

Quarter 1

1 July to 30 September 2024

Manningham Quarterly Report

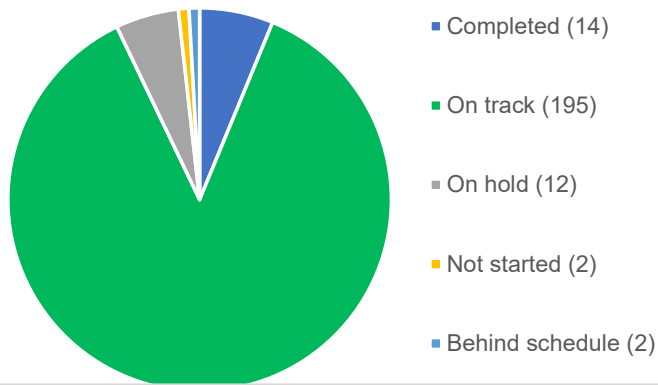
Key information on our performance and governance



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

1. Capital Works

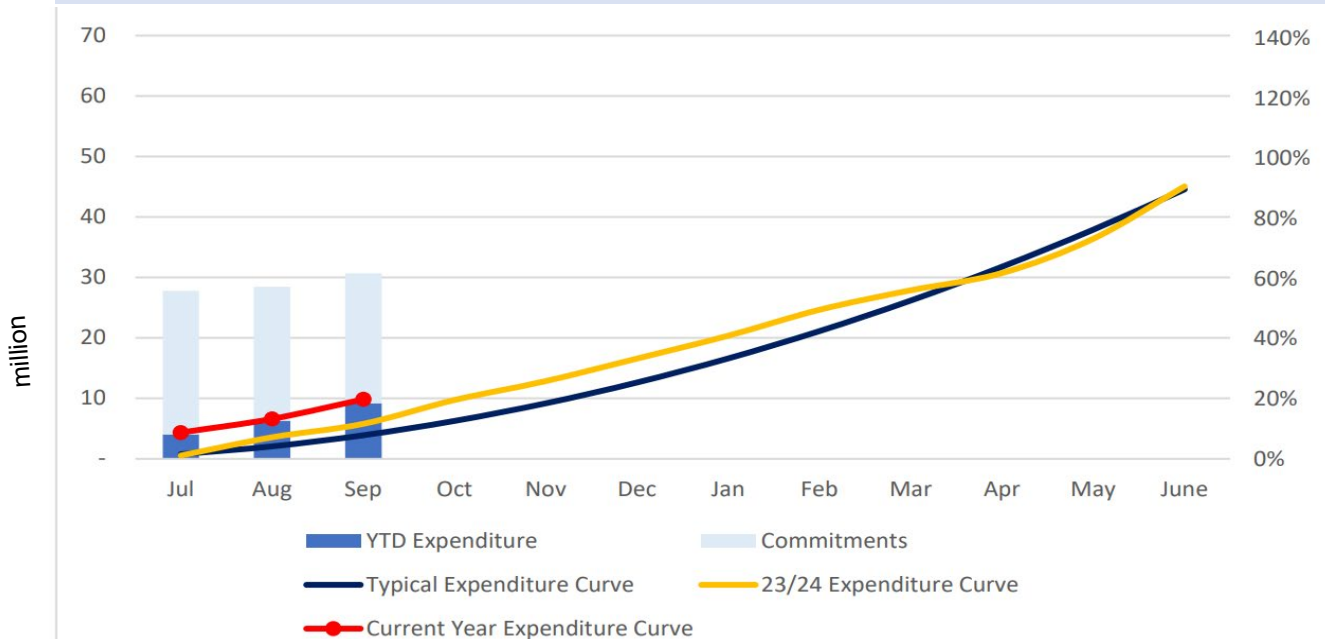
Project Overview



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



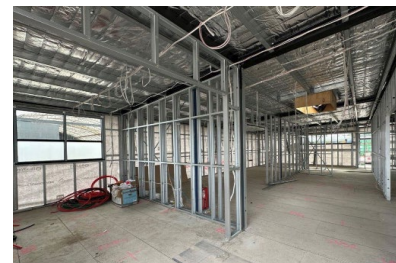
Mullum Mullum Linear Park



Tom Kelly Athletics Track



Schramms Cottage

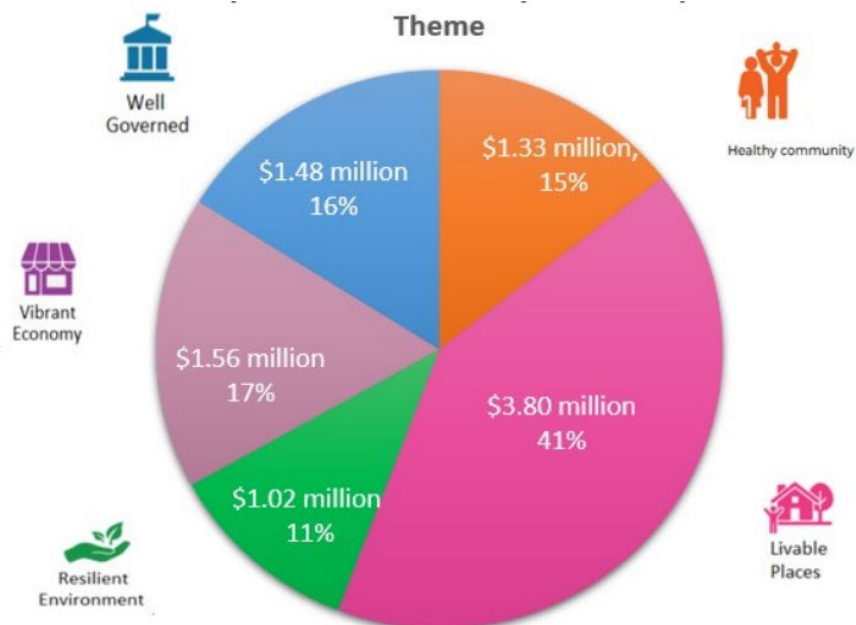


