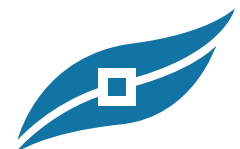


Quarter 2

1 October - 31 December 2024

# Manningham Quarterly Report

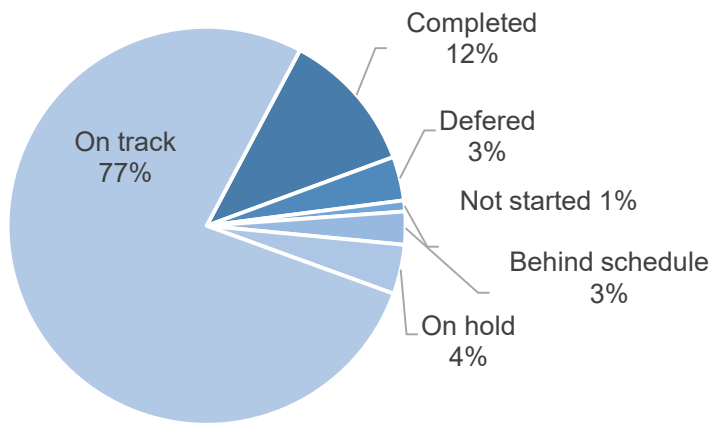
*Key information on our performance and governance*



MANNINGHAM

# 1. Capital Works

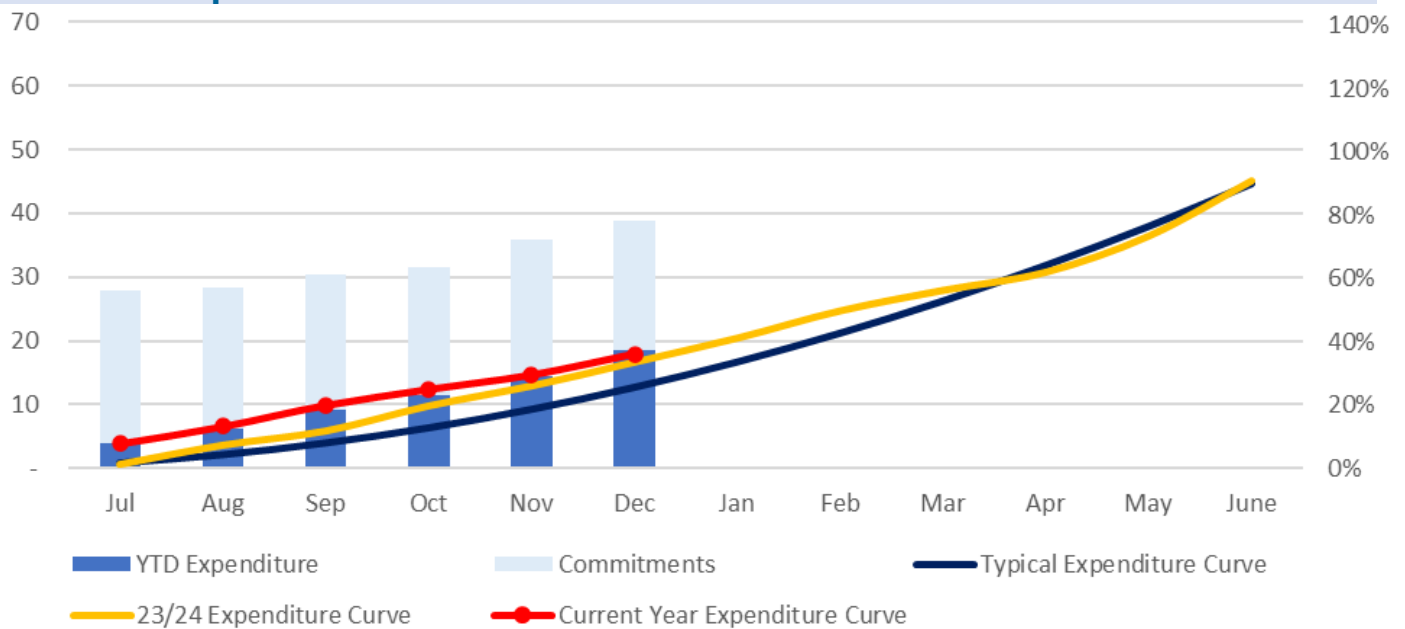
## Project Overview



	million
Infrastructure	\$51.18
Property	\$9.65
Infrastructure Maintenance	\$21.72
Technology	\$2.41
<b>Total</b>	<b>\$84.97</b>

Program Complete	Projects Complete	Value of Capital Works	Capital Income & Grants
36%	12%	\$84.97m	\$1.97m

## Year to Date Expenditure



## Capital Spotlight

- The Capital Works Program is progressing well this financial year, with expenditure slightly ahead of both last year and the long-term average. We are moderately confident that both the financial and non-financial key performance indicators for the Program will be met.
- As of 31 December 2024:
  - \$18.5m has been spent on infrastructure capital projects (36% of budget).
  - \$9.93m has been spent on infrastructure maintenance (46% of budget).
- Assets and facilities that have been completed include: Melbourne Hill Road Drainage early and main works, Hepburn Reserve, Ruffey Lake Park playground upgrade, Mullum Mullum Linear Park stage 5, Hillcrest Reserve shared path, Doncaster Library internal layout changes, Parker Street footpath, Katrina and Doncaster Reserves' playspace renewals.

## 2. Financial Status

### Year to Date (YTD) Income Statement

Account Group	YTD Current Budget \$'000	YTD Actuals \$'000	YTD Variance \$'000	YTD Variance %	Annual Adopted Budget \$'000	Annual Forecast \$'000
<b>Income</b>						
Rates - General	107,476	107,647	171	0.2%	108,133	108,633
Rates - Waste	17,690	17,897	207	1.2%	17,731	17,887
Statutory Charges, Fees & Fines	1,819	1,905	86	4.7%	3,463	3,600
User Charges	4,905	4,687	(218)	(4.4%)	9,485	9,351
Interest Received	1,575	1,498	(77)	(4.9%)	3,150	3,150
Grants & Subsidies	4,909	4,871	(38)	(0.8%)	7,396	7,166
Capital Grants & Contributions	1,136	1,601	465	40.9%	3,615	3,150
Other Income	2,525	14,409	11,884	470.7%	17,022	33,150
Net gain/(loss) on disposal of Property, Infrastructure, Plant and Equipment	75	156	81	108.0%	150	150
<b>Total Income</b>	<b>142,110</b>	<b>154,670</b>	<b>12,561</b>	<b>8.8%</b>	<b>170,145</b>	<b>186,237</b>
<b>Expenditure</b>						
Employee Costs	30,017	29,866	151	0.5%	59,857	58,613
Materials & Contracts	17,953	17,261	692	3.9%	37,393	37,317
Interest	25	7	18	72.0%	49	49
Utilities	1,195	855	340	28.5%	2,398	2,328
Other	15,082	14,483	599	4.0%	21,957	22,113
Depreciation	16,680	17,051	(371)	(2.2%)	33,360	33,360
<b>Total Expenditure</b>	<b>80,952</b>	<b>79,523</b>	<b>1,428</b>	<b>1.8%</b>	<b>155,015</b>	<b>153,780</b>
<b>Operating Surplus / (Deficit)</b>	<b>61,158</b>	<b>75,147</b>	<b>13,989</b>	<b>22.9%</b>	<b>15,130</b>	<b>32,457</b>

### Executive Summary

As at 31 December 2024, Council's year to date (YTD) Operating Surplus was \$13.99 million (m) or 22.90% favourable compared to the YTD Adopted Budget.

The key favourable variances include:

