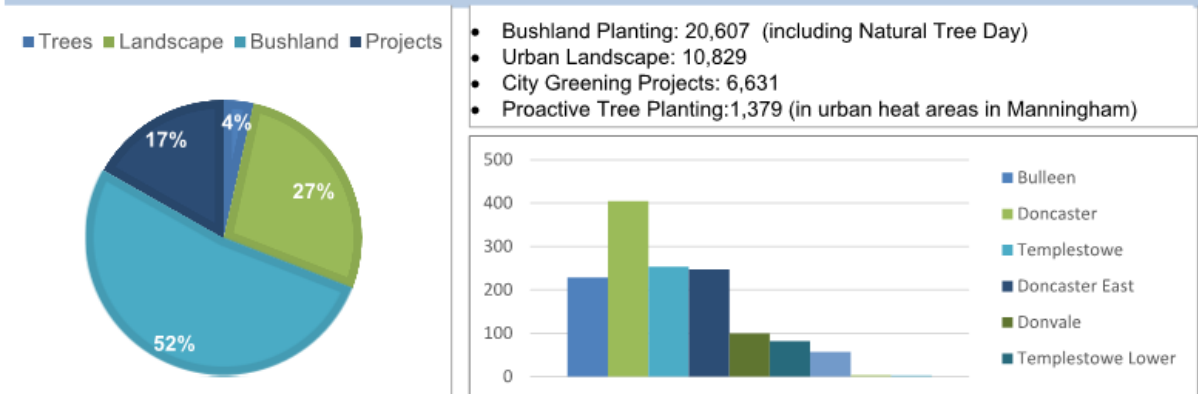
In 2020, in our Climate Emergency Response Plan, Council endorsed climate targets of net zero emissions by 2028 for Council operations, and net zero emissions by 2035 for the Manningham Community. We are committed in achieving these emission targets, and are well on our way to achieve the Council operations target. With a strong shared commitment to meeting our target for the Manningham community, we are working in partnership to increase community climate action. Each quarter we focus on an action area: Managing Our Waste and Resource Recovery | Reducing our carbon emissions and increasing our renewable energy capacity | Responding to Climate Change through adaptation and reduction measures.

Enhancing Nature for a thriving natural environment (focus for this quarter)

We protect and enhance with more vegetation, manage parklands and open space, and mitigate environmental risks.

From July to October, our Parks team engaged in one of the busiest periods of the year with: planting street and park trees, pre-summer fire mitigation works, bushland revegetation and weed management, reviewing our open space assets and preparing sportsgrounds for summer sports, managing vegetation through our proactive tree management program.

Total Trees and Plants established



Urban greening and protection of biodiversity throughout Manningham

We recently refurbished the central median along Doncaster Road near Jacksons Court, completed the Templestowe Memorial upgrade, and held our annual tree planting event to celebrate National Tree Day.

We proactively:

- inspected 1867 trees and 186 Road Reserve Sites
- purchased a drone for canopy inspections
- Mapping of Significant Tree Register



Key Achievements

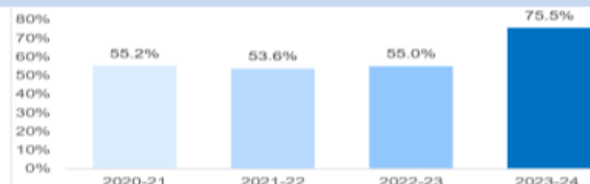
- Our family National Tree Day event added 3000 indigenous plants to Ruffey Lake Park and Mullum Mullum Reserve. Plants were grown from seeds collected within Manningham and raised by our team at the Depot Nursery.
- We enhanced urban greening in streets and urban areas with 6,631 projects.
- Our street and park tree planting program added 1,379 plants.
- We proactively mapped rabbit activity in our Bushland sites to protect local wildlife.

Opportunities / Challenges

- Building education about the benefits of trees** through the community to encourage greening on private land.
- Protection of Council trees** through implementation of Tree Management Plan and relevant policies.
- Advocacy to Victorian Government** to provide feedback on the increased housing targets and impact on greening and tree canopy loss in the City.
- We **improved fire mitigation** as we work collaboratively to prepare for the fire season.

Manningham Community embraces Food Organics, Green Organics

We introduced FOGO and changed to a fortnightly garbage collection on 1 July 2023. This enabled our community to put food waste into their FOGO bin rather than the garbage bin. One year on, we have achieved an impressive 37% increase in kerbside collection waste diverted away from landfill.



7. Community Engagement

Current Engagement Projects



Community Panel
Help shape the future
Vision and direction for
Manningham



Park Orchards
Community Facilities
 We are seeking your feedback on the services and facilities in Park Orchards



Early Years
Infrastructure Plan
 We are developing our Early Years Infrastructure Plan



Warrandyte Community
Facilities Review
 What improvements are needed to support the increasing demand for community services.

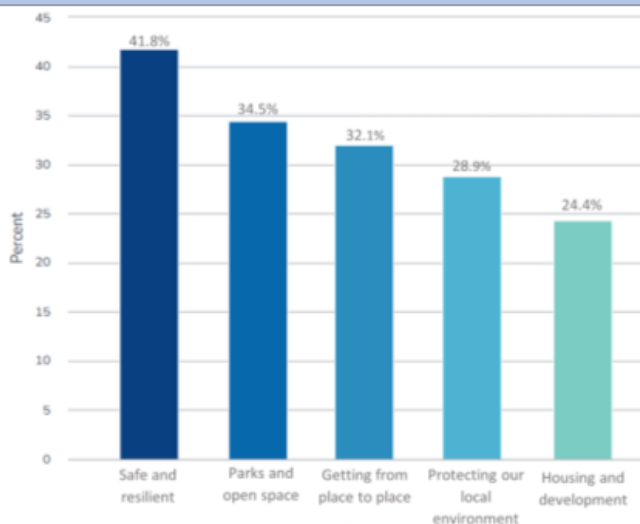
What you told us

1259 residents told us their top priorities in our recent Community Survey

Priorities include safety and resilience, parks and open space, getting from place to place, protecting our environment and housing and development.