Schramms Cottage



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:

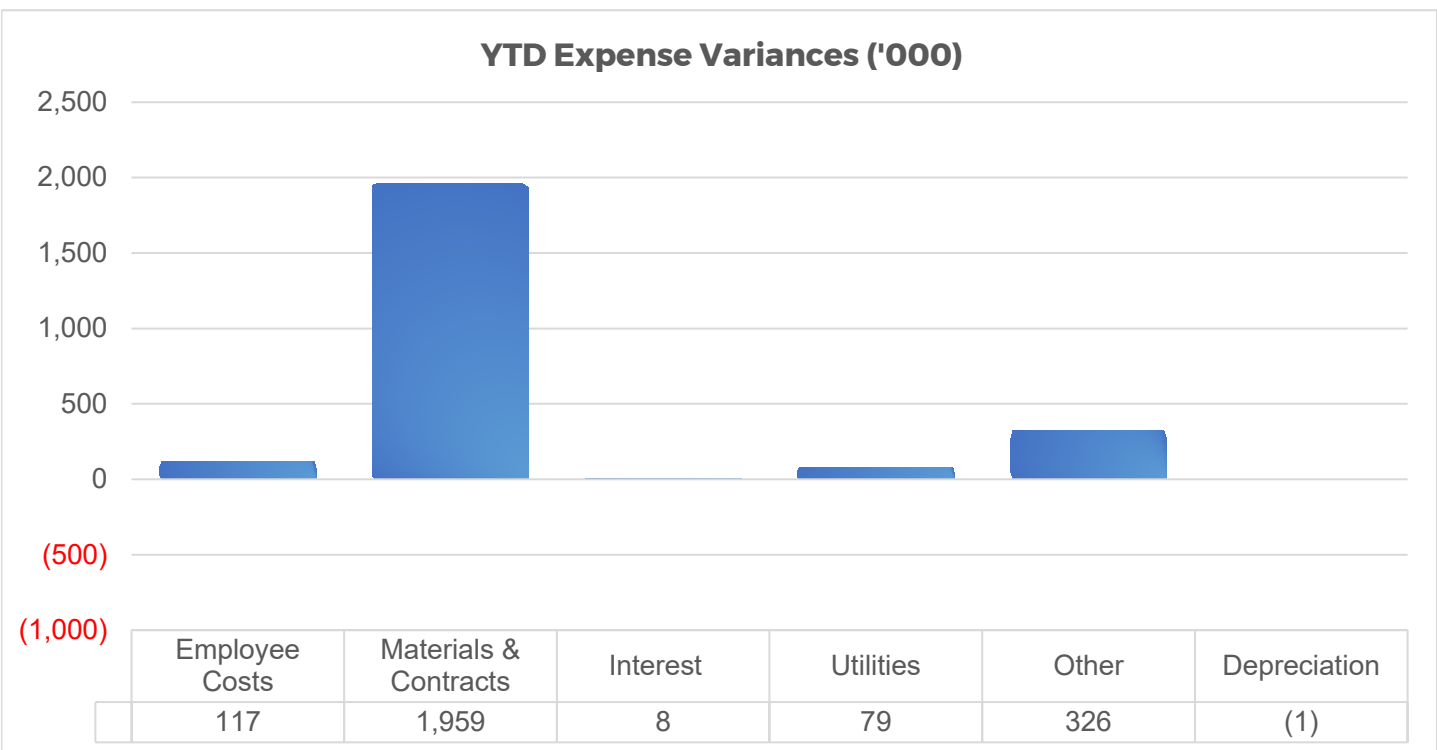
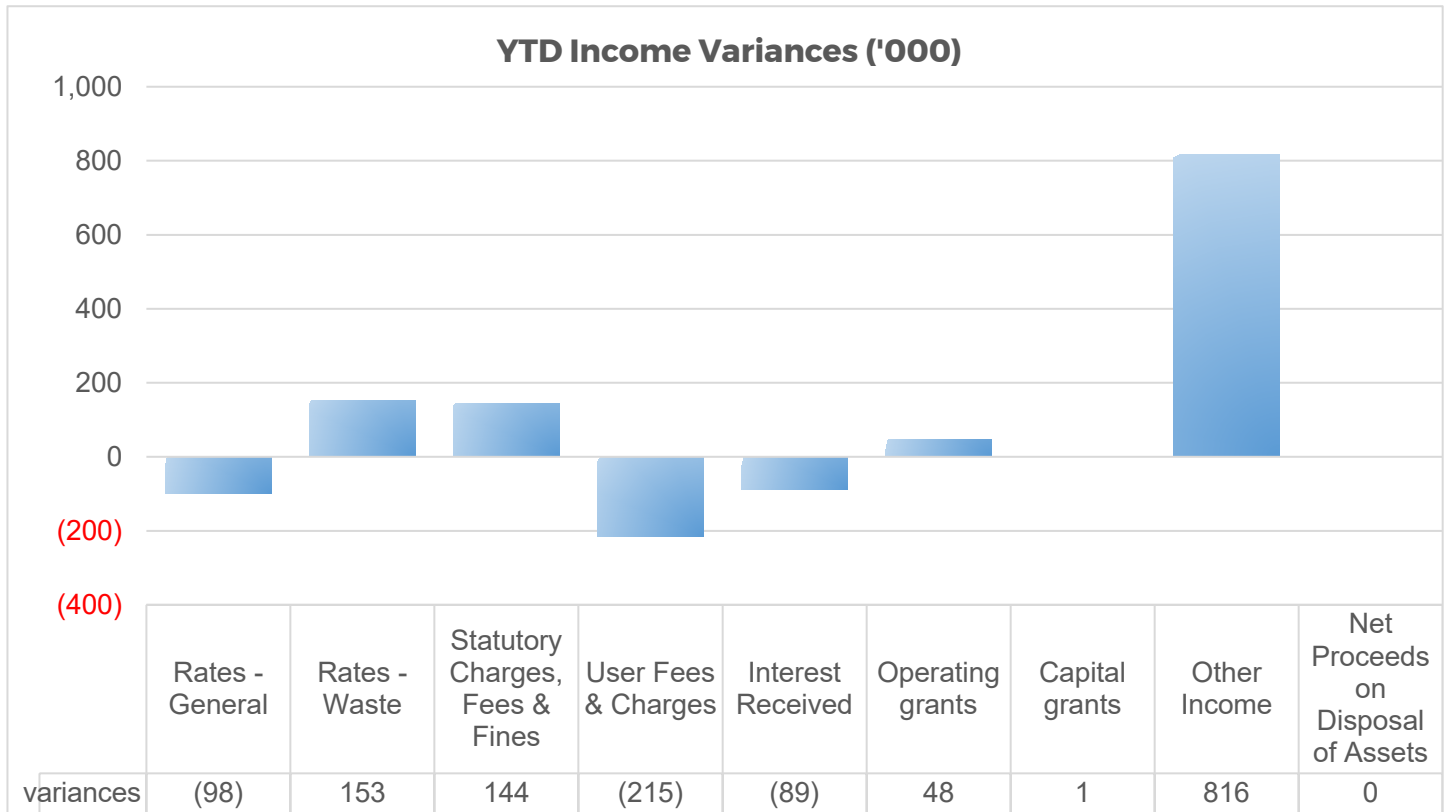
- \$1.96m favourable *Materials & Contracts* - predominantly timing. City Services \$1.37m through Sustainable Futures and City Infrastructure. Experience & Capability are favourable \$345k (thousand) through Information Technology and Business Enablement - due to a delay in operational and project expenditure, 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