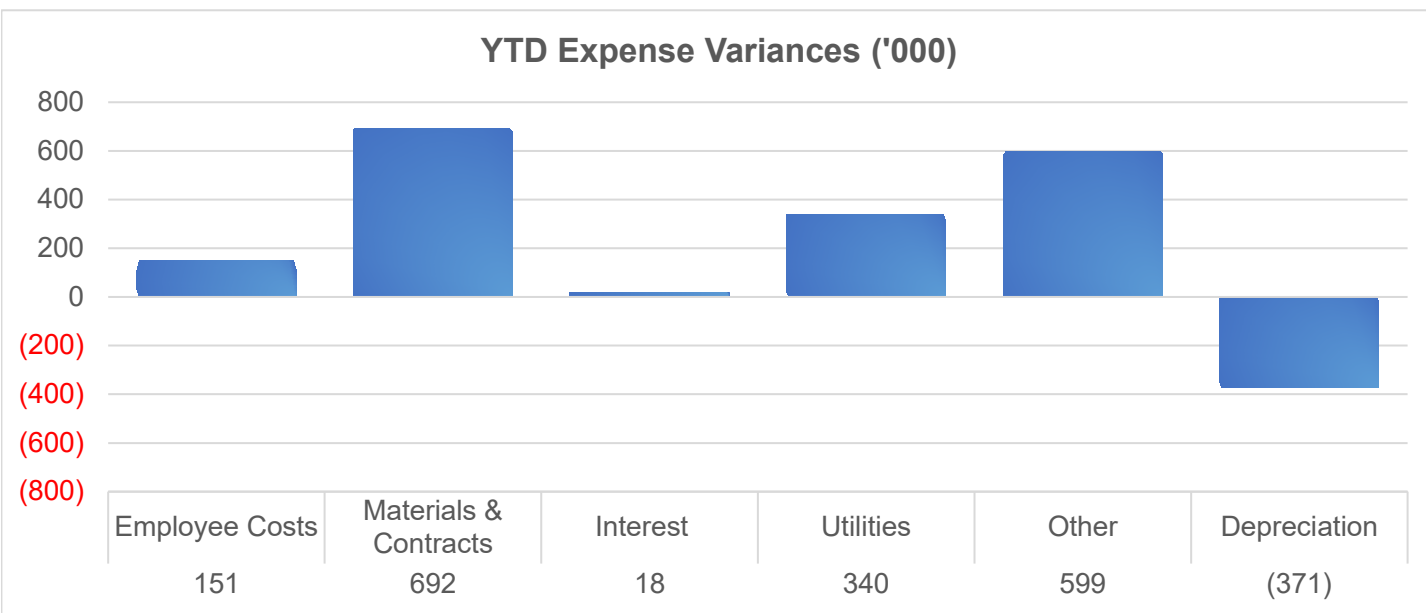
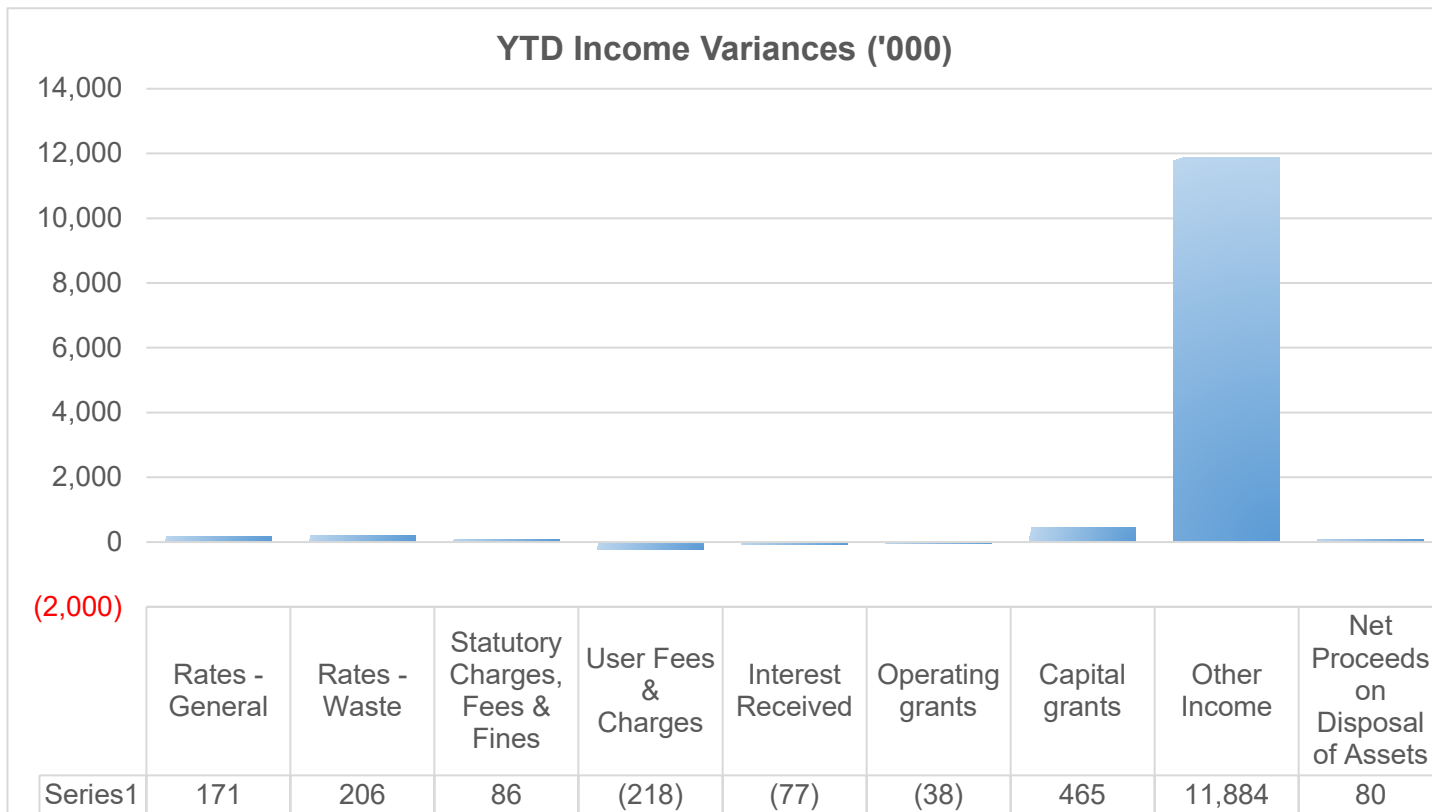
- \$11.88m favourable Other Income predominantly due to land compensation payments of \$10.02m being received in relation to the North East Link Project. An additional \$16.1m of land compensation payments is also to be received later this financial year in relation to this project. Open Space Developer Contributions being \$1.47m higher than budgeted and \$279k of 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. (VEEC income was originally budgeted under State Government grants). Unbudgeted income of \$159k has also been received towards Arboriculture tree planting - related to replacement trees for the North East Link Project.
- \$692k favourable Materials & Contracts - City Services \$101k through Infrastructure & Sustainable Operations, Experience & Capability are favourable \$235k through Information Technology and Business Enablement - due to a delay in operational and project expenditure, while Connected Communities are favourable \$244k - mainly through Community Participation and Economic & Cultural Activation.
- \$465k unbudgeted Capital Grants for Tunstall Square Kindergarten expansion and MCH minor works project (\$372k) and timing of Doncaster Library (\$119k) and Pines Learning (\$90k) projects.
- \$340k Utilities - Water \$182k, electricity \$113k and gas \$44k lower than budgeted.
- \$207k favourable Rates (Waste Service Charges) - greater than budgeted Initial and Supplementary Waste Service Charges.
- \$171k favourable Rates (General) - greater than budgeted interest received on rates in arrears.
- \$151k favourable Employee Costs due to vacancies across the organisation.
- \$86k favourable Statutory Charges, Fees & Fines - parking infringements \$151k greater than budgeted, asset protection permits \$24k favourable, partly offset by unfavourable permits/consultancy \$66k.
- \$81k favourable gain on disposal of several fleet vehicles.

The key unfavourable variances include:

- \$371k unfavourable Depreciation - mainly Buildings, Roads and Intangible Software.
- \$218k unfavourable Fees & User Charges mainly due to Function Centre & Community Venues income being lower than anticipated (\$82k), Children & Family Services \$43k, City Planning & Liveability rental income \$290k, partly offset by favourable City Safety and Statutory Planning income.

# 2. Financial Status

## Year to Date Income and Expenditure Variances by Category



# 2. Financial Status

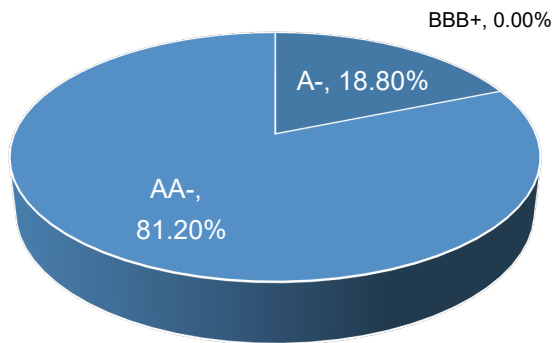
## Cash and Investments

Council's cash and cash investments balance as at 31 December 2024 is \$69.16m

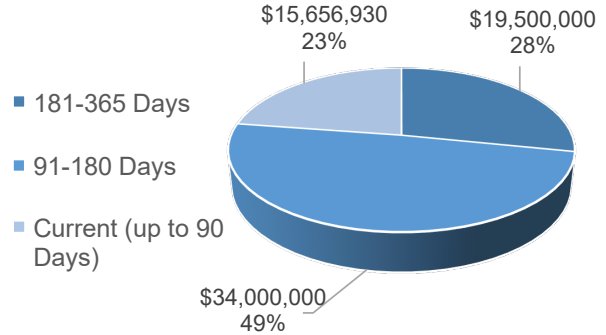
### Summary of Council Investments

Average Weighted interest rate	4.92%
Average monthly interest \$	\$249,615
Maximum interest rate earned	5.41%