The priorities have been given to our Community Panel as they prepare their recommendations to Council about our future services.

The information will also inform our Council and service planning.



Progress on recent engagements

\$1.5m upgrade at Victoria Street Playground at Ruffey Lake Park complete and open to the community.

- The upgrade includes new play towers, climbing blocks, slide and new giant swing.
- We are organising a reopening celebration on 24 November 2024.

Stride or Glide (VicHealth Grant)

We facilitated a VicHealth grant for Year nine students at Doncaster Secondary School to recommend ways to increase active travel to and from school.

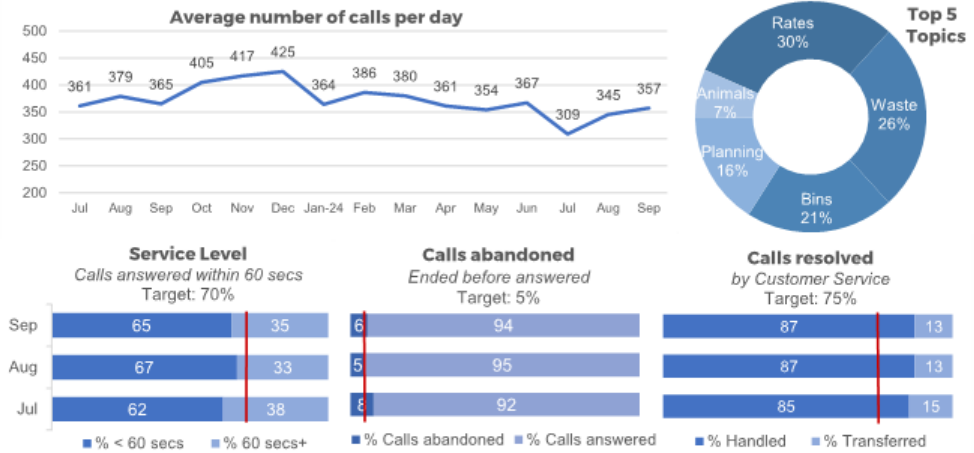
During Term three, 44 students researched, co-designed and promoted walking and biking. They found that 56.5% of their peers lived more than a 10 minute drive away from school. Solutions presented to Council and the School included more access to bicycles, roads and footpaths repairs, and tackling stigmatisation.



VicHealth and Manningham CEOs
with Doncaster Secondary School students

8. Customer experience

Telephony - Contact Centre Performance

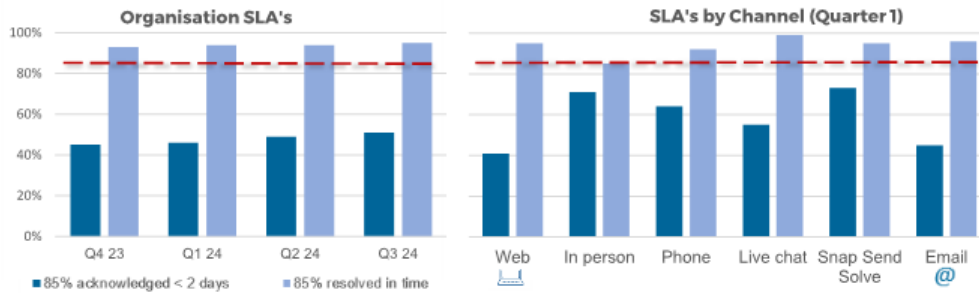


Telephony analysis

- Average daily call volumes are following seasonal trends, although average call volumes are 9% lower than the same period last year.
- Service levels are just below target for the period, with most calls still answered within 60 second target. Abandoned calls are marginally higher than target overall and on target for August. This slight under achievement of service levels was primarily driven by a small number of under performing days with unexpectedly high volumes and/or unplanned staff absences.
- Calls about rates were the most common enquiry type, reflective of Rates notices being issued this quarter.

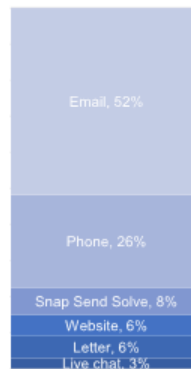
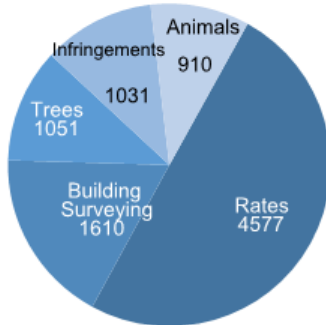
Customer Requests (CRM Organisation Performance)