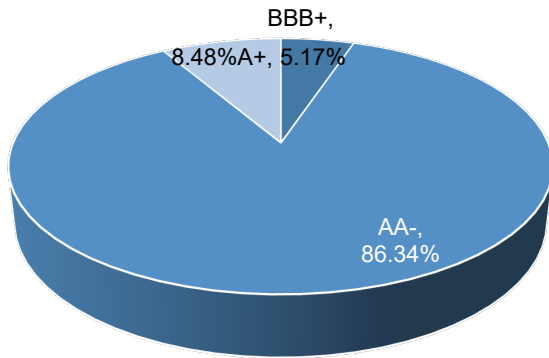
Cash and Investments

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

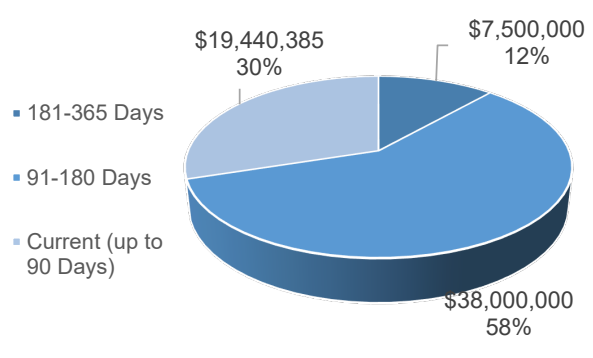
Summary of Council Investments

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)