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



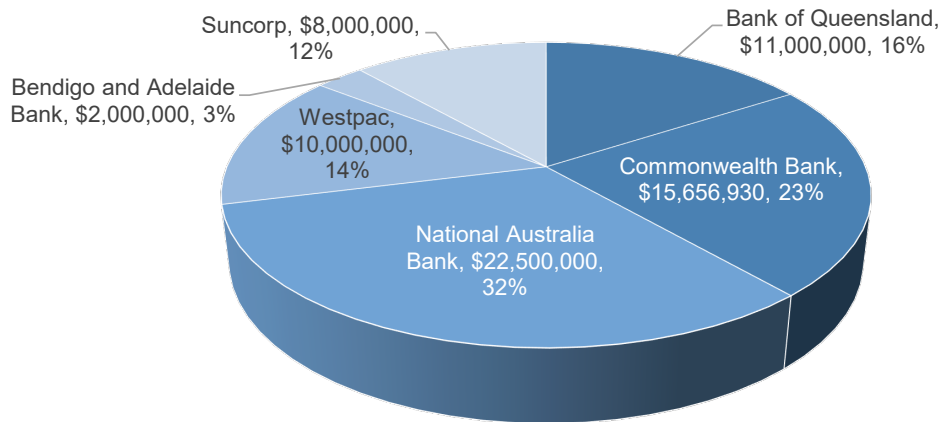
### Investment Term



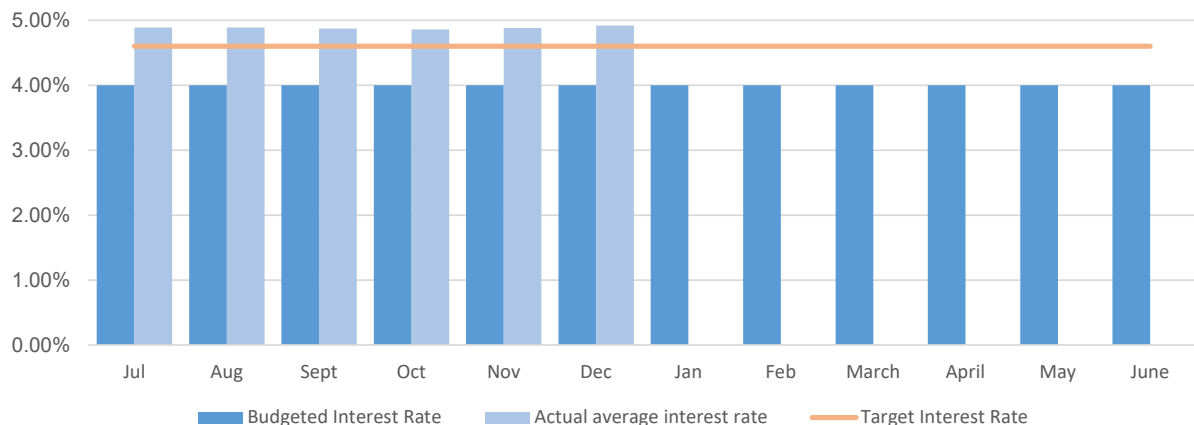
### What is the Standard & Poor (S&P) Risk Rating?

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)

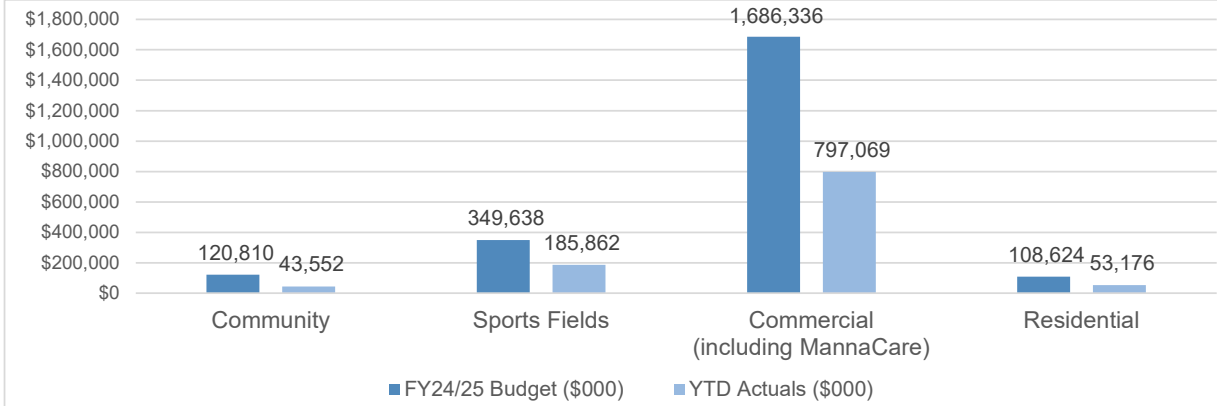


### Investment Benchmark Indicator

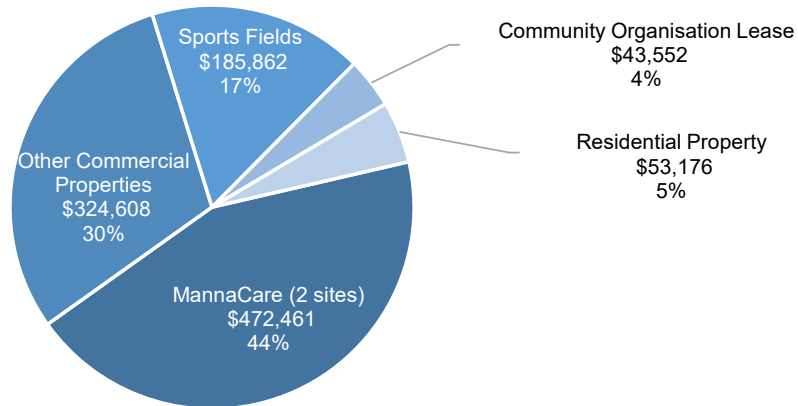


# 2. Financial Status

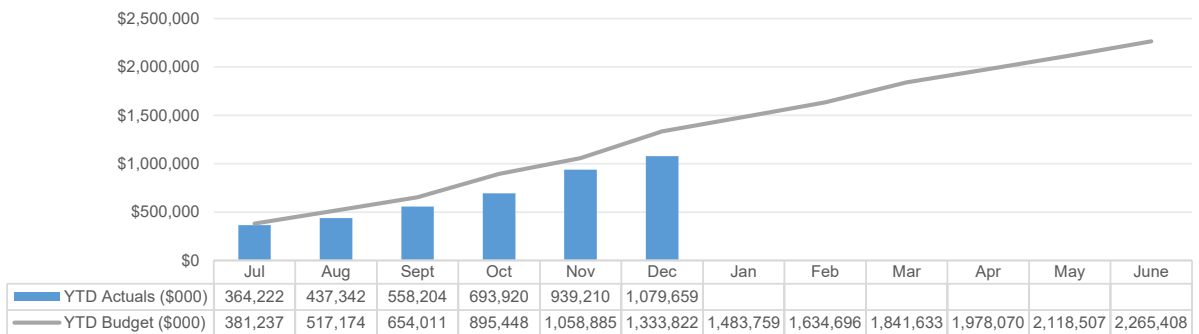
## Rental Income by Property Type (Full Year Budget vs YTD Actual)



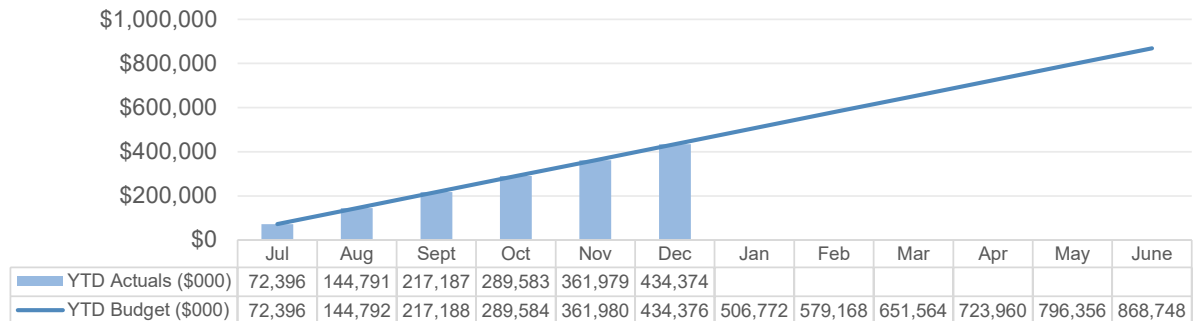
## Rental Income (YTD)