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



Customer Requests (CRM) by Topic and Channel

19,557 new cases



Analysis

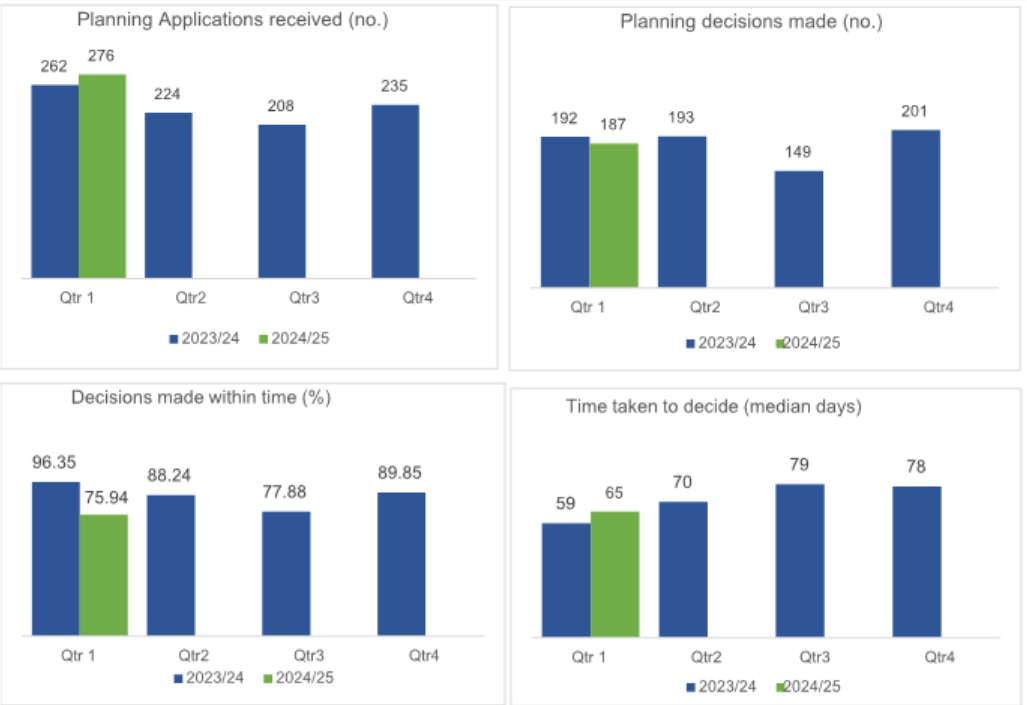
- Resolution of requests within SLA is high at 95%, exceeding the Performance Indicator (KPI).
- Acknowledgement of requests is 51% for the quarter, exceeding 50% for the first time. Whilst below target, this metric continues to trend upwards.
- Rates related requests increased with the issue of Rates notices.
- Overall case volumes higher than same period last year, with new Rates case type the main factor.
- Email & phone the primary contact methods for requests

9. Well Governed

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

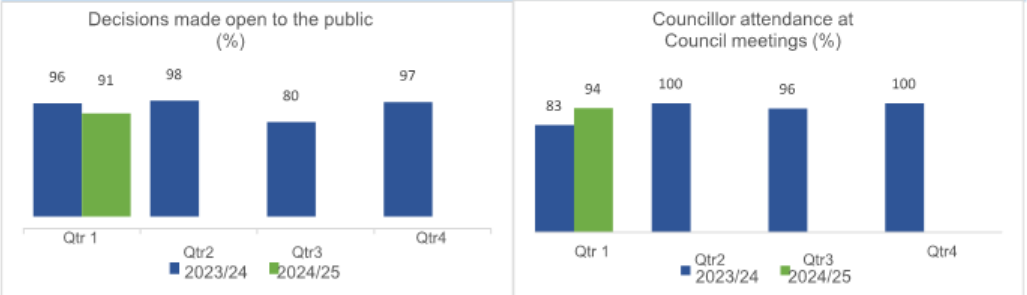
Statutory planning services include the assessment of planning permit applications for new development proposals and changes to land use activities under the Planning and Environment Act 1987.



We continue to process planning applications in a timely manner, achieving 100% of VicSmart applications decided within time and 67.86% of standard applications within the 60 statutory days.

Council decision making

Manningham Council is committed to being open and transparent Council



Council made 46 resolutions or decisions during the quarter. Four decisions were made closed to the public as they were confidential matters. The Local Government Act 2020 defines confidential matters to include contractual and property matters and information that would prejudice the Council's position in commercial negotiations if prematurely released.

13.2 Councillor Committees and Chairperson Appointments 2025

File Number: IN24/695
Responsible Director: Director Experience and Capability
Attachments: 1 Councillor Committee Appointments 2025

PURPOSE OF REPORT

The purpose of this report is to appointment Councillors to various internal and external bodies for the remainder of 2024 and for the 2025 calendar year.

EXECUTIVE SUMMARY

This report proposes Councillor and Chairperson appointments to various committees and external bodies for the remainder of 2024 and the 2025 calendar year.

COUNCIL RESOLUTION

MOVED: CR CARLI LANGE
SECONDED: CR ANDREW CONLON

That Council

- A. endorse the Councillor appointments to the various committees and external bodies for the remainder of 2024 and the 2025 calendar year, in accordance with the schedules contained in Attachment 1, amended to note that up to three Councillors are permitted to be appointed to the Flooding and Stormwater Management Community Reference Panel under the endorsed Terms of Reference for that Panel.**
- B. note that the appointment of Councillors to the Whitehorse Manningham Regional Library Corporation will be for a two-year period until November 2026.**

CARRIED UNANIMOUSLY

2. BACKGROUND

- 2.1 Council has established and operates a variety of committees many of which provide for Councillor membership. In addition, Council is a member of or associated with a variety of external bodies which also provide for Councillor membership.
- 2.2 Council formally considers on an annual basis Councillor representation on these various committees and external bodies.

3. DISCUSSION / ISSUE

- 3.1 Following consultation with Councillors, the proposed Councillor and Chairperson appointments for the remainder of 2024 and the 2025 calendar year are shown in Attachment 1.

3.2 The following additional advice is provided:

3.2.1 The Audit and Risk Committee (6 December) and Flooding and Stormwater Management Community Reference Panel (16 December) are the only two committees with meetings remaining in 2024.

3.2.2 The Health and Wellbeing Advisory Committee and the Manningham Recreation and Sport Advisory Committees Terms of Reference are currently under review and will come to Council in early 2025 to consider some administrative amendments.

3.2.3 The Multicultural Communities Advisory Committee and its Terms of Reference are currently being reviewed more thoroughly. The outcome of this review is scheduled to come before Council in 2025.

3.2.4 In recent years, Councillors appointed to the Whitehorse Manningham Library Corporation Board have committed to two consecutive years to enable appointees to gain a deeper understanding of the business and make informed decisions about the operations of the library and its future direction. Whilst we have previously not sought a resolution to this effect, we recommend this approach which is consistent with the approach of Whitehorse Council.