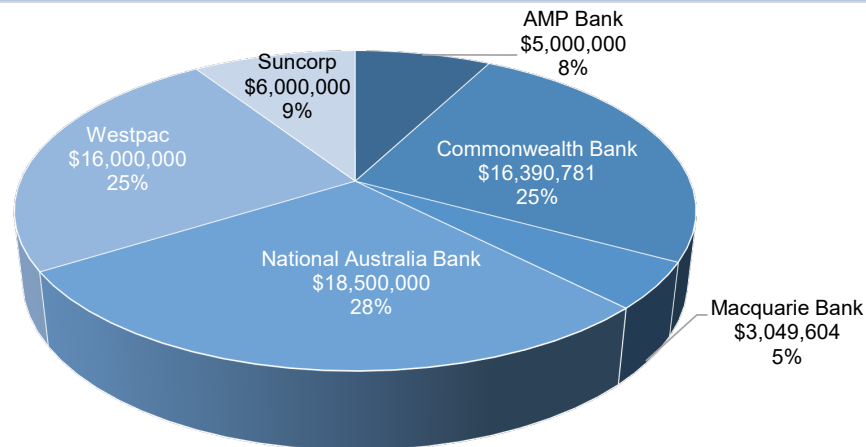
Investment Term



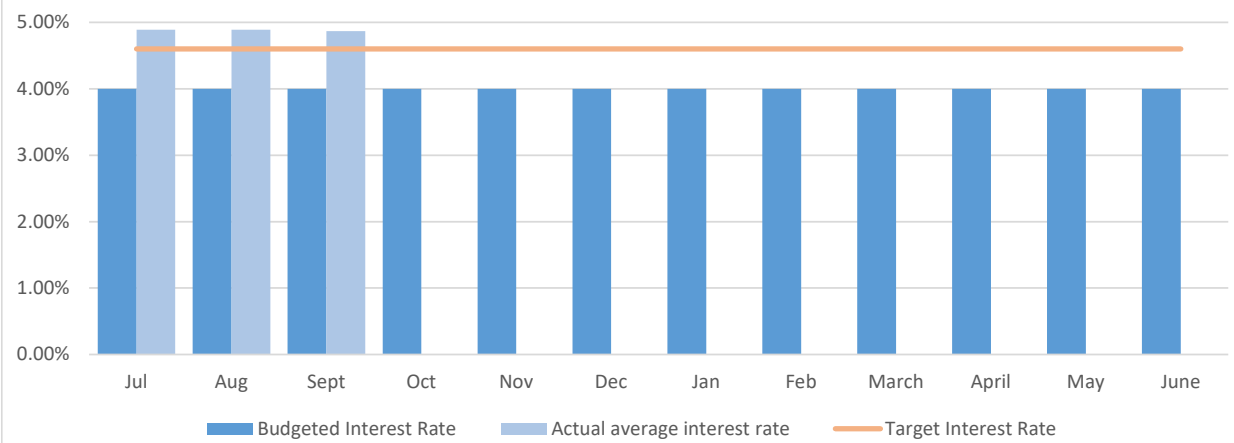
What is the Standard & Poor (S & P) Risk Rating?

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).

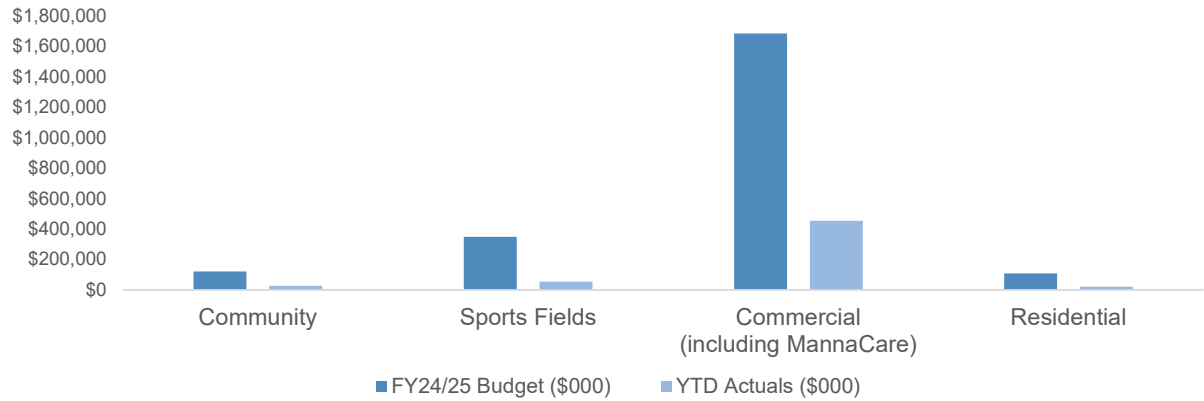
Non Current Liabilities are in line with the 30 June 2024 figure.

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

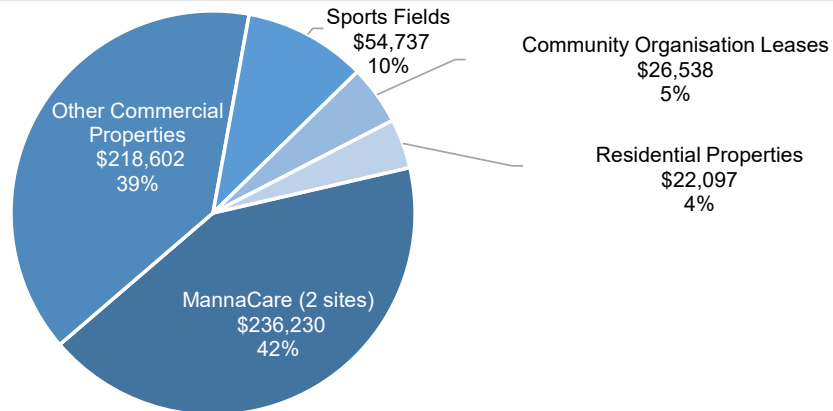
Equity includes Accumulated Surplus and Reserves. Reserves include Asset Revaluation reserves and other cash reserves which Council wishes to separately identify as being set aside to meet a specific purpose in the future and to which there is no existing liability. This component includes Reserves such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