## Rental Income (YTD)



## Leisure Services Contract Income (YTD)



# 2. Financial Status

## Balance Sheet

	December 2024 (\$)	June 2024 (\$)	Movement (\$)
<b>Assets</b>			
<b>Current Assets</b>			
Trade and Other Receivables	87,917,334	20,595,489	67,321,845
Accrued Income	1,439,825	1,978,333	(538,508)
Cash and Cash Equivalents	15,656,930	20,834,670	(5,177,740)
Other Financial Assets	53,500,000	45,500,000	8,000,000
Prepayments	110,262	5,850,324	(5,740,062)
	<b>158,624,350</b>	<b>94,758,816</b>	<b>63,865,535</b>
<b>Non-Current Assets</b>			
Investments in associates	3,216,294	3,216,294	0
Sundry Debtors - Non Current	650,359	596,535	53,824
Infrastructure, Property, Plant & Equipment	2,736,158,204	2,730,492,151	5,666,053
	<b>2,740,024,857</b>	<b>2,734,304,980</b>	<b>5,719,877</b>
<b>Total Assets</b>	<b>2,898,649,207</b>	<b>2,829,063,796</b>	<b>69,585,412</b>
<b>Liabilities</b>			
<b>Current Liabilities</b>			
Trade and Other Payables	22,001,712	25,619,579	3,617,867
Provisions	13,234,964	13,931,119	696,155
Trust Funds and Deposits	11,200,834	12,450,223	1,249,389
	<b>46,437,510</b>	<b>52,000,921</b>	<b>5,563,411</b>
<b>Non-Current Liabilities</b>			
Provisions - Non Current	3,142,796	3,142,796	0
	<b>3,142,796</b>	<b>3,142,796</b>	<b>0</b>
<b>Total Liabilities</b>	<b>49,580,307</b>	<b>55,143,717</b>	<b>5,563,411</b>
<b>Net Assets</b>	<b>2,849,068,900</b>	<b>2,773,920,079</b>	<b>75,148,821</b>
<b>Equity</b>			
Accumulated Surplus	843,222,413	834,956,076	8,266,337
Reserves	1,930,697,666	1,930,697,666	0
Current Retained Earnings	75,148,821	8,266,337	66,882,484
<b>Total Equity</b>	<b>2,849,068,900</b>	<b>2,773,920,079</b>	<b>75,148,821</b>

## 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 prior year.

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

**Current Liabilities** decreased compared to 30 June 2024 primarily due to a decrease in provisions and the balance of trust funds and deposits.

**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

### 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 31 Dec 2024	Forecast Expenditure 2024/25	Projected Reserve Balance
Open Space Reserve	\$11,161	\$3,474	\$5,268	\$9,367
Doncaster Hill DCP Reserve	\$512		\$512	\$0

Year to date properties purchased: 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 Doncaster (compensation negotiations ongoing), and 34 Talford Street Doncaster (compensation negotiations also ongoing).

### 2024/25 Open Space Reserve Contributions Summary

Property	Amount	Amount	
<b>Bulleen 3105</b>		<b>Doncaster East 3109</b>	
16 Stanley Street	\$70,000	152 Andersons Creek Road	\$1,200,000
<b>Templestowe 3106</b>		51-53 Beverley Street	\$280,000
1-2 Gardenview Court	\$80,000	118 Beverley Street	\$152,000
1 Verdi Court	\$71,250	26 Cassowary Street	\$132,500
<b>Templestowe Lower 3107</b>		1084 Doncaster Road	\$126,000
349 High Street	\$150,000	5 Tracey Street	\$117,500
34 Glenair Street	\$72,500	17 Ascot Street	\$113,600
22 Wellington Street	\$71,750	10 Minaki Avenue	\$100,000
<b>Doncaster 3108</b>		87-89 Santa Rosa Boulevard	\$90,000
23 Carawatha Road	\$122,000	91 St Clems Road	\$71,000
75 Board Street	\$113,200	6 Boronia Grove	\$52,500
368 Manningham Road	\$100,000	<b>Donvale 3111</b>	
3 Maralee Place	\$90,000	121 Mitcham Road	\$98,000
		<b>Total Year to Date</b>	<b>\$3,473,800</b>



# 3. Council Plan 2021-2025

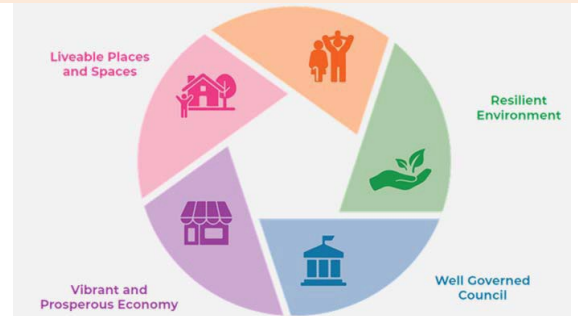
## Our Community Vision 2040

*Manningham is a peaceful, inclusive and safe community.*

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

Our Council Plan 2021-2025 has five themes:

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



We have developed goals for each theme in consultation with our local community, partners, Councillors and staff. We are progressing the goals through actions and Major Initiatives each year.

Major Initiatives are significant pieces of work, usually over the four years of the Council Plan. There are 16 major initiatives and initiatives to progress our 2021-25 Council Plan goals. You can find the full details of previous quarters and our full year's progress in our Manningham Annual Report at [www.manningham.vic.gov.au](http://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 complete 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.
- Five GIA's were completed including Pop-up on Maternal Child Health, Domeney Reserve Sports Field LED Floodlight Upgrade, Body Worn Cameras – City Safety Unit, Employee Code of Conduct and Warrandyte Communities Facilities Review.

Action

#### 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

- We held our final Manningham Youth Providers Network meeting for the year, with guest and speakers from Elephant Ed, AGA, Manningham Youth Service provide EACH (Financial and Gambling Support Services) and Eastern Health. Work has also started on the VicHealth partnership for youth mental health.

Action

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

- The Manningham Multicultural Network has completed a series of workshops to redefine their purpose. Our final meeting for the year concluded with a celebration and acknowledgment of the achievements and connections..

Action

#### iv. Investigate extended use of community facilities, including libraries, to address social isolation.

- 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 Saturdays 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 community outcomes in consultation with our advisory committees and local service providers, community groups, organisations and networks.



Action

- Our Advisory Committees have been on hold this quarter due to Council election protocols and induction.
- We have planning and partnerships established to roll out three new VicHealth projects from early 2025. The topics include young people and mental wellbeing, young people and race-based discrimination and food systems across the municipality.

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



### i. Environmental and waste program.

Action

- We delivered a program of events combining biodiversity action / awareness and cultural engagement by partnering with the Wurundjeri Land Council for both delivery on content and on Country walks etc also program development.

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



Action

- We held a RAP Working Group yarning circle in December with a focus on progress of the RAP, engagement for new Council Plan and discussion on our upcoming Water Strategy.
- We participated in Eastern local government workshop investigating First Nations procurement options.

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



Action

- During December, we saw a noticeable increase in demand for Wellbeing Cards in our public facilities, such as Neighbourhood Houses and Childcare.
- Supporting families experiencing family violence continues to be a daily operation for the Maternal Child Health nurses. We are exploring programs to assist to reduce family violence and enhance our early years services.



Katrina Gully playspace

# 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 149,806 attendances and 9,777 hours of usage across Manningham's nine stadiums in Q2.
- Mullum Mullum Stadium hosted the Australian Defense Force National Netball Tournament.
  - The DISC lighting was upgraded to LED dimmable lights that specifically cater for both basketball and badminton/table tennis. This will enable increased use for badminton and table tennis.
  - We met with Bulleen Boomers Basketball Association to discuss future upgrades, including improvements to the female changerooms.
  - We replaced the roof at Templestowe Heights Primary School (joint use agreement site) to improve player experience and safety. This was funded by the Victorian Government.

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

Action

- We continue to strive to maximise community access, use and benefits of facilities and spaces in partnership with Aligned Leisure through:
  - continued marketing, school programs, youth memberships, casual shooting / activities and by reviewing court booking allocations (underway).
  - seasonal allocations, casual bookings and provision of publicly accessible spaces including 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 have completed the 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

- Following community consultation in 2024, we are preparing the draft Residential Strategy. Consultation on the draft is planned for early 2025.
- The draft reflects a requirement to consider the impacts of the Victorian Government's housing and planning reforms, in particular the draft housing target of 39,000 additional new dwellings within Manningham by 2051. The Government committed to consulting each Council to finalise this target, before including it in its new strategic *Plan for Victoria*, which is scheduled for release shortly.

### 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

- For the year to date we have awarded \$806,046 to 54 organisations across the following grants programs:
- Community Partnership Grants: \$341,738, Annual Grant Program: Arts: \$9,000 (1 grant), Community Development: \$124,772 (9), Festivals and Events: \$65,291 (8), Healthy Ageing: \$58,412 (7), Seniors Club Support Grants: \$81,118 (13), Neighbourhood House Grants: \$91,598 and Small Grants: \$34,117 (16). All recipients are listed on our website.

### 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 have focussed on the Doncaster Road Corridor with ongoing advocacy for the Doncaster Park and Ride facility, bus improvements, planning for data collection and testing of new bus-way concepts, and requests to the State Government for involvement/information on the next steps for SRL.
- We have secured TAC grant funding and begin the first stages of collating and refreshing of our active transport strategies, which will provide enhancements to the walking and cycling network.