4. IMPLEMENTATION

4.1 Communication and Engagement

| | |
|-----------------------------------------|----------------------------------------------------------------------------------------|
| Stakeholder Groups | Councillors |
| Is engagement required? | Yes |
| Where does it sit on the IAP2 spectrum? | Inform |
| Approach | The list of committee appointments will be placed on Council’s website once finalised. |

5. DECLARATIONS OF CONFLICT OF INTEREST

No officers involved in the preparation of this report have any general or material conflict of interest in this matter.

Manningham City Council

Councillor Committee Appointments 2025

| Committee | Description | Meeting Commitments | Composition | Appointee(s) for 2025 | Chairperson Appointee for 2025 |
|--------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|--------------------------------------------------------------------|---------------------------------------------------------------------------|--------------------------------|
| Arts Advisory Committee | The Arts Advisory Committee (AAC) will provide strategic advice to Council on how to ensure Manningham maintains a vibrant, diverse, culturally relevant, and economically impactful and sustainable arts sector. The AAC will strengthen the voice of artists and arts professionals and help ensure Manningham's arts programming reflects and engages with the contemporary community. | Quarterly meetings | At least one councillor appointed annually who acts as Chairperson | <i>Cr Isabella Eltaha</i> | <i>Appointed Councillor</i> |
| Audit & Risk Committee | The Audit and Risk Committee is an advisory committee of Council established pursuant to Section 53 of the Local Government Act 2020. The purpose of the Committee is to assist Council to discharge its oversight and corporate governance responsibilities. | At least five times a year and convene additional meetings as required | Two Councillors and three independent members | <i>Cr Deirdre Diamante</i> <i>Cr Carli Lange</i> | <i>Independent Chairperson</i> |
| CEO Employment and Remuneration Committee | The CEO Employment and Remuneration Committee considers and makes recommendations in relation to the recruitment, performance, and employment of the CEO in accordance with the CEO Employment and Remuneration Policy. | Annually and as required | Comprised of all nine Councillors. | <i>All 9 Councillors</i> | <i>Mayor</i> |
| Disability Advisory Committee | The Manningham Disability Advisory Committee (MDAC) will provide strategic advice to Council on how to understand and respond to the needs of people with disability. The MDAC will strengthen the voice of people with disability when engaging with Council, and support the community to be inclusive for all Manningham residents. | Quarterly meetings | At least one Councillor appointed annually who acts as Chairperson | <i>Cr Peter Bain</i> | <i>Appointed Councillor</i> |
| Flooding and Stormwater Management Community Reference Panel | The Community Reference Panel (CRP) will help guide the development of Manningham's Flood Mapping Project (joint Manningham Council and Melbourne Water project) and Integrated Water Management Strategy. The CRP will provide a community perspective in relation to assessing flooding and stormwater management risks and challenges, and options to address them. | The meeting frequency will generally be every two to three months, depending on the project stage | Three Councillors appointed annually. | <i>Cr Carli Lange</i> <i>Cr Andrew Conlon</i> <i>Cr Geoff Gough</i> | <i>Cr Carli Lange</i> |

Manningham City Council

Councillor Committee Appointments 2025

| Committee | Description | Meeting Commitments | Composition | Appointee(s) for 2025 | Chairperson Appointee for 2025 |
|-------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|----------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|--------------------------------|
| Gender Equality and LGBTQIA+ Advisory Committee | This Committee will strengthen the voice of women and people from the LGBTQIA+ community when engaging with Council and support the community to be inclusive for all Manningham residents. | | At least one Councillor to be appointed. | <i>Cr Laura Mayne</i> | <i>Cr Laura Mayne</i> |
| Health and Wellbeing Advisory Committee | The Health and Wellbeing Advisory Committee will provide advice on the development, implementation and evaluation of the Health and Wellbeing Strategy and Action Plan. The Committee will advise on matters relating to compliance requirements under the Health and Wellbeing Act (Vic) s26. | Quarterly meetings | Mayor to be appointed. Mayor is Chairperson. | <i>Mayor</i> | <i>Mayor</i> |
| Healthy Ageing Advisory Committee | The Manningham Healthy Ageing Advisory Committee (HAAC) provides strategic advice to Council regarding the needs of older people. The HAAC will strengthen the voice of older residents to engage with Council and support the community to be inclusive for all Manningham residents. | Quarterly meetings | At least one councillor appointed annually who acts as Chairperson | <i>Cr Anna Chen</i> <i>Cr Peter Bain</i> | <i>Cr Anna Chen</i> |
| Historical Societies Working Group | To provide a forum to sustain the long-term operation and contributions of the historical societies in Manningham, recognising the depth of local knowledge, materials and documents owned by the historical societies, as an invaluable community resource to the residents and visitors of Manningham | Quarterly meetings | One Councillor to be appointed. Councillor is Chairperson. | <i>Cr Carli Lange</i> | <i>Appointed Councillor</i> |
| Liveable Places and Spaces Advisory Committee | To provide community representation and advice regarding the implementation of the Liveable City Strategy 2040 (LCS). | Quarterly meetings | At least two (up to three) Councillors appointed annually. One who acts as Chairperson and one as Deputy Chairperson | <i>Cr Geoff Gough</i> <i>Cr Jim Grivas</i> <i>Cr Anna Chen</i> | <i>Cr Geoff Gough</i> |