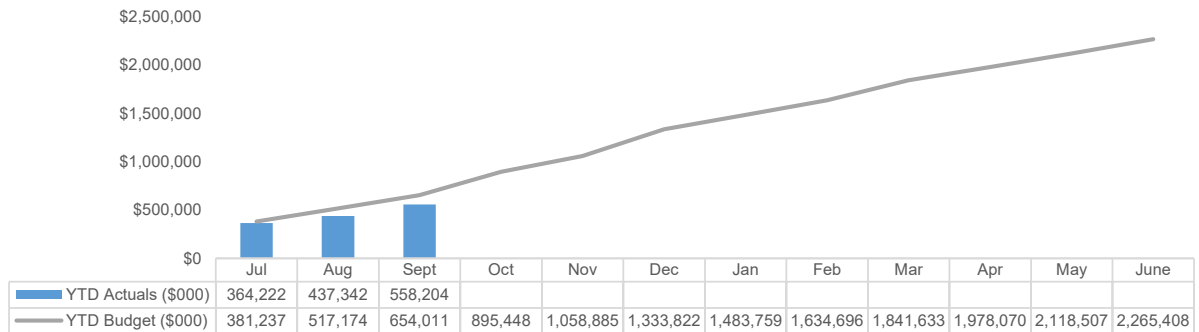
Rental Income by Property Type (Full Year Budget vs YTD Actual)



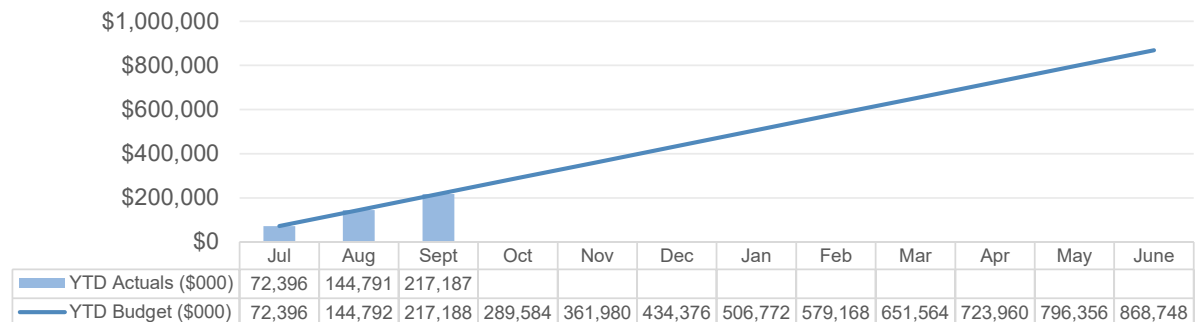
Rental Income (YTD)



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

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

Action

- We 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.

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

Action

- We worked with Department of Transport and Planning (DTP) to prepare detailed submission for four school crossings (Wilsons 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.

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

i. drains including Melbourne Hill Road Drainage Upgrade

Action

- 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.

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

Action

- Procurement for the Templestowe Route and Jumping creek Road project is underway. The design is complete and project on track.

iii. Parks and Recreation Facilities upgrade upgrade including Doncaster Reserve playspace upgrade, Katrina Reserve playspace upgrade and Carawatha Reserve park expansion and playspace upgrade

Action

- 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.

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

Action

- We continued to 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.

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

- 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

- 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

- 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

- 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

- 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.

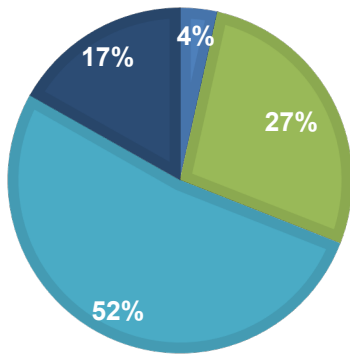
Enhancing Nature for a thriving natural environment (focus for this quarter)

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

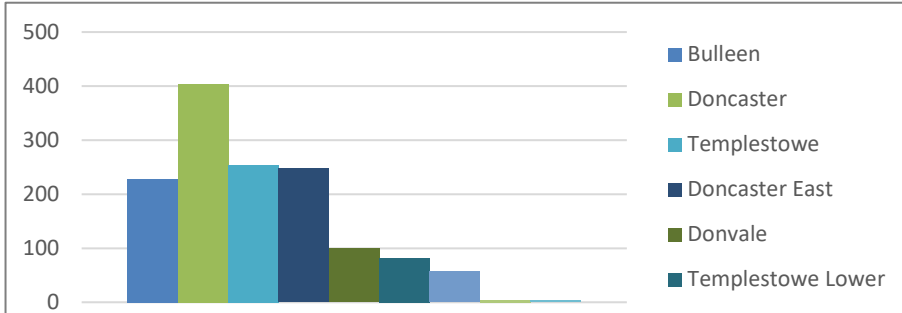
From July to October, our Parks team engaged in one of the busiest periods of the year with: planting street and park trees, pre-summer fire mitigation works, bushland revegetation and weed management, reviewing our open space assets and preparing sportsgrounds for summer sports, managing vegetation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