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

Action

- The Department of Transport and Planning (DTP) released the Road Safety Program – School Safety Improvement Package in late June 2024. The program aims to identify and mitigate pedestrian risk for school aged pedestrians in accordance with Safe System principles. Funding of up to \$12.47 million has been allocated for infrastructure treatments that improve pedestrian access and safety across Victoria.
- We have identified the top 5 school crossings in Manningham in terms of exposure, safety and feasibility of road / parking upgrade treatments. We have engaged an external consultant to develop a package of traffic engineering supporting documents of the top 5 sites, which will consider future road safety and school crossing improvements. These findings and outcomes will be used for the DTP grant program and inform future Council funding for the specified projects.

#### 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

- Key drainage projects including Everard Drive is now complete and Melbourne Hill Road stage 1 completed. Blair Street in Warrandyte is on track and we have awarded contract.

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

Action

- Procurement for construction Jumping Creek Road project is on track. Templestowe Route signal detailed design is in progress and community consultation is scheduled for March.

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

Action

- Doncaster Reserve and Katrina Reserve playspaces are complete.
- Demolition of properties in preparation for the Carawatha Reserve park expansion was completed in quarter two and construction will commence in quarter four.

#### 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 continue 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 have prepared and submitted formal submissions to three exhibited Urban Design and Landscape Plans (UDLP). Work on a submission to the upcoming Doncaster Park & Ride UDLP is underway.

# 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 have identified 35 *sites of Biological Significance* sites within Manningham (predominately in the Green Wedge areas). These areas of biodiversity, ecological structure and habitat value will inform the review of the Manningham Planning Scheme and overlays to protect the Green Wedge. We are also able to implement solutions to reduce threatening processes in protecting bio sites, such as stormwater runoff.

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

Action

- We advocate to the Victorian Government through a number of strategic partnerships and alliances:
  - on a Climate Offsets Program and climate risk through our Northern Alliance for Greenhouse Action (NAGA) partnership.
  - opportunities to accelerate the transition to net zero emissions and strengthen community resilience to climate change. Achieved through the Victorian Climate Resilient Councils advocating on behalf of Victorian Councils to inform leaders of climate adaptation and climate risk obligations.
  - for a collaborative approach between State and local governments to deliver on climate outcomes within the new housing targets for Victoria. The Victorian Greenhouse Alliances requested that funding support be provided to Councils to assist in effective planning and enforcement to:
    - Ensure that housing development adequately considers projected climate hazards and risks, as well as biodiversity and blue-green infrastructure opportunities
    - Use this as an opportunity to create a roadmap to zero carbon buildings by 2030 in Victoria
- The Victorian Greenhouse Alliances and the Municipal Association of Victoria wrote a joint advocacy letter to the Federal Government to request setting an ambitious 2035 emissions reduction target and recognise the contributions of local government.

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

Action

- We started to develop a new Plan to address tree canopy requirements and city greening initiatives, including enhancements to the green wedge. This Plan and its partnerships aim to create a more sustainable and resilient urban environment while protecting our natural heritage

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

Action

- We delivered a program of events combining biodiversity action / awareness and cultural engagement by partnering with the Wurundjeri Land Council for both delivery on content and on Country walks etc. also program development.

#### vi. Stewardship in building sustainable waste management practices with the community.

Action

- We continue to advocate and collaborate with other Councils for policy change since the release of the draft recycling standards and the regulatory impact statement. In particular seeking further information and cost modelling regarding the fourth glass bin and the proposed cessation of the Detox Your Home Chemical days.
- We continue to educate the community on waste reduction by hosting workshops, awareness campaigns, and school programs. Support Recycling & Reuse by running reuse/upcycling events.
- We measure our continued progress particularly focusing on our landfill tonnages and celebrate community successes.

# 3. Council Plan 2021-2025

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

Progress



## Vibrant and Prosperous Economy

### Goals:

- Grow our local business, tourism and economy

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

#### i. Increase procurement with organisations that produce economic, environmental, and social outcomes for Manningham.

Action

- 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

- We continue to support the ongoing development and operation of trader groups.
- New locations are being identified where trader groups could be established to represent businesses within their respective centers.
- Existing trader groups are achieving success, such as the second Halloween Spooktacular at Jackson Court, funded by the trader group. This event provided family-friendly fun and activities, attracting thousands of people.
- Strategic plans are being developed for trader groups seeking to establish a formal process for delivering increased actions and benefits to their members.

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

Action

- The architect has been collaborating with Council to determine the layout and materials for the co-working space. Once the detailed design is finalised, the construction will be put out to tender. The detailed design is expected to be completed by the end March.

#### iv. Activities to encourage and support tourism and employment opportunities.

Action

- We continued to work with Onemda, extending support for a second year to the disability service provider Onemda, facilitating their pathways to employment program.
- Additional employment programs are currently under review. Meanwhile, tourism initiatives are being phased out in favour of a renewed focus on investment attraction, aligned with the Economic Development Strategy.

# 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 have heard your feedback and updated the format and style of Manningham Matters magazine with improvements including more of a focus on community stories. The magazine is available on our website and is sent to all households and businesses in Manningham throughout the year.

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

Action

- We are investigating new ways to share our key achievements each quarter to better demonstrate outcomes against community need. We are also investigating ways to design the new Council Plan to support enhanced reporting.

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

Action

- We proactively implemented quality assurance measures in our contact centre to improve staff training and better respond to customer needs across contact channels including phone and front counter.
- This will be further enhanced via direct customer feedback mechanisms for phone interactions, and conversation analytics following implementation of new telephony system and Voice of Customer survey and improvement initiatives.

### 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.
- The *Community Panel* of a randomised selection of 40 local residents continued to meet to provide recommendations to Council on the new strategic documents including the 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

- After a review, we have started to renew our procurement for a panel of independent consultants to undertake service reviews. Five service reviews are scheduled for 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

- Following the recent Council elections, new Councillors have participated in the mandatory Councillor Induction Program. This program is established under the Local Government Act 2020 and designed to develop skills of newly elected Councillors to help them perform their role. A public report will be provided to the council and the community on participation and outcomes of the induction program.

# 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 P Bain	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Cr A Chen	\$100	\$497	\$0	\$0	\$0	\$0	\$189	\$0	\$0	\$786	\$2,430
Cr A Conlon (Deputy Mayor)	\$0	\$502	\$0	\$92	\$0	\$0	\$0	\$0	\$0	\$594	\$723
Cr D Diamante (Mayor)	\$0	\$0	\$0	\$0	\$0	\$0	\$20	\$0	\$0	\$20	\$997
Cr I Eltaha	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Cr G Gough	\$228	\$179	\$0	\$104	\$0	\$0	\$251	\$0	\$0	\$762	\$2,180
Cr J Grivas	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Cr M Kleinert*	\$0	\$0	\$0	\$0	\$0	\$0	\$241	\$0	\$0	\$241	\$409
Cr C Lange	\$68	\$0	\$0	\$0	\$0	\$130	\$198	\$0	\$0	\$396	\$1,555
Cr T Lightbody*	\$0	\$0	\$0	\$13	\$0	\$0	\$0	\$0	\$0	\$13	\$13
Cr L Mayne	\$81	\$0	\$0	\$0	\$0	\$0	\$47	\$0	\$0	\$128	\$505
Cr S Mayne*	\$0	\$0	\$0	\$0	\$0	\$0	\$26	\$0	\$0	\$26	\$97

## Notes for the Quarter

- \* 2020-24 Council term: Councillor allowance is for the outgoing Councillors electoral year (1 July to 6am on the 26 October 2024)
- Depending on the payment method, Councillor expenses for the quarter may include GST. We will include any minor necessary GST adjustments in the following quarter, after the payments are processed.



# 5. Chief Executive Expenses

The Chief Executive Officer (CEO) incurs expenses while carrying out the role. Expense categories related specifically to the CEO role are travel, conferences and seminars and miscellaneous. Gifts declared are also included in this report although not an expense to Council. The CEO is required to be transparent in the use of Council resources as per the Employee Code of Conduct.

	Travel	Food and Beverage	Conferences and Seminars	Gifts Declared	Misc.	Total Qtr	Total Year
Andrew Day	\$0	\$0	\$0	\$0	\$0	\$0	\$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.

# 4. Climate Response and Environment

## Managing our waste and resource recovery

This quarter, we made significant strides in managing our waste and resource recovery.

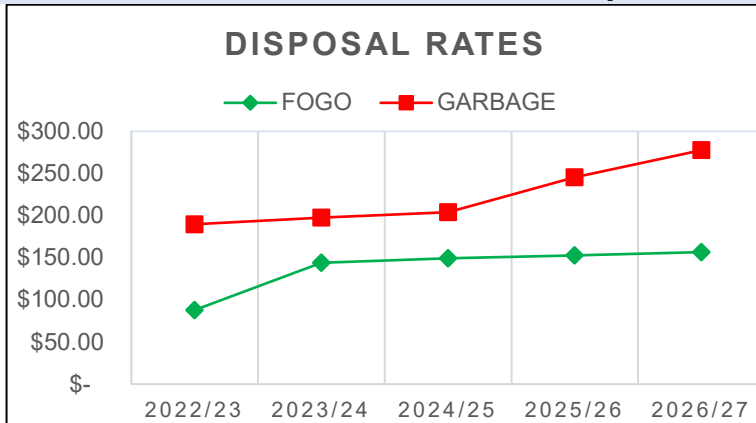
**98%**  
recycling recovery  
rate for FOGO

**76%**  
waste diversion rate

**6.4 million**  
containers returned through  
Reverse Vending machines in  
one month! (Nov – Dec)

Managing our waste and resource recovery is an action area in our Climate Emergency Response Plan (CERP) and forms key Victorian Government legislation to reduce waste and increase recycling.

### FOGO service to save residents \$3 million



The landfill levy is increasing by 28 per cent per tonne in 2025/26, with further rises expected in the coming years.

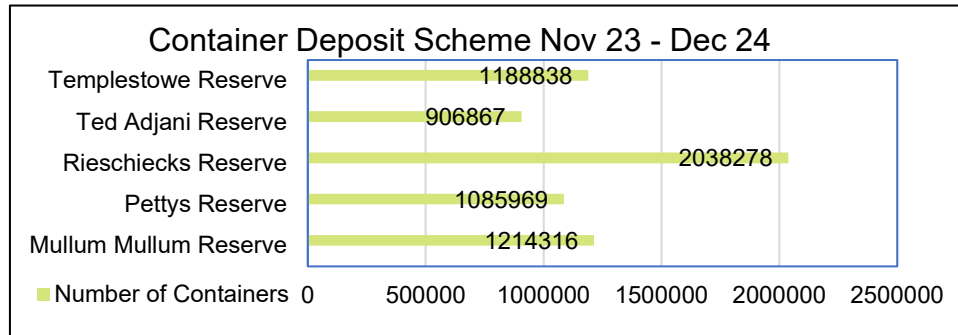
However, by using the FOGO service, Manningham residents will pay 46 per cent less for waste disposal compared to landfill. This will save residents \$3 million over the next two years!

Already, we are kicking goals – achieving an impressive 98 per cent recycling recovery rate for FOGO.

### Manningham recycles more than \$643,000 in December

In a fantastic community effort, more than 6,434,268 containers have been exchanged at our Reverse Vending machines. That's a total of \$643,426 returned to our community.

The Container Deposit Scheme also offsets recycling processing costs by approximately \$35 per tonne.



### Thousands of residents attend Waste Drop Off Day

More than 1,000 residents attended our bi-annual Waste Drop Off Day. This event provides residents with the chance to safely dispose of items that can't be placed into household bins.

In October 2024, we collected an impressive 20,536kg of e-waste, 5,148kg of paint, and 2,177kg of gas bottles – among many other items. Thanks to the event's focus on sustainability, at least 95 per cent of all materials will be recycled.

### Smashing our waste diversion targets

The Victorian Government set an ambitious goal for all Victorian councils to divert 72 per cent of waste from landfill by 2025. Manningham is well ahead with reaching a diversion rate of 76 per cent. This means we're well on our way to realising the final diversion target of 80 per cent by 2030.

## Sustainability shines in Lead to Sustain



Lead to Sustain offers a unique opportunity for young students to explore sustainability in a welcoming, supportive environment. Now in its 13th year, the 2024 event brought together 13 schools and more than 200 students, who experienced the joy of the bush through 16 hands-on activities. The activities explored biodiversity, waste and recycling, cultural awareness walks, water bugs, worm farming and composting

## Inspired Living Series sparks positive change

The 2024 Inspired Living Series brought together five keynote events from March to November, featuring 12 leading experts in climate change, sustainable building, permaculture, sustainable fashion, waste and more. The series captivated nearly 2,000 attendances with 94 per cent of participants providing positive feedback.

Highlights from the series included:

- Sarah Wilson on inspired living
- Nate Byrne on climate and trees
- Hannah Moloney on permaculture gardening
- Jesse Glascott on sustainable homes
- Nina Gabor on sustainable fashion



## Manningham hosts successful emergency management



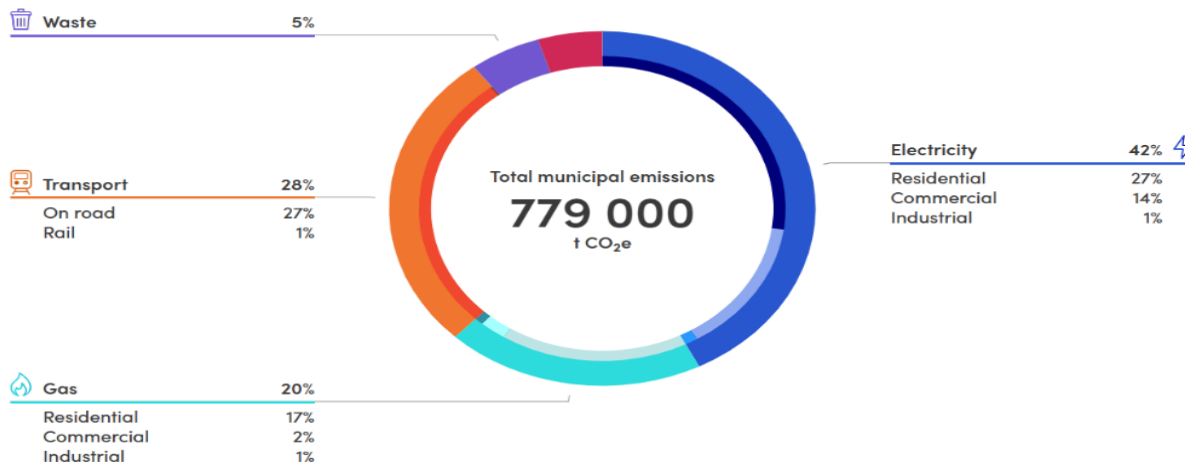
In partnership with Yarra Ranges Council, we hosted the annual Eastern Metro Councils Emergency Management Partnership (EMCEMP) Exercise East.

We held an Emergency Relief Centre (ERC) exercise at Mullum Mullum Stadium, our primary ERC. Over 250 officers participated from the eight Eastern Metro Councils, emergency partners and agencies. The day began with bushfire scenario presented by the CFA. Participants walked away with a reaffirmed value of partnerships in effectively addressing the relief and recovery needs of impacted communities.

## Climate response targets update

Manningham has set targets of net zero emissions for Council by 2028 and the community by 2035. Council emissions are at 2,294t CO<sub>2</sub>-e – which means we are well on the way to net zero by 2028. However new reporting requirements that include scope 3 emissions will raise this over the course the next reporting period.

## Greenhouse emissions breakdown



Manningham community (industry, commercial, residential) greenhouse emissions breakdown

# 7. Community engagement

## Key engagement projects



### Wombat Bend Playground Upgrade

We're planning an upgrade to Wombat Bend Playground and asking community to share what they love most about the playground, and how can we make it even better.



### A new public toilet for the Mullum Mullum Trail

We recently proposed installing a new public toilet along the Mullum Mullum Trail. This project will enhance accessibility and enjoyment of the trail.



### Laroon Playground Upgrade

Laroon Playground is a favourite playspace for children with interesting play opportunities in a bushland setting. We're seeking your input to help us plan for the upgrade.



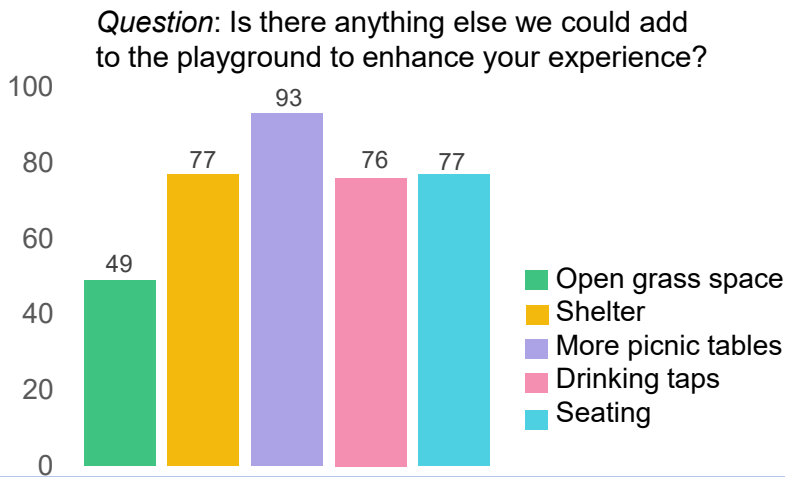
### Capital works in Warrandyte and Wonga Park

We plan to hold a drop-in consultation session every six months in both Warrandyte and Wonga Park for residents to learn about and provide feedback on footpath, road and drainage projects.

## What you told us: Wombat Bend

The Wombat Bend upgrade supports the Burndap Birrarung burndap umarkoo (Yarra Strategic Plan) 2022-2032 in the protection of the health of the Birrarung (Yarra River) and its lands. We also aim to strengthen community wellbeing by improving parkland and recreational opportunities.

183 people responded to our online survey on upgrading this much loved regional playground. The response to one of the questions is graphed below. Information from the survey will inform the concept design, which will be shared for community feedback later in the year



Wombat Bend Playground, 2-4 Duncan Street, Lower Templestowe

## Progress on recent engagement

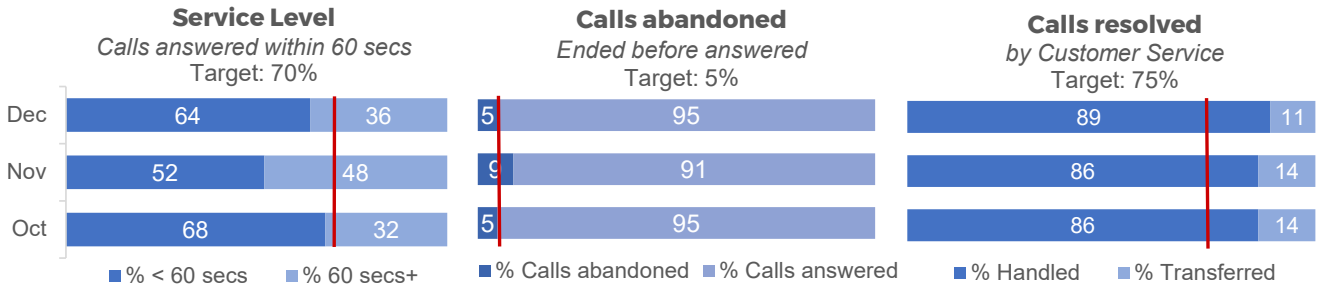
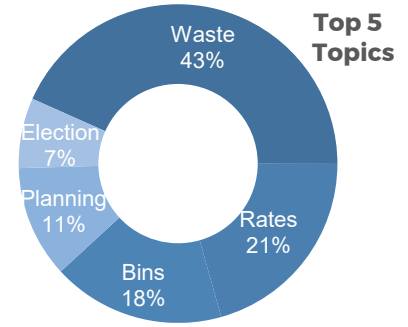
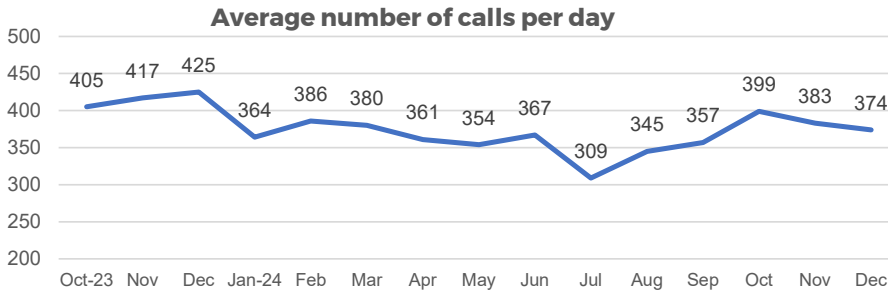
### Manningham Community Panel

Our Community Panel have met 5 times to refresh the Community Vision and develop recommendations on the range and level of services the community is prepared to pay for. The recommendations will inform our new 4 year Council Plan and 10 year Asset Plan and Financial Plans. Panel members were randomly selected through an expression of interest, which was sent to 8000 Manningham residents. Established in September 2024, the Panel met with Councillors, Council officers, external partners and experts on various issues, services and challenges.

The Panel will hand the final recommendations to the Deputy Mayor on 1 February and then published on [yoursay.manningham.vic.gov.au](https://yoursay.manningham.vic.gov.au)

# 8. Customer

## Telephony - Contact Centre Performance

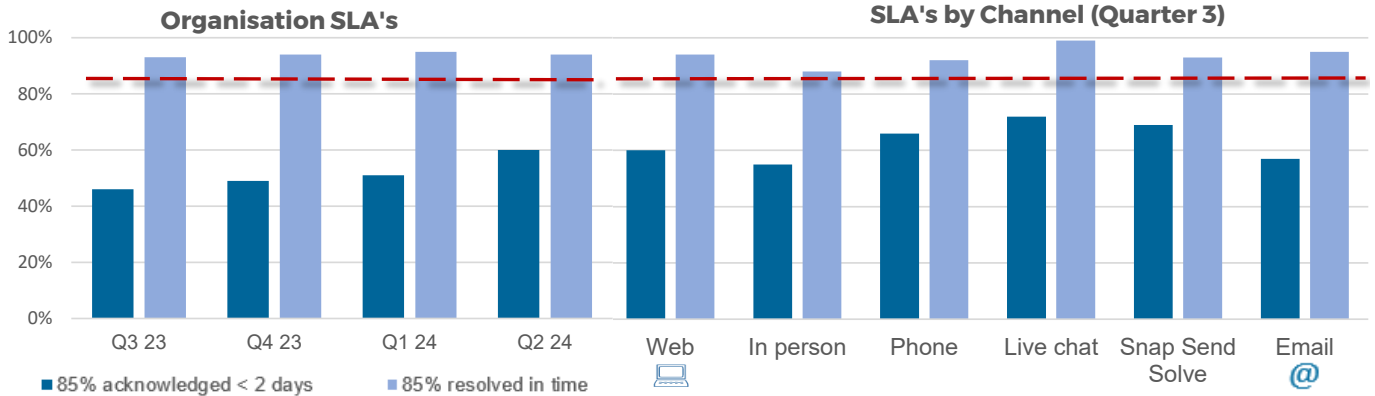


### Telephony analysis

- Average daily call volumes are following seasonal trends, although average call volumes for Q2 24 are 7% lower than the same period last year. This is in line with a corresponding 9% year on year decrease in the previous quarter.
- In what is the highest call volume quarter, service levels are below target for the period, but most calls were still answered within 60 seconds and abandoned calls were within target in 2 of 3 months.
- Waste calls were the most common enquiry type, with hard waste calls accounting for the majority of these calls and nearly double the volume of the previous quarter.

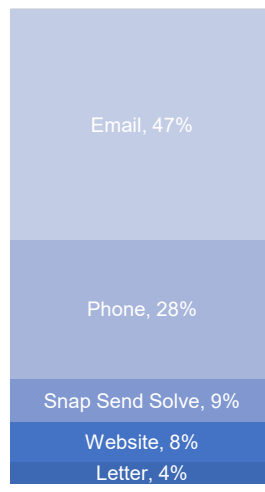
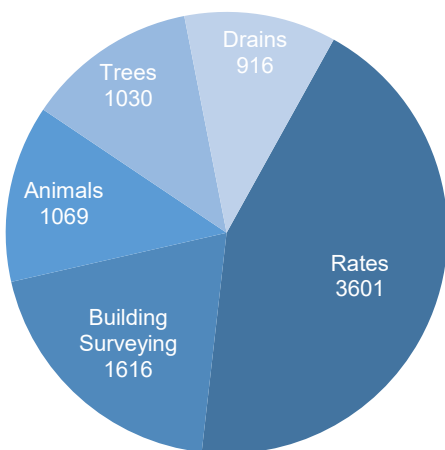
### Customer Requests (CRM Organisation Performance)

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



### Customer Requests (CRM) by Topic and Channel

19,609 New cases



### Analysis

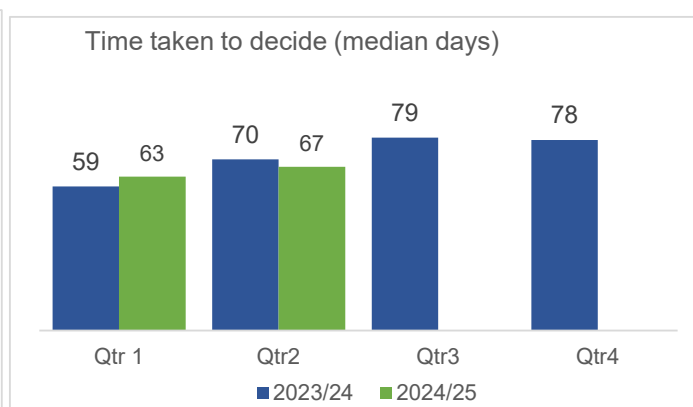
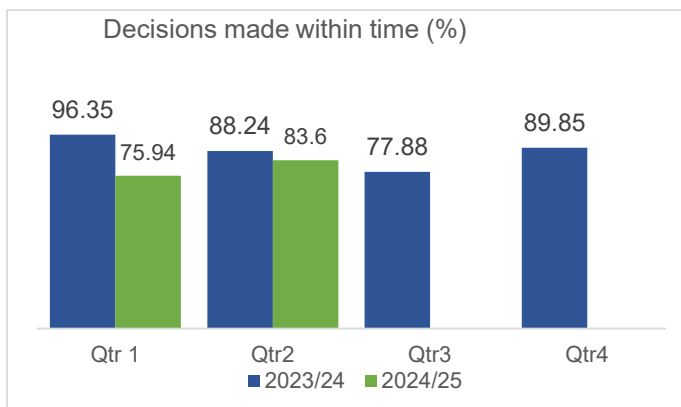
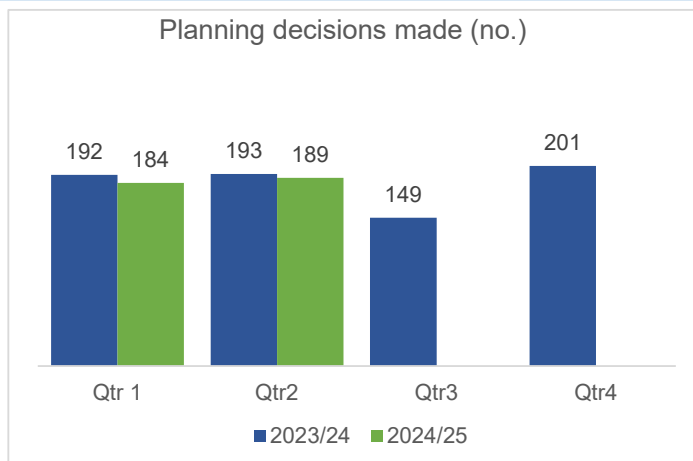
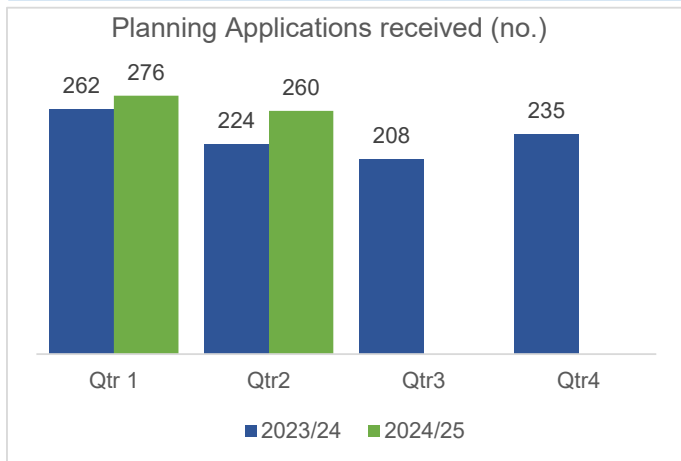
- Resolution of requests within SLA is high at 94%, exceeding the KPI.
- Acknowledgement of requests is 60% for the quarter, the highest quarterly result to date. Whilst below target, this metric continues to trend upwards.
- Rates related requests were the most common, although lower than the previous quarter.
- 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. Governance

We monitor our service performance to make sure we maximise our public value and to make improvements where needed. A portion of our performance indicators are in the Local Government Performance Reporting Framework (LGPRF). The areas below are of particular interest, the full suite is published in our Annual Report.

## Statutory Planning

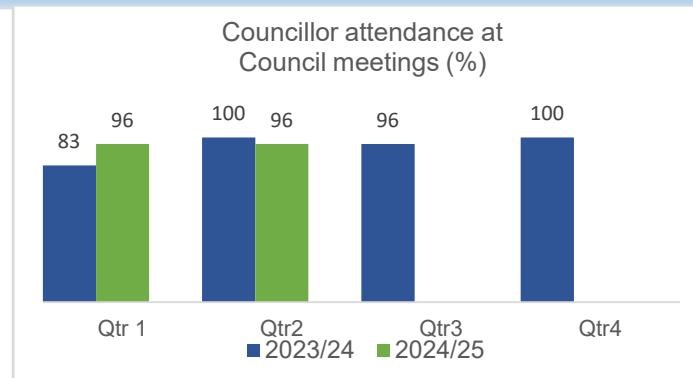
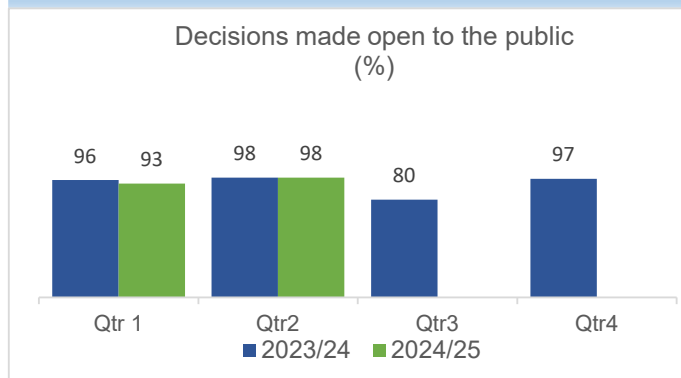
Statutory planning services include the assessment of planning permit applications for new development proposals and changes to land use activities under the Planning and Environment Act 1987.



We continued to process planning applications in a timely manner. 98% or 49/50 of VicSmart applications were decided within time (well above the metropolitan average of 84.97%). 78.42% or 109/139 of Standard Applications were decided within the 60 statutory days (well above the metropolitan average of 66.02%) for the period.

## Council decision making

Manningham Council is committed to being an open and transparent Council.



In their new term, Council made 22 resolutions or decisions during the quarter. One decision was 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.

# 10. CEO Performance Indicators

CEO Key Performance Indicators (KPIs) are agreed by Councillors and our CEO Andrew Day, for his focus in particular areas that benefit the community, City or in good governance and organisation excellence. The KPIs below are for 1 September 2024 – 30 September 2025, with some having specific due dates, as noted. *The corrective action we are taking if progress is being monitored or is off track is in italics.*

Key	on track (green) 34	monitor (yellow) 0	off track (red) 0	Complete (purple) 0
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## Strategic Planning and Advice : progressing key plans, projects and programs

<b>Council Plan</b> 100% actions delivered or corrective action reported.	<b>Climate Emergency Response Plan</b> 100% actions delivered or corrective action reported.	<b>Community Panel</b> respond and implement recommendations to their fullest extent,	<b>Strategic Plans 2025+</b> Develop Council Plan, Asset Plan, and financial plans by legislative due dates.	<b>Liveable City Strategy</b> Progress the Strategy.
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## Financially Sustainable: initiatives towards Council's mission to be financially sustainable

<b>Strategic Property Portfolio</b> Progress projects with regular reports to Council	<b>VAGO Financial indicators</b> Maintain low risk levels.	<b>Deliver Capital Works</b> 60% of budget met by March and 90% met by June (where in Council's control)	<b>Deliver Annual Budget and Financial Plan</b> by 30 June 2025
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## Service Quality and Asset Management: assets and services that meet the needs of the community.

<b>Service reviews</b> Review 5 services to identify gaps and improvements..	<b>Service performance</b> Maintain or improve our Indicator results.	<b>Community Infrastructure Plan</b> report achievement of priority projects by September 2025..	<b>Maximise use of Assets</b> Quarterly updates on way to improve use and sustainability.
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## Customer Experience: make it easy, celebrate, choice, serve consistently, respond in a timely way.

<b>Snap Send Solve</b> Report on integration by March.	<b>Requests in time</b> 85% of customer requests acknowledged in 2 business days.	<b>Requests resolved</b> 85% of customer requests resolved in agreed times.	<b>Reporting</b> Add quality and sentiment metrics to Quarterly Report.	<b>Improvement Initiatives</b> Report bi-annually.
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## Community Engagement: continue to build our audience and enhance engagement with the community.

<b>New ways to engage</b> Trial new techniques on at least two projects by June.	<b>New ways to communicate</b> Trial at least new two communication initiatives by June.	<b>Manningham Matters Magazine</b> Implement improvements and present outcomes by June.	<b>Social media</b> Increase reach of across channels, with consideration of new.	<b>Ways to communicate</b> Improve information sharing with the community on North-East Link Project.
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## Well Governed and Organisational Development: growing a team that delivers great outcomes.

<b>Transparency</b> Provide a briefing on new opportunities for transparency in Council.	<b>Statutory planning</b> Provide quarterly reports to Council.	<b>Leadership development</b> Report in the culture report.	<b>Work health and Safety</b> Report on initiatives aimed at improving on work, health and safety indicators.
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## Advocacy: continue to support and grow Council's advocacy program.

<b>Partnerships</b> Report on outcomes and achievements to progress Council's advocacy priorities through meetings with NELP, ERG, local MPs and Ministerial portfolio representatives.	<b>State and Federal elections</b> Prepare advocacy campaign	<b>Bus Network reform</b> Provide half yearly outcome reports to Councillors on the Victorian Government's pilot project.	<b>Regional Alignment</b> <b>Actively align with the Eastern Region priorities and strategic direction</b> and work collaboratively with the Eastern Region Group of Councils
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## Infrastructure significantly progress key Council infrastructure

<b>Aquarena outdoor</b> Detailed design and procurement completed	<b>Priority projects,</b> Progress Aquarena, DiSC, Manningham Templestowe Leisure Centre and Pines masterplan (with Haben)	<b>Co-working space for local businesses</b> Implemented by September 2025
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