

Quarter 4

1 April - 30 June 2024

Manningham Quarterly Report

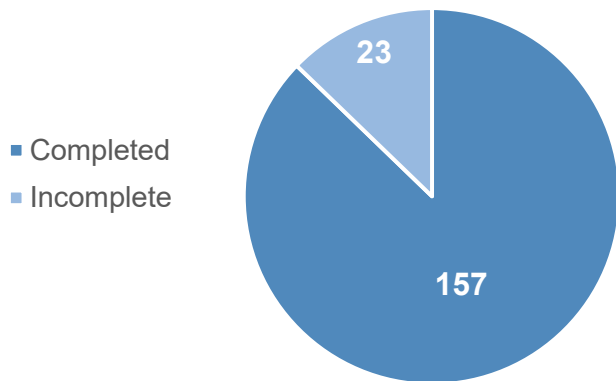
Key information on our performance and governance



1. Capital Works

Project Overview

2023/24 Capital Works Program

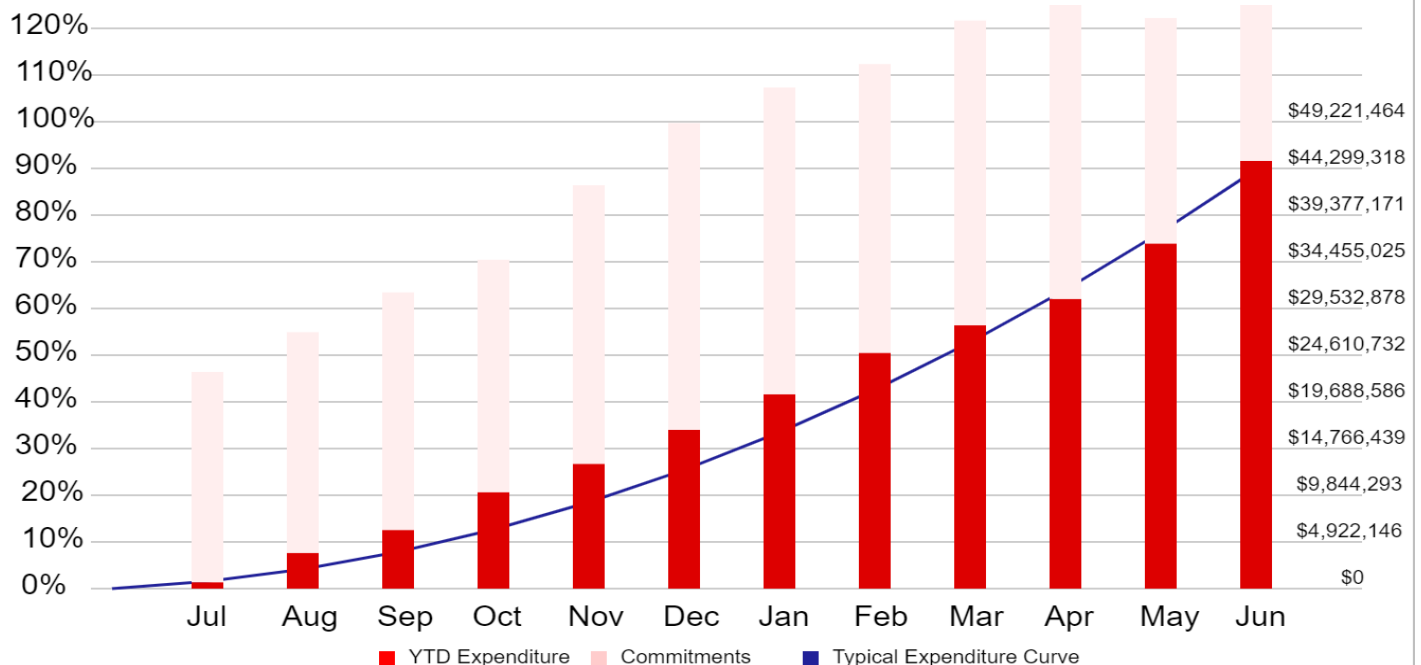


	million
Infrastructure	\$44.95
Property	\$ 5.08
Infrastructure Maintenance	\$20.89
Technology	\$ 1.74
Circular Economy (operating)	\$ 1.54
Total	\$79.28

Program Complete	Projects Complete	Value of Capital Works	Capital Income & Grants
91%	87%	\$50.03m	\$3.7