Total Trees and Plants established

■ Trees ■ Landscape ■ Bushland ■ Projects



- Bushland Planting: 20,607 (including Natural Tree Day)
- Urban Landscape: 10,829
- City Greening Projects: 6,631
- Proactive Tree Planting: 1,379 (in urban heat areas in Manningham)

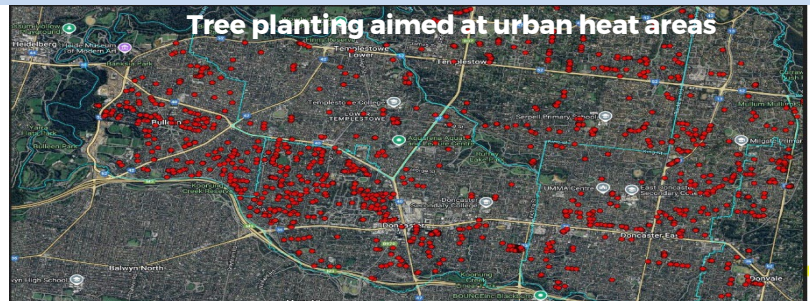


Urban greening and protection of biodiversity throughout Manningham

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

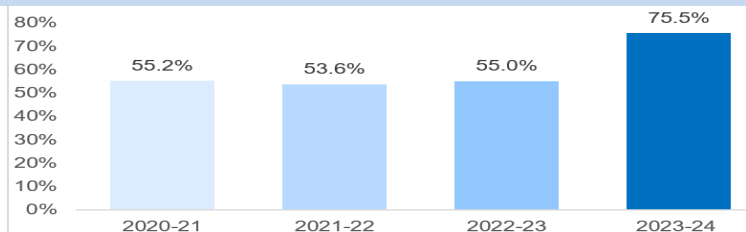
- Our family National Tree Day event added 3000 indigenous plants to Ruffey Lake Park and Mullum Mullum Reserve. Plants were grown from seeds collected within Manningham and raised by our team at the Depot Nursery.
- We enhanced urban greening in streets and urban areas with 6,631 projects.
- Our street 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



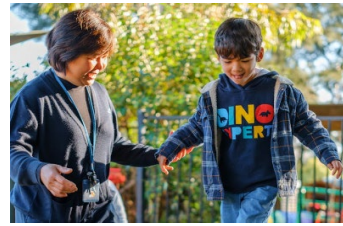
Community Panel

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.

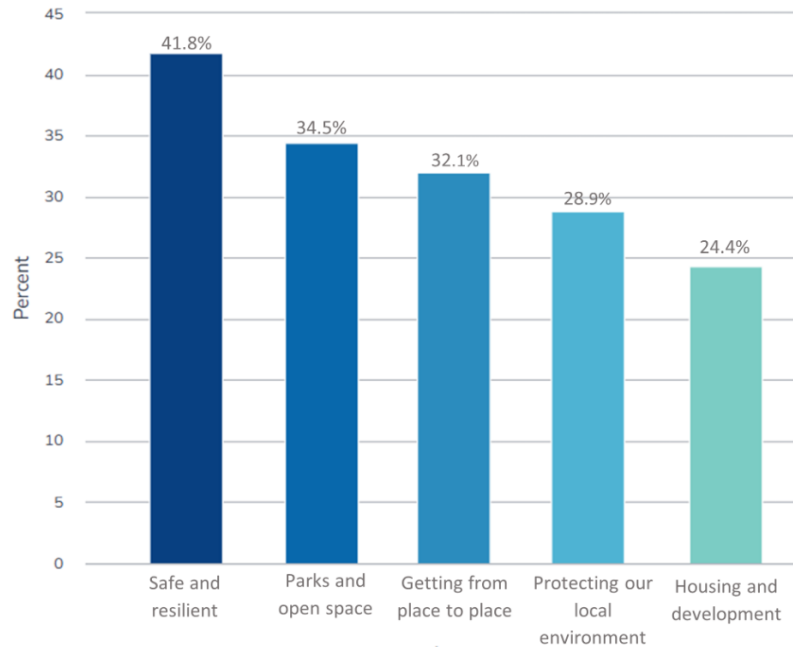
What you told us

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.

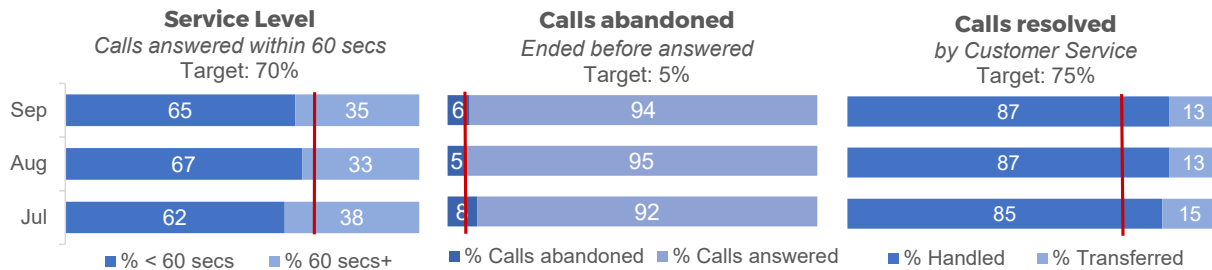
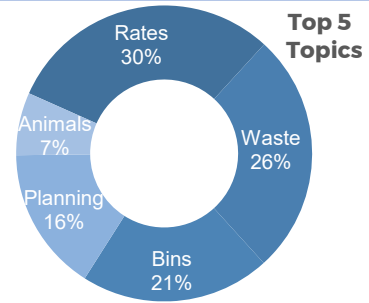
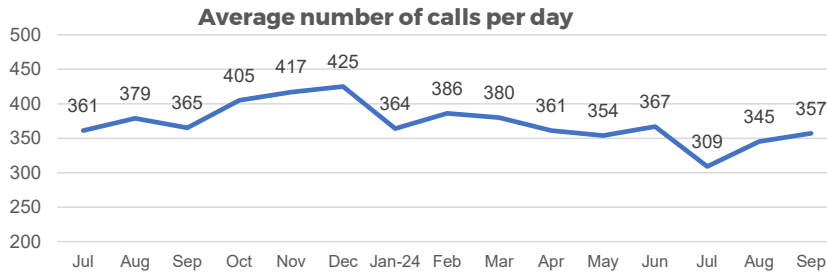
During Term three, 44 students researched, co-
designed and promoted walking and biking. They
found that 56.5% of their peers lived more than a 10
minute drive away from school. Solutions presented to
Council and the School included more access to
bicycles, roads and footpaths repairs, and tackling
stigmatisation.



**VicHealth and Manningham CEOs
with Doncaster Secondary School students**

8. Customer experience

Telephony - Contact Centre Performance

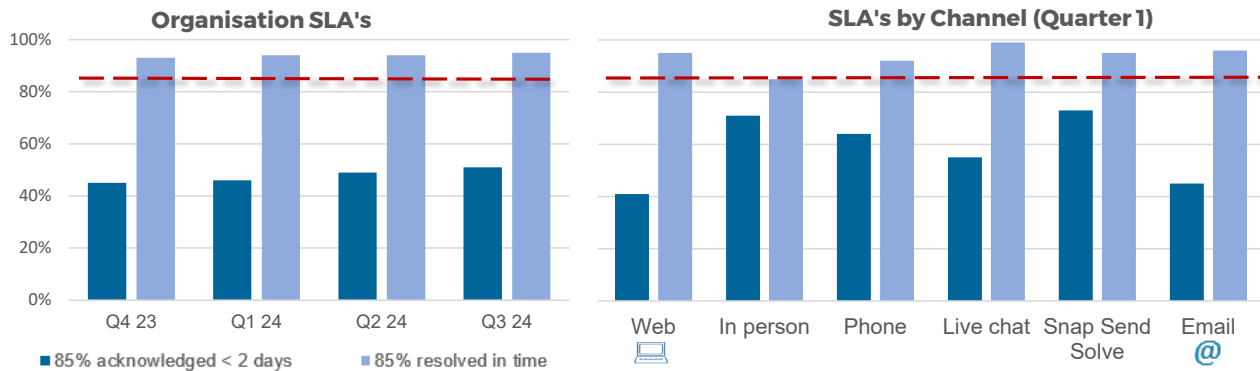


Telephony analysis

- 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.

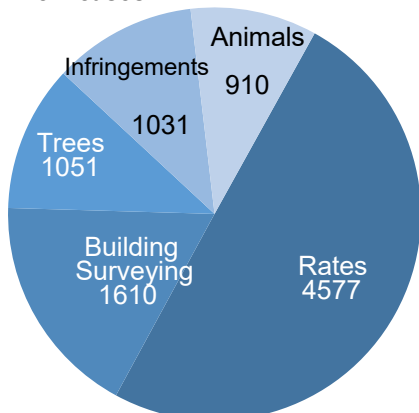
Customer Requests (CRM Organisation Performance)

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

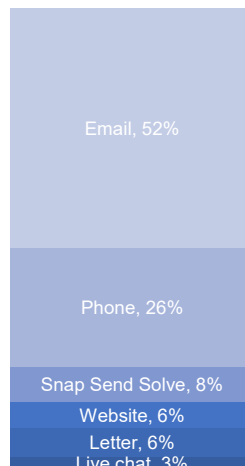


Customer Requests (CRM) by Topic and Channel

19,557 new cases



Analysis



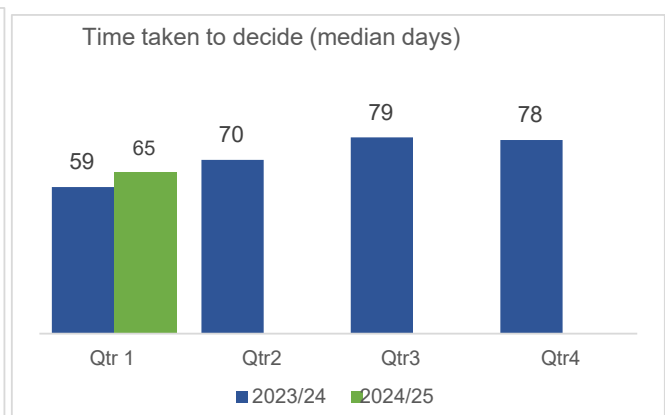
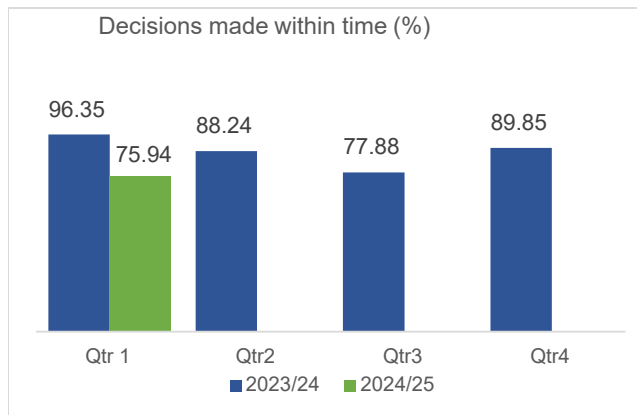
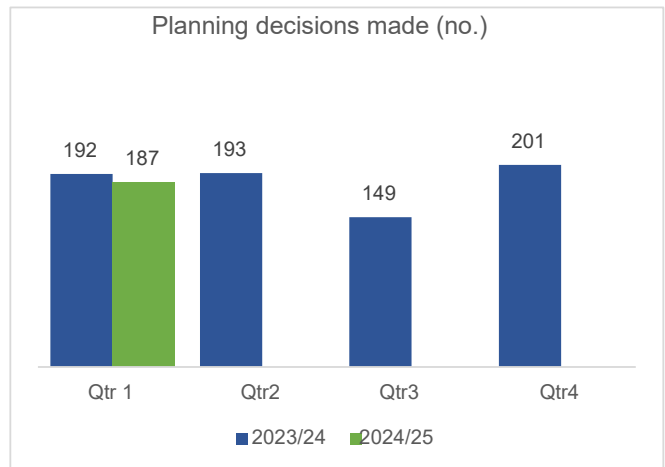
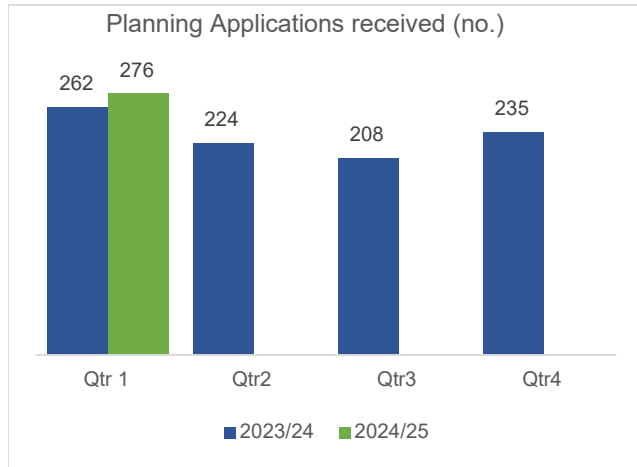
- Resolution of requests within SLA is high at 95%, exceeding the Performance Indicator (KPI).
- Acknowledgement of requests is 51% for the quarter, exceeding 50% for the first time. Whilst below target, this metric continues to trend upwards.
- Rates related requests increased with the issue of Rates 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

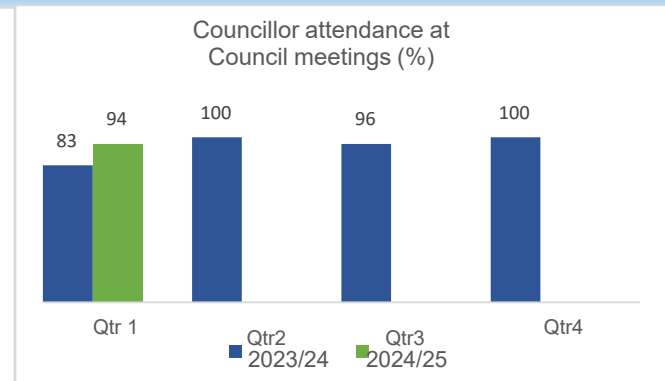
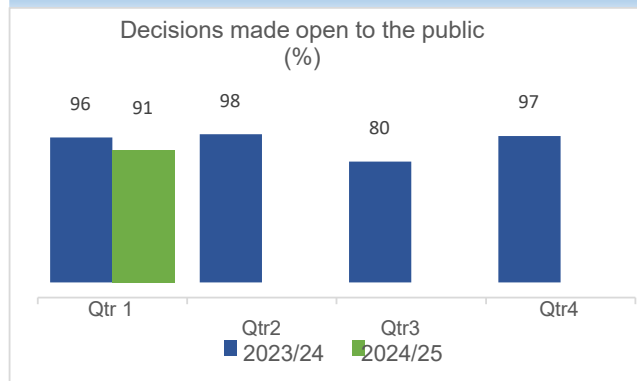
Statutory planning services include the assessment of planning permit applications for new development proposals and changes to land use activities under the Planning and Environment Act 1987.



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.