Manningham City Council

Councillor Committee Appointments 2025

| Committee | Description | Meeting Commitments | Composition | Appointee(s) for 2025 | Chairperson Appointee for 2025 |
|-----------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|
| Manningham Community Fund Grants Panel | The biennial Manningham Community Fund was formally established in 2008 between Council and the Lord Mayor's Charitable Foundation for the benefit of eligible community organisations in Manningham. | As necessary on dates and times as determined by the Council. | Mayor and one Councillor to be appointed. Mayor is Chairperson. | <i>Mayor</i> <i>Cr Jim Grivas</i> | <i>Mayor</i> |
| Multicultural Communities Advisory Committee | The MCAC will strengthen the voice of people from diverse cultural backgrounds when engaging with Council and support the community to be inclusive for all Manningham residents. | Quarterly meetings | At least one Councillor to be appointed. | <i>Cr Deirdre Diamante</i> <i>Cr Isabella Eltaha</i> <i>Cr Peter Bain</i> | <i>Cr Deirdre Diamante</i> |
| Municipal Emergency Management Planning Committee (MEMPC) | MEMPC is a multi-agency collaboration group whose members bring organisation, industry or personal expertise to the task of developing a comprehensive emergency management plan for the municipality. The MEMPC, under the <i>Emergency Management Act 2013</i> operates strategically to ensure comprehensive and collaborative planning occurs at municipal level. With a focus on preparedness and resilience, municipal planning applies risk-based analysis to mitigate or reduce the consequences of emergencies on the built, economic, social and natural environments and improve community outcomes. | Quarterly at 10-12pm on the 1 st Friday of February, May, August and November. | One Councillor to be appointed to act as a Core Voting Member on behalf of the community. | <i>Cr Carli Lange</i> | <i>Director City Services or Delegate</i> |
| Municipal Fire Management Planning Committee (MFMP) | The purpose of the Municipal Fire Management Planning Committee is to coordinate, develop and implement through its membership plans to reduce the likelihood and impact of fire, establish plans and actions to respond and recover from fire and assist planning for the usage of fire for environmental and public safety benefits across the municipality. | Quarterly at 8-10am on the 1 st Friday of February, May, August and November. | One Councillor to be appointed to act as non-core, non-voting member. | <i>Cr Carli Lange</i> | <i>Commander Community Safety and Engagement, Eastern District. Fire Rescue Victoria (FRV)</i> |

Manningham City Council

Councillor Committee Appointments 2025

| Committee | Description | Meeting Commitments | Composition | Appointee(s) for 2025 | Chairperson Appointee for 2025 |
|------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|-------------------------------------------------------------------|
| Reconciliation Action Plan Working Group | To support the development, endorsement and implementation of the Reconciliation Action Plan (RAP) | Quarterly meetings | A member of the senior leadership team will serve as Chairperson. | <i>Cr Laura Mayne</i> | A member of the senior leadership team will serve as Chairperson. |
| Recreation and Sport Advisory Committee | The Manningham Recreation and Sport Advisory Committee (RSAC) will provide strategic advice to Council on the implementation, monitoring and evaluation of Manningham’s Active for Life Recreation Strategy 2010-2025 and the development of a new Recreation Strategy. The RSAC will support Council to address key and emerging recreation and sport issues for the Manningham community. | Quarterly meetings | At least two Councillor appointed. A Councillor is appointed annually as Chairperson and another Councillor as Deputy Chairperson. | <i>Cr Andrew Conlon</i> <i>Cr Jim Grivas</i> <i>Cr Laura Mayne</i> | <i>Cr Andrew Conlon</i> |
| Youth Advisory Committee | The Manningham Youth Advisory Committee (MYAC) provides the opportunity for young people aged 16 to 25 years to contribute to the development of Council plans and policies. This will strengthen the voice of young people to be reflected in key strategic documents and directions. | 5 meetings per year. Additional meetings as required. | At least one Councillor appointed annually including the co-chairperson. | <i>Cr Laura Mayne</i> <i>Cr Anna Chen</i> <i>Cr Isabella Eltaha</i> | <i>Nominated committee Chairperson assisted by Cr Laura Mayne</i> |

Manningham City Council

Councillor Committee Appointments 2025

| EXTERNAL COMMITTEES | | | | |
|------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|-------------------------------------------------|---------------------------------------------|
| Body / Organisation | Description | Meeting Commitments | Composition | Appointee(s) for 2025 |
| Australian Local Government Women's Association - Victoria (ALGWA-Vic) | ALGWA seeks to strengthen networking, mentoring and innovative opportunities that encourage and support women in local government. | Annual General Meeting and Special General Meetings as required | One Councillor to be appointed. | <i>Cr Laura Mayne</i> |
| Eastern Affordable Housing Alliance (EAHA) | EAHA was established in 2010 to ensure the most disadvantaged people in the Eastern Metropolitan Region (EMR) can access safe, secure, affordable housing to enable better health outcomes and higher quality of life for all. It aims to contribute to increasing the numbers of social and affordable housing dwellings in the EMR. | 4 meetings per year Thursdays @ 6pm Rotated around Knox, Manningham & Whitehorse | One Councillor to be appointed. | <i>Cr Peter Bain</i> |
| Eastern Region Group of Councils (ERG) | ERG is a representative regional body whose membership comprises five local government authorities in eastern metropolitan Melbourne; Knox, Maroondah, Monash, Whitehorse and Yarra Ranges. The ERG works collaboratively on issues of common significance, importance and priority through advocacy, protection, research and integrated planning on behalf of the communities of the eastern metropolitan region. | 6 meetings per year Thursdays @ 6pm Rotated around Knox, Manningham, Maroondah, Monash & Whitehorse | Mayor and Deputy Mayor | <i>Mayor</i> <i>Cr Andrew Conlon</i> |
| Eastern Transport Coalition (ETC) | ETC will advocate for accessible and integrated transport in the eastern region of Melbourne to improve liveability and reduce car dependency. | Monthly, 2nd Thursday of the month @ 6.30pm Rotates around the Eastern Region | One Councillor to be appointed. | <i>Cr Anna Chen</i> |
| Metropolitan Transport Forum (MTF) | MTF aims to promote and work for sustainable, equitable and efficient transport options across metropolitan Melbourne. | First Wednesday of every month @ 6pm Melbourne Town Hall. | One Councillor and one Officer to be appointed. | <i>Cr Anna Chen</i> |

Manningham City Council

Councillor Committee Appointments 2025

| EXTERNAL COMMITTEES | | | | |
|--------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------|
| Body / Organisation | Description | Meeting Commitments | Composition | Appointee(s) for 2025 |
| Municipal Association of Victoria (MAV) | <p>The MAV is a Victoria wide group, constituted by an Act of Parliament and is the peak association representing Victorian Councils.</p> <p>Councillor representatives have an opportunity to be elected on to the Board which coordinates the activities of the MAV through its Chief Executive Officer. Various committees and special interest groups meet on an irregular basis depending on the issues of the day.</p> | <p>Attendance at MAV State Council in May & October.</p> <p>Attendance at Quarterly Metro East Region meeting.</p> | One Councillor to be appointed as Council representative and one Councillor to be appointed as substitute Council representative. | <p><i>Cr Jim Grivas</i></p> <p><i>Cr Carli Lange (Substitute)</i></p> |
| Northern Alliance for Greenhouse Action (NAGA) Executive Committee | <p>NAGA's members are the Cities of Banyule, Darebin, Hume, Manningham, Melbourne, Moreland, Whittlesea, Yarra and Nillumbik Shire Council.</p> <p>NAGA's goal is to substantially contribute to the transition to a low-carbon future by sharing information, delivering effective programs and leveraging local government, community and business action.</p> | Quarterly, with at least three meetings held each year. | One Councillor to be appointed. | <i>Cr Isabella Eltaha</i> |
| Victorian Local Governance Association (VLGA) | The VLGA is an independent organisation supporting councils and councillors in good governance. They provide opportunities for councillor networking, professional development and information exchange. The VLGA also actively engages with key policymakers and broader stakeholders to inform, influence and lead the conversations that determine the priorities for the local government sector in Victoria. | As determined by the VLGA | All Councillors of a member Council | <i>All 9 Councillors</i> |

Manningham City Council

Councillor Committee Appointments 2025

| EXTERNAL COMMITTEES | | | | |
|------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|--------------------------------------------------------|-------------------------------------------------|
| Body / Organisation | Description | Meeting Commitments | Composition | Appointee(s) for 2025 |
| Whitehorse Manningham Regional Library Corporation (WMRLC) | The WMRLC provides resources and programs aimed at meeting the information, recreational, educational and cultural needs of the diverse communities of Manningham and Whitehorse in an equitable, effective, efficient, responsive and forward looking manner. | Fourth Wednesday of every 3rd month @ 4pm Whitehorse | Two Councillors to be appointed for a two-year period. | <i>Cr Andrew Conlon</i> <i>Cr Jim Grivas</i> |

13.3 Appointment of Authorised Officers - Planning and Environment Act 1987

File Number: IN24/694
Responsible Director: Director Experience and Capability
Attachments: 1 S11A Instrument of Appointment and Authorisation -
Melissa Simunic - 26 November 2024

PURPOSE OF REPORT

The purpose of this report is to appoint a Council officer as an Authorised Officer under the Planning and Environment Act 1987 (the Act).

EXECUTIVE SUMMARY

In accordance with the Act, Council is required to authorise officers for the purpose of enforcing the provisions of the Act. It is proposed to appoint the Council officers detailed below as an Authorised Officer pursuant to Section 147(4) of the Act.

The Local Government Act 1989 also empowers Council to appoint a person, other than a Councillor, to be an authorised officer for the purposes of the administration and enforcement of any Act, regulations or local laws which relate to the functions and powers of the Council.

A person who is appointed to a position has the powers of that position under the legislation which they have been appointed. Authorisations are necessary to facilitate the efficient and effective function of councils as they enable authorised officers to carry out compliance or enforcement under legislation related to their functions and powers of the Council.

Authorised officers will continue to be appointed under s224 of the Local Government Act 1989, as there are no provisions for appointing authorised officers under the Local Government Act 2020.

COUNCIL RESOLUTION

MOVED: CR LAURA MAYNE
SECONDED: CR ISABELLA ELTAHA

In the exercise of the powers conferred by section 224 of the *Local Government Act 1989* and the other legislation referred to in the attached instrument of appointment and authorisation, Council resolves that:

- A. the following Council Officer be appointed as an authorised officer:**
- Melissa Simunic**
- B. the instrument will come into force immediately upon execution and will remain in force until Council determines to vary or revoke the Instrument or the officer ceases their employment with Council; and**
- C. the Instrument be signed and sealed.**

CARRIED UNANIMOUSLY

2. BACKGROUND

- 2.1 The *Planning and Environment Act 1987* (the Act) regulates enforcement of the Act and is reliant on authorised officers acting on behalf of the Responsible Authority which is Council.
- 2.2 The Act, unlike the *Local Government Act 1989*, does not permit appointments to be made by the Chief Executive Officer and therefore in order for the officer to legally undertake the duties of their position under the Act, it is necessary for Council to make appointments by formal resolution.
- 2.3 The Instrument of Appointment and Authorisation has been prepared based on advice from Maddocks Lawyers and empowers the relevant officer to exercise those powers granted in the Instrument.
- 2.4 The appointment will come into force immediately upon its execution under the Seal of Council and will remain in force until varied or revoked by Council or the officer ceases employment with Council.
- 2.5 In addition to the appointment under the Act, Council pursuant to Section 224 of the *Local Government Act 1989*, may appoint any person other than a Councillor to be an authorised officer for the purposes of the administration and enforcement of most other Acts, Regulations or Local Laws which relate to the functions and powers of Council. This broader Instrument of Appointment and Authorisation has already been carried out, in respect to the designated officers, under the delegated authority of the Chief Executive Officer as the first part of a dual appointment process.
- 2.6 The appointment will be recorded in the Authorised Officers Register that is required to be kept by Council and is available for public inspection.

3. IMPLEMENTATION

3.1 Communication and Engagement

| | |
|-----------------------------------------|--------------------------------------------------------------------|
| Stakeholder Groups | Nominated Council officers |
| Is engagement required? | No. Council is required to make these administrative appointments. |
| Where does it sit on the IAP2 spectrum? | N/A |
| Approach | N/A |

4. DECLARATIONS OF CONFLICT OF INTEREST

No officers involved in the preparation of this report have any general or material conflict of interest in this matter.

**Instrument of Appointment and Authorisation
(Planning and Environment Act 1987)**

In this instrument "officer" means -

Melissa Simunic

By this instrument of appointment and authorisation Manningham City Council -

- 1. under section 147(4) of the *Planning and Environment Act 1987* - appoints the officer to be an authorised officer for the purposes of the *Planning and Environment Act 1987* and the regulations made under that Act; and
- 2. under section 313 of the *Local Government Act 2020* authorises the officer either generally or in a particular case to institute proceedings for offences against the Acts and regulations described in this instrument.

It is declared that this instrument comes into force immediately upon its execution and remains in force until varied or revoked.

This instrument is authorised by a resolution of the Manningham City Council on 26 November 2024.

The Common Seal of)
Manningham City Council)
was hereunto affixed)
in the presence of:)

Mayor

Chief Executive Officer

Date:

13.4 Informal Meetings of Councillors

File Number: IN24/681
Responsible Director: Director Experience and Capability
Attachments: 1 Councillors Mandatory Induction Briefing - 14 November 2024

PURPOSE OF REPORT

The purpose of this report is to promote transparency in Council's business by providing a record of informal meetings attended by Councillors.

EXECUTIVE SUMMARY

Chapter 6, sub rule 1 of Manningham's Governance Rules requires a record of each meeting that constitutes an Informal Meeting of Councillors to be reported to Council and those records to be incorporated into the minutes of the Council Meeting.

COUNCIL RESOLUTION

MOVED: CR ANNA CHEN
SECONDED: CR ISABELLA ELTAHA

That Council note the Informal Meetings of Councillors for the following meetings:

- **Councillors Mandatory Induction Briefing – 14 November 2024**

CARRIED UNANIMOUSLY

2. BACKGROUND

2.1 Section 60 of the *Local Government Act 2020*, requires a Council to develop, adopt and keep in force Governance Rules (the Rules).

2.2 Chapter 6, sub rule 1 of Manningham's Governance Rules requires the Chief Executive Officer to ensure a summary of matters discussed at an informal meeting is tabled at the next convenient Council meeting and recorded in the minutes of that meeting.

2.3 An Informal Meeting of Councillors is a meeting that:

- is a scheduled or planned meeting of all Councillors (irrespective of how many Councillors attend) with the Chief Executive Officer for the purpose of discussing the business of Council or briefing Councillors; or
- is a scheduled or planned meeting of all Councillors (irrespective of how many Councillors attend) with the Executive Management Team for the purpose of discussing the business of Council or briefing Councillors; or
- is a scheduled or planned advisory committee meeting attended by at least one Councillor and one member of Council staff; and
- is not a Council meeting, Delegated Committee meeting or Community Asset Committee meeting.

3. DISCUSSION / ISSUE

Summaries of the following informal meetings are attached to this report:

- Councillors Mandatory Induction Briefing – 14 November 2024

4. IMPLEMENTATION

4.1 Communication and Engagement

| | |
|-----------------------------------------|---------------------------------------------------------------------------|
| Stakeholder Groups | Councillors, Officers and members of Manningham’s Advisory Committees |
| Is engagement required? | No. This information is provided in the interests of public transparency. |
| Where does it sit on the IAP2 spectrum? | N/A |
| Approach | N/A |

5. DECLARATIONS OF CONFLICT OF INTEREST

No officers involved in the preparation of this report have any general or material conflict of interest in this matter.

Informal Meeting of Councillors

Chapter 6, Sub rule 1 of the Governance Rules 2020



| MEETING DETAILS | | | | |
|------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|---------|---------------------|
| Meeting Name: | Councillors Mandatory Induction Briefing | | | |
| Date: | Thursday, 14 November 2024 | | | |
| | <table border="0"> <tr> <td>Time Opened:</td> <td>06:00pm</td> </tr> <tr> <td>Time Closed:</td> <td>09:05pm</td> </tr> </table> | Time Opened: | 06:00pm | Time Closed: |
| Time Opened: | 06:00pm | | | |
| Time Closed: | 09:05pm | | | |
| Location: | Council Chambers, Civic Centre | | | |
| Councillors Present: | Cr Peter Bain, Cr Anna Chen, Cr Andrew Conlon, Cr Deidre Diamante, Cr Isabella Eltaha, Cr Geoff Gough, Cr Jim Grivas, Cr Carli Lange and Cr Laura Mayne | | | |
| Officers Present: | Andrew Day (CEO), Kerryn Paterson, Lee Robson, Rachele Quattrocchi, Andrew McMaster, Carrie Bruce, Kim Tran, Mary Vlachos | | | |
| Apologies: | Nil | | | |
| Items discussed: | <ul style="list-style-type: none"> • IT Induction Training • Mandatory Induction Briefing – Maddocks Lawyers | | | |
| CONFLICT OF INTEREST DISCLOSURES | | | | |
| Were there any conflict of interest disclosures by Councillors? | No | | | |

13.5 Documents for Sealing

File Number: IN24/682
 Responsible Director: Director Experience and Capability
 Attachments: Nil

PURPOSE OF REPORT

The purpose of this report is to seek Council's authority to sign and seal the document outlined in the recommendation.

EXECUTIVE SUMMARY

The following documents are submitted for signing and sealing by Council.

COUNCIL RESOLUTION

MOVED: CR JIM GRIVAS
SECONDED: CR CARLI LANGE

That the following documents be signed and sealed:

Lease
Council and Beyond Pty Ltd
Premises: part Manningham City Square, 687 Doncaster Road, Doncaster

Consent to Build Over an Easement
Agreement under Section 173 of the Planning and Environment Act 1987
Council and SR Sgambati-Basile and RGA Basile
Land: 60 Mincha Avenue, Templestowe Lower

CARRIED UNANIMOUSLY

2. BACKGROUND

The Council's common seal must only be used on the authority of the Council or the Chief Executive Officer under delegation from the Council. An authorising Council resolution is required in relation to the documents listed in the recommendation section of this report.

3. IMPLEMENTATION

3.1 Communication and Engagement

| | |
|-----------------------------------------|---------------------------------------------------------------------------|
| Stakeholder Groups | The other parties to the agreements |
| Is engagement required? | No. This information is provided in the interests of public transparency. |
| Where does it sit on the IAP2 spectrum? | N/A |
| Approach | N/A |

4. DECLARATIONS OF CONFLICT OF INTEREST

No officers involved in the preparation of this report have any general or material conflict of interest in this matter.

14 CHIEF EXECUTIVE OFFICER

There were no Chief Executive Officer reports.

15 URGENT BUSINESS

There were no items of Urgent Business.

16 COUNCILLOR REPORTS AND QUESTION TIME

16.1 Councillor Reports

Cr Carli Lange gave a report on a recent walk taken with the Historical Society of Wonga Park in conjunction with the Wonga Park Community Cottage. The historic walk took place in Warrandyte State Park, starting at Jumping Creek Reserve. It was led by local resident, Graham Tush, whose father was a member of the Army and had assisted in the Air Force base that built the site.

The area had once served as a firing range, World War II troops campsite and an Army boot camp. The area's history whilst secretive, has shared memories for those who visit.

Cr Lange noted the biodiversity, significant flora and fauna of the preserved bushland and commended the Historical Society of Wonga Park for the opportunity to take in the rich history of the area.

Cr Anna Chen, along with the Mayor and fellow Councillors, recently attended the opening of the Victoria Street Playground upgrade. Cr Chen enjoyed learning about the important history of the Hummel Tower (also known as Doncaster Tower), of which there is a small replica of the original Hummel Tower situated inside the playground. Hummel Tower was originally built by Alfred Hummel to capture the magnificent view of Doncaster Hill.

Cr Laura Mayne, along with Cr Lange recently attended the Jazz in the Park event held at Stiggants Reserve in Warrandyte. Cr Mayne expressed that it was a wonderful afternoon featuring both local students from Donvale Christian College and musical professionals from within the community.

Cr Mayne noted that this event was a commendable example of the Manningham Community grant funding put to good use in supporting grassroots initiatives and enriching our local community.

16.2 Councillor Questions

Cr Jim Grivas asked for a report to be provided to Councillors on the appropriate use of the Australian flag.

Mr Andrew Day, Chief Executive Officer acknowledged the request and assured that the officers will update the councillors in due course.

Cr Carli Lange asked a question regarding the overgrown vegetation and weeds obstructing the walking trail along Harris Gully Road from Warrantyte/Ringwood Road to Aumann's Nursery and requested information on the clearing and maintenance schedule.

Ms Rachele Quattrocchi, Director City Services responded that teams are scheduled to attend Yarra Ward in early December. Ms Quattrocchi further noted that quarterly weed spraying and vegetation removal are programmed throughout each year.

Cr Geoff Gough raised a question regarding reactive tree works within Bolin Ward and inquired about the timeframe for Council inspections in the area. Cr Gough also questioned if Manningham's Parks and Reserves would have their landscaping maintenance completed prior to Christmas Day, to enhance the enjoyment of the community during the festive period.

Ms Rachele Quattrocchi, Director of City Services responded that if there are specific areas of concern, the team can inspect those trees. Ms Quattrocchi noted that there is now a proactive tree maintenance program in place. Currently, contractors are focused on clearing trees around overhead power lines, with priority given due to the approaching bushfire season. Maintenance follows a hierarchy of priorities, including ensuring the safety of trees within parks and reserves.

In response to the query about grass cutting, Ms Quattrocchi confirmed that there are two planned grass cutting cycles prior to Christmas. Parks and reserves, including those within Bolin Ward, will be in top condition for the holiday period, ensuring the community can enjoy the spaces across Manningham.

Cr Anna Chen made a request to Officers to consider displaying interpretive signage at Victoria Street Playground, in relation to Hummel Tower, so that visitors are able to share in the rich history of the area.

The question was taken on notice and a response will be provided to Councillors regarding signage at Ruffey Lake Park.

Cr Andrew Conlon raised concerns about the growing number of potholes along Springvale Road (north of Mitcham Road), a state road running through the municipality. Cr Conlon noted the significant damage and the noise from trucks hitting the potholes, affecting both vehicles and pedestrians. Cr Conlon urged council officers to advocate and request a visit from VicRoads or the Minister's office to address the issue.

Additionally, Cr Conlon raised a safety risk at bus stops on main roads, where pedestrians must cross busy roads. The councillor requested an investigation into installing traffic islands at these bus stops to provide safe crossings.

Mr Andrew Day, Chief Executive Officer responded that in relation to assessing safety around bus stops, officers will provide further information to Councillors in due course.

Mr Day also responded that Council is aware of the issues on Springvale Road and other state roads running through the municipality. Rachelle Quattrocchi, Director of City Services regularly meets with representatives from the Department of Transport (DoT), and this issue has been raised previously. The CEO assured that Council would continue to advocate for upgrades to the major roads that pass through the heart of the municipality.

Cr Isabella Eltaha raised a concern about the roundabout at James Street and Anderson Street near Templestowe Village, highlighted speeding in the area, particularly at night, as the location has become a hotspot for aggressive driving. Cr Eltaha cited a recent near-miss incident and noted the roundabout traffic hazard for pedestrians.

Cr Eltaha requested further investigation into ways to improve safety measures at this busy location.

Mr Andrew Day, Chief Executive Officer acknowledged the councillor's concern and confirmed that the Council is aware of the issue at Templestowe Village. Rachelle Quattrocchi and the team could provide Councillors with updates on previous and planned works, including proposed pedestrian and traffic treatments in the area.

17 CONFIDENTIAL REPORTS

There were no Confidential reports.

The meeting concluded at 7:52pm.

Chairperson
CONFIRMED THIS 10 DECEMBER 2024