Year to Date Expenditure

2023-24 Monthly YTD Expenditure - Infrastructure



Capital Spotlight

- The total capital infrastructure expenditure for 2023/24 was \$44.95 million (m) or 91% of the forecast budget of \$49.69m. A further \$5.08m was spent on property acquisitions.
- 183 infrastructure projects were designed, constructed, or otherwise had expenditure allocated to them over the course of the financial year, and 157 of these projects were finalised or in the case of multi-year projects reached their planned construction milestones. This equates to a completion rate of 87%.
- Significant expenditure over the year has realised benefits to:
 - Local road sealing (\$3.7m)
 - Jumping Creek Road (\$1.3m)
 - Yarra Trail (\$1.5m)
 - Hepburn Reserve (\$2.1m)
 - Tunstall Square Kindergarten and Maternal Child Health (\$1.3m)
 - MC² Community Centre cladding and electrical works (\$3.3m)
 - Melbourne Hill Road drainage (\$1.5m)
 - Ruffey Creek Linear Park (\$1.2m).

1. Capital Works

Project Highlights



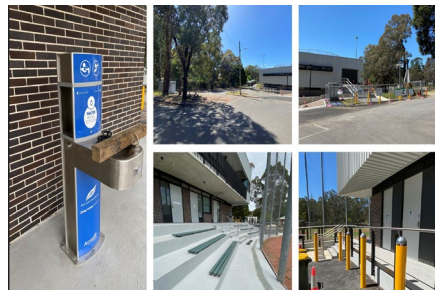
Boulevard Hill Exercise Station



Public Art, wonguim wilam
Artist: Simone Thomson



Public Art, Warrandyte Community Centre, Artist: Angharad Neal



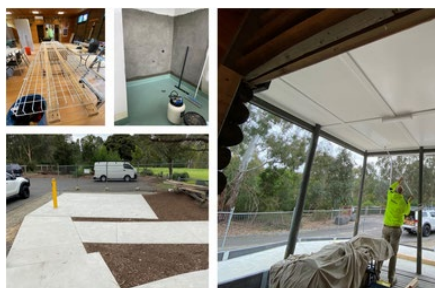
Deep Creek Reserve Pavilion
new foundation, posts, retaining wall, path, synthetic grass and shed



Donvale Cricket Nets



Tunstall Square Kindergarten
building nearing completion with landscaping to follow



Finns Reserve Scout Hall
refurbishment in progress



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



Finns Reserve Scout Hall



Everard Drive, Warrandyte
(in progress)

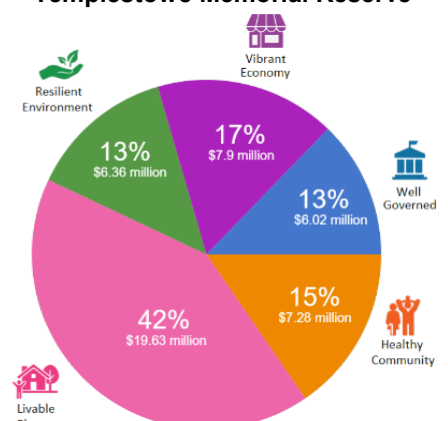


Jumping Creek Road
Reached detailed design stage, with recreational trail works in progress



Templestowe Memorial Reserve

2023/24 capital expenditure by Council Plan theme



2. Financial Status

Year to Date (YTD) Income Statement

	Annual Adopted Budget	Full Year Actuals	Variance	Variance	Forecast
	\$'000	\$'000	\$'000	%	\$'000
1. Income					
Rates - General	104,854	104,933	79	0.1%	104,899
Rates - Waste	17,496	17,607	111	0.6%	17,613
Statutory Charges, Fees & Fines	3,588	3,197	(391)	(10.9%)	3,213
User Charges	9,397	9,081	(316)	(3.4%)	8,707
Interest Received	3,200	3,950	750	23.4%	3,950
Grants & Subsidies	9,273	6,904	(2,369)	(25.5%)	10,103
Capital Grants & Contributions	3,953	2,250	(1,703)	(43.1%)	3,682
Other Income	6,433	12,733	6,300	97.9%	5,804
Net gain/(loss) on disposal of Property, Infrastructure, Plant and Equipment	186	372	186	100.0%	1,287
Total 1. Income	158,380	161,027	2,647	1.7%	159,258
2. Expenditure					
Employee Costs	59,108	58,814	294	0.5%	58,239
Materials & Contracts	34,809	37,249	(2,440)	(7.0%)	37,107
Interest	42	58	(16)	(38.1%)	58
Utilities	2,492	2,559	(67)	(2.7%)	2,285
Other	19,309	21,388	(2,079)	(10.8%)	20,887
Depreciation	31,168	32,695	(1,527)	(4.9%)	32,557
Total 2. Expenditure	146,928	152,763	(5,835)	(4.0%)	151,133
Operating Surplus / (Deficit)	11,452	8,264	(3,188)	(27.8%)	8,125

Executive Summary

At the end of June 2024, Council's year to date (YTD) Operating Surplus was \$3.19 million (m) or 27.80% unfavourable compared to the Full Year Adopted Budget.

The key unfavourable variances include:

- \$2.44m unfavourable Materials & Contracts - City Services \$2.97m: Sustainable Futures \$2.27m due to Waste & Resource Recovery, Climate Emergency & Environment, Parks & Natural Environment, City Assets \$336k due to facility Management, City infrastructure \$278k due to Traffic & Development. This is partly offset through favourable Experience & Capability (Business Enablement) and Corporate Finance.
- \$2.37m unfavourable Operating Grants. Mainly due to the 2024/25 grants commission allocation being budgeted to be received in early June 2024 (in line with timing of previous year) but is now to be received in July 2024 (\$3.07m). This is partly offset through greater than anticipated aged services funding during the final year of service. Sustainable Futures have also received unbudgeted funding towards Corridors of Green, climate /environmental projects and timing of grass cutting.
- \$2.08m unfavourable Other expenses - Software licences were \$689k greater than budget (a total of \$5.5m expenditure for the year), Maintenance Non Capital \$654k unfavourable, Consultants \$343k unfavourable, legal expenses (\$122k unfavourable) and insurance claims \$96k being greater than anticipated - partly offset through favourable grants contributions \$111k and staff training \$92k.
- \$1.70m unfavourable Capital Grants from Federal and State non-recurrent relating to various projects. Mainly due to the 2024/25 grants commission allocation being budgeted to be received in early June 2024 (in line with timing of previous year) but is now to be received in July 2024 (\$1.0m).
- \$1.53m unfavourable Depreciation - mainly due to an increase in the value of infrastructure assets valuation at the end of last financial year (2022/23) and new assets being added as part of the 2023/24 capital works program, leading to higher annual depreciation expenses.
- \$316k unfavourable User Charges - Connected Communities \$804k unfavourable due to Community Participation \$501k (Hall Hire income and Catering income), Economic Development \$139k, Children & Family Services \$160k (Child care fees lower than anticipated) . This is partly offset through unbudgeted Container Deposit Scheme shared agreement payments and utility usage oncharges to relevant users.
- \$391k unfavourable Statutory Charges Fees & Fines due to lower than anticipated Parking Infringement income (\$199k less than budgeted) and Infringement Court income \$67k lower than budgeted. Fire infringement income was also unfavourable (\$102k), Permits/Consultancy \$70k unfavourable partly offset by favourable local law and animal infringements income.

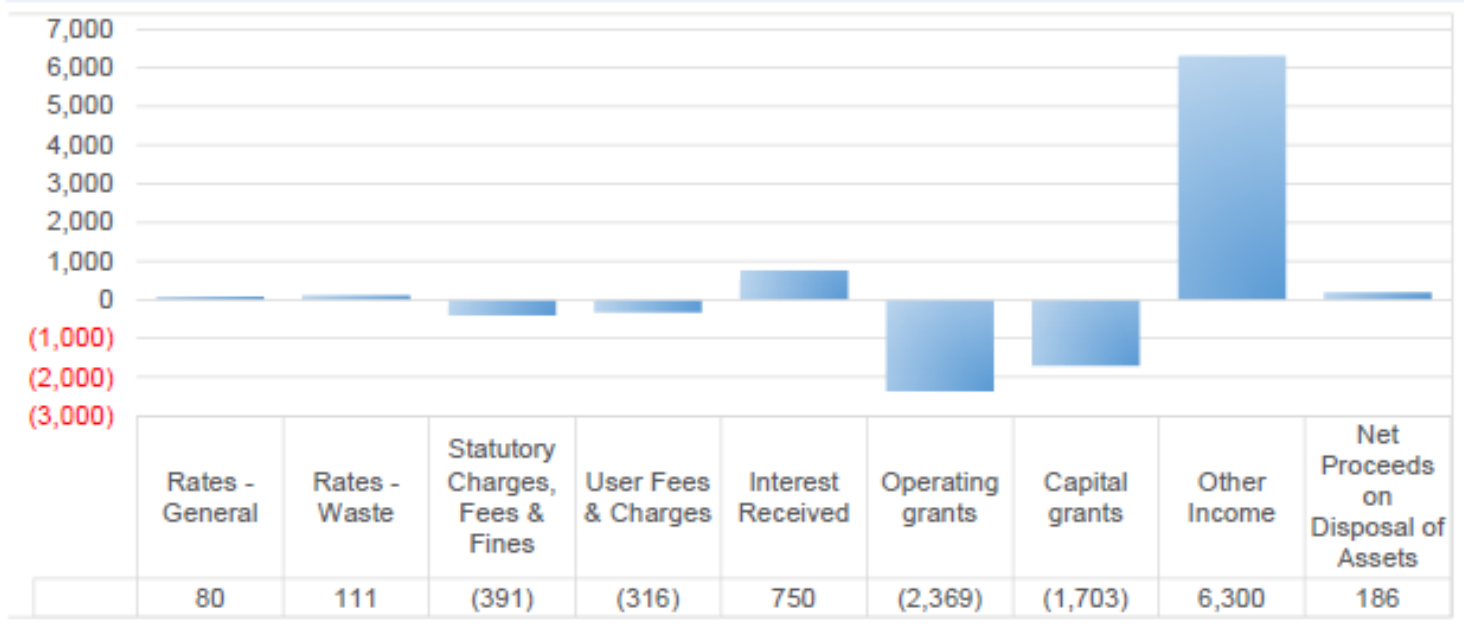
These are partly offset by:

- \$6.30m favourable Other Income predominantly due to Contributed Assets being \$6.11 million greater than budget, also favourable landscape bonds forfeiture and return on leisure equipment sales.
- \$750k favourable Interest received due to a continuation of higher than average interest rates.
- \$294k favourable Employee Costs due to a large number of vacancies across the organisation, partly offset through restructure costs.
- \$186k net gain on disposal of assets - made up of favourable disposal of assets from disposal of land (Fitzsimons Lane upgrade compulsory land acquisition by the State Government) and depot machinery sales (\$1.32m), partly offset through the write off of infrastructure assets demolished / replaced \$1.13m.
- \$111k favourable Waste Service charge income - mainly supplementary charges income exceeding the original budget.
- \$80k favourable Rates General income - Interest received on rates higher than budgeted partly offset by unfavourable supplementary rates income.

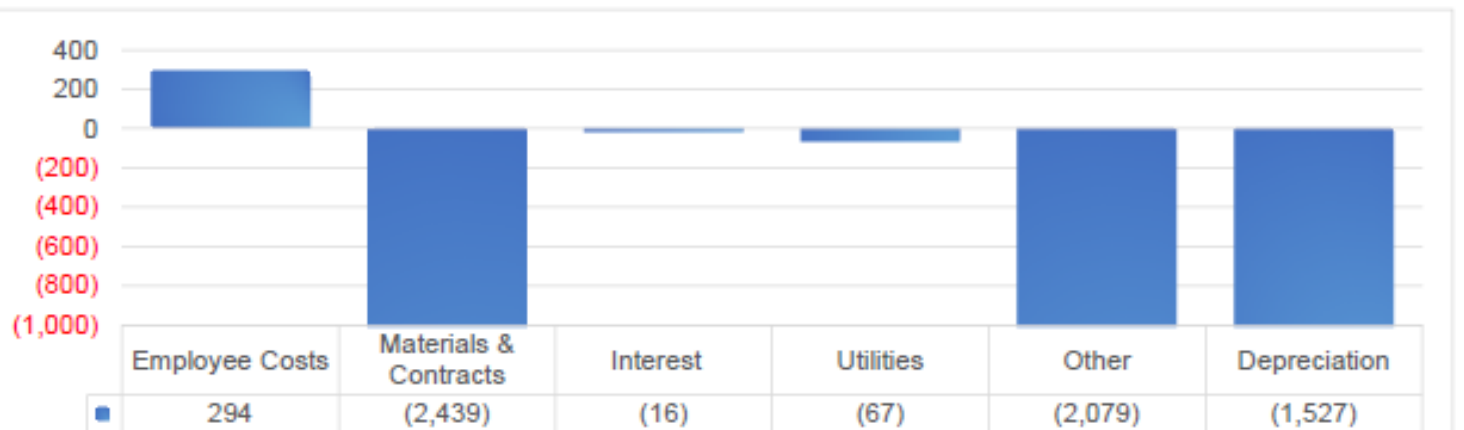
2. Financial Status

Year to Date Income and Expenditure Variances by Category

Income Variances ('000)



Expense Variances ('000)



2. Financial Status

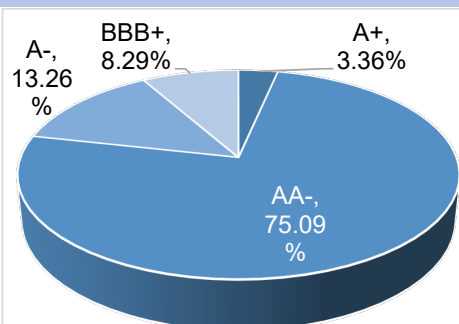
Cash and Investments

Council's cash and cash investments balance as at 30 June 2024 is \$66.33 million

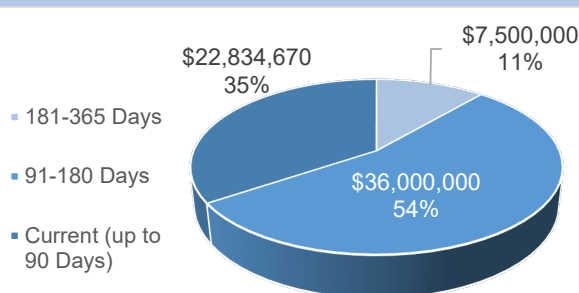
Summary of Council Investments

Average Weighted interest rate	4.83%
Average monthly interest \$	\$329,175
Maximum interest rate earned	5.41%

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



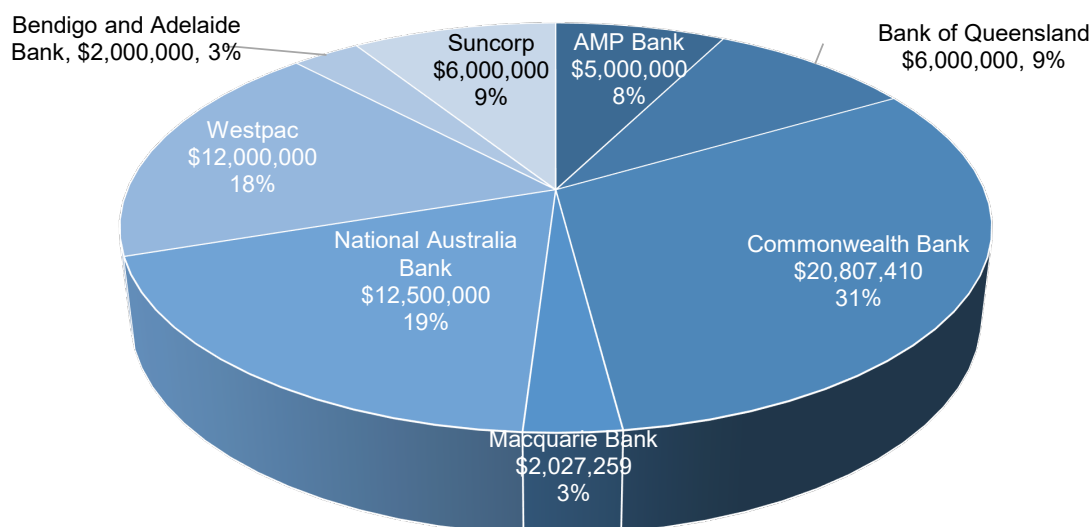
Investment Term



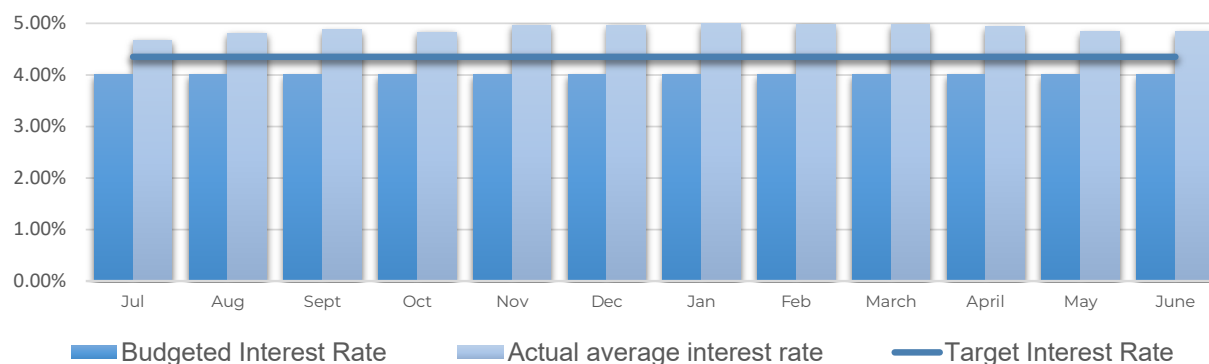
What is the Standard & Poor (S&P) Risk Rating?

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)

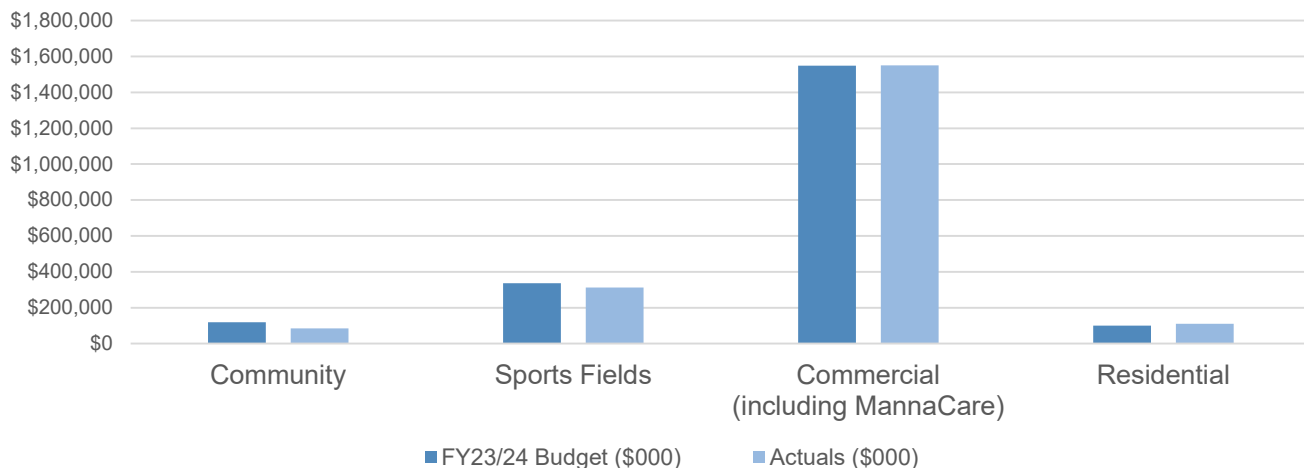


Investment Benchmark Indicator

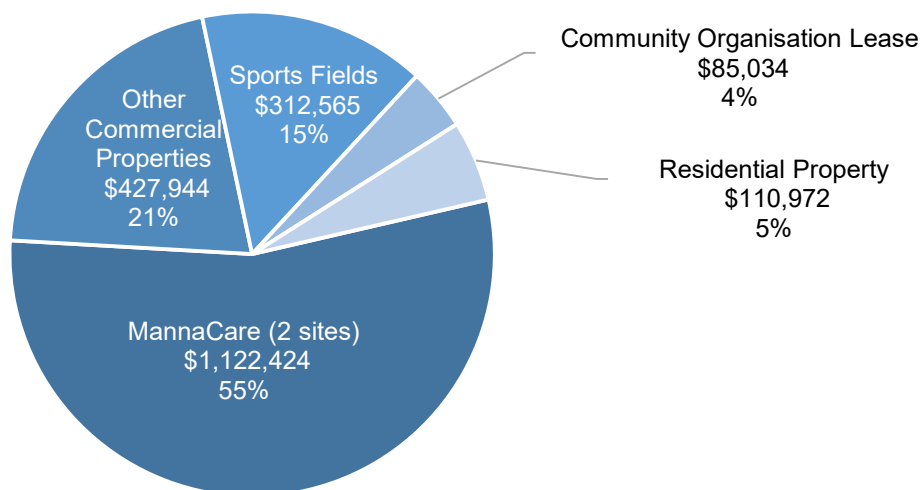


2. Financial Status

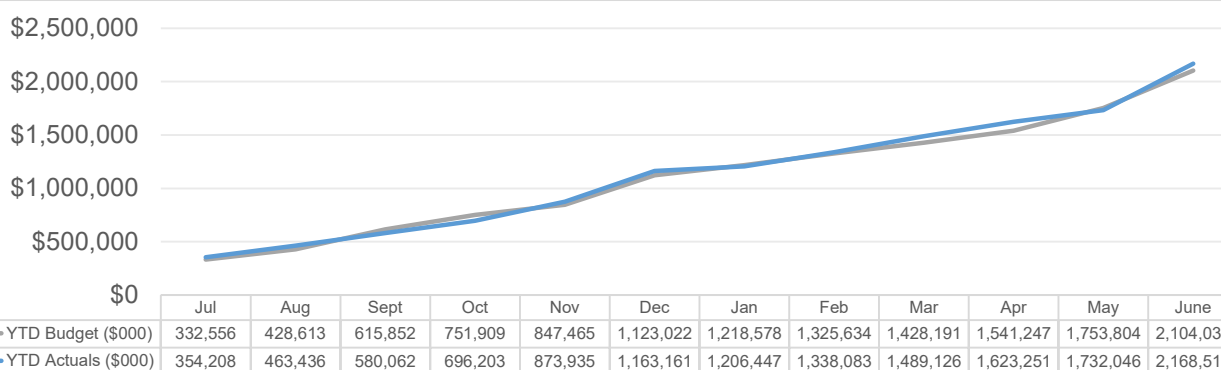
Rental Income by Property Type (Full Year Budget vs Actual)



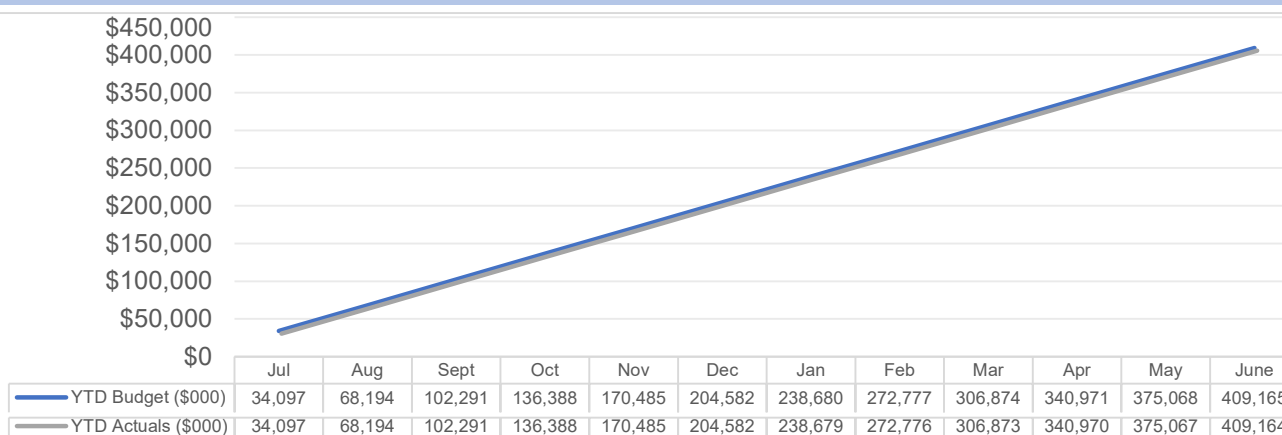
Rental Income Full Year



Rental Income Full Year



Leisure Services Contract Income Full Year



2. Financial Status

Balance Sheet

	June 2024 (\$'000)	June 2023 (\$ '000)	Movement (\$)
Assets			
Current Assets			
Trade and Other Receivables	20,595	17,862	2,733
Other Assets	8,076	4,097	3,979
Cash and Cash Equivalents	22,834	21,501	1,333
Other Financial Assets	43,500	68,500	(25,000)
	95,005	111,960	(16,955)
Non-Current Assets			
Investments in associates	3,217	3,156	61
Trade and Other Receivables	350	398	(48)
Right-of-use-assets	1,969	2,158	(189)
Intangible Assets	2,798	4,734	(1,936)
Property, infrastructure, plant, equipment and other fixed assets	2,725,726	2,638,064	87,662
	2,734,060	2,648,510	85,550
Total Assets	2,829,065	2,760,470	68,595
Liabilities			
Current Liabilities			
Trade and Other Payables	18,527	20,550	2,023
Trust Funds and Deposits	12,767	13,389	622
Contract and other liabilities	5,393	5,424	31
Provisions	14,961	14,894	(67)
Lease Liabilities	357	339	(18)
	52,005	54,596	2,591
Non-Current Liabilities			
Provisions	1,358	1,542	184
Lease liabilities	1,784	1,960	176
	3,142	3,502	360
Total Liabilities	55,147	58,098	2,951
Net Assets	2,773,918	2,702,372	71,546
Equity			
Accumulated Surplus	843,220	830,338	12,882
Reserves	1,930,698	1,872,034	58,664
Total Equity	2,773,918	2,702,372	71,546

Reason for Variation

Current Assets (trade and other receivables) decreased compared to 30 June 2023, mainly due to use of Council's financial assets to fund extensive capital works program for the year.

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 increased compared to 30 June 2023 as a result of assets created from the 2023/24 capital works program, transfer of assets from developers and the Victorian Government and the revaluation of Council's assets.

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

Current Liabilities decreased compared to 30 June 2023 primarily due to the timing of payments to be made to creditors (trade and other payables) and decrease in trust funds and deposits mainly landscape bonds partly offset by an increase in asset protection bonds, contract retention and fire services levy.

Non Current Liabilities are slightly less than the 30 June 2023 figure.

Equity increased compared to 30 June 2023, essentially related to the surplus for the year and revaluation of Council's assets (land, buildings and infrastructure assets).

Equity includes Accumulated Surplus and Reserves. Reserves include Asset Revaluation reserves and other cash reserves which Council wishes to separately identify as being set aside to meet a specific purpose in the future and to which there is no existing liability. This component includes Reserves such as the Open Space Reserve and the Doncaster Hill Development Contributions Plan Reserve. These amounts are transferred to or from the accumulated surplus of Council and are separately disclosed.

2. Financial Status

Cash Reserves

The Open Space (resort and recreation) Reserve was established to control contributions received from developers that will, upon completion of developments be utilised to acquire and create open space, and develop recreation and other facilities for residents in the respective development areas.

The Doncaster Hill activity centre DCP Reserve was established to control contributions levied on developers under the Doncaster Hill Development Contributions Plan Overlay (DCPO) and funds will be used to develop social and community infrastructure in accordance with the conditions contained in the DCPO.

\$'000	Opening Balance at 1 July 2023	Actual Income at 30 June 2024	Actual Expenditure 2023/24	Reserve Balance
Open Space Reserve	\$14,898	\$5,052	\$8,788	\$11,162
Doncaster Hill DCP Reserve	\$977		\$465	\$512

Expenditure includes acquisition of 34 Clay Drive, Doncaster and 50 Franklin Road, Doncaster East. These properties were funded from the Open Space Reserve and have been acquired to provide future open space in Manningham.

2023/24 Open Space Reserve Contributions Summary

Property	Amount		Amount
Bulleen 3105		Doncaster East 3109	
7-9 York Street	\$182,500	26 Roderick Street	\$268,000
1 Stanley Street	\$77,500	96 Beverley Street	\$246,000
130 Manningham Road	\$73,600	20 Elizabeth Street	\$164,000
14 Yarraleen Place	\$70,000	23 Churchill Street	\$160,000
28 Dumossa Avenue	\$67,500	30 Boronia Grove	\$155,000
Templestowe 3106		950 Doncaster Road	\$148,000
136 Parker Street,	\$110,000	218 Blackburn Road	\$132,000
113 King Street	\$75,000	7 Morinda Crescent	\$132,000
5 Mayo Close	\$65,000	3 Lord Street	\$126,000
Templestowe Lower 3107		18 Dryden Street	\$122,000
15 Hazel Drive	\$135,000	20 Talford Street	\$120,000
36 Rooney Street	\$130,000	16 Amdura Road	\$116,000
14 Balmoral Avenue	\$112,000	5 Ross Street	\$104,000
234 Manningham Road	\$84,000	40 Cassowary Street	\$93,750
19 Kanooka Avenue	\$67,500	3 Dryden Street	\$83,750
22 Sunhill Road	\$66,000	27 Baratta Street	\$72,500
Doncaster 3108		69 Bowen Road Street	\$57,500
1 Curlew Court	\$244,000	7 Marlene Close	\$20,000
22 Bayley Grove	\$140,000	Donvale 3111	
6 Gilmore Road	\$122,000	354 Springvale Road	\$90,000
38 Frederick Street	\$120,000	8 Allara Court	\$72,500
36 Council Street,	\$112,000	Warrandyte 3113	
37 Thiele Street	\$104,000	7 Second Street	\$105,000
3 Thomas Court,	\$75,000	Total Year to Date	
23 Buckingham Crescent	\$72,500		
23 Anthony Avenue	\$70,000		
11 Paul Street	\$58,000		
6 Mervyn Street	\$30,600		

3. Council Plan 2021-2025

Our Community Vision 2040

Manningham is a peaceful, inclusive and safe community.

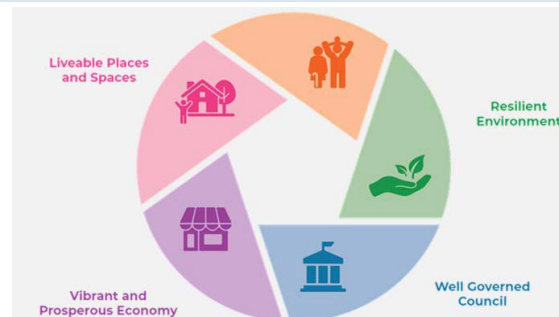
We celebrate life with its diverse culture, wildlife, and natural environment. We are resilient and value sustainable and healthy living, a sense of belonging, and respect for one another.

A full report can be found in our Annual Report.

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 completed over the four years of the Council Plan. There are 16 major initiatives to progress our 2021-25 Council Plan goals. You can find the full details of previous quarters and our full year's progress in our Manningham Annual Report at www.manningham.vic.gov.au.

Tracking our progress: On Track ●

Completed milestone ●

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:

- Continue Gender Impact Assessments (GIA) on Council policies, services and programs

Action

- We are completing Gender Impact Assessments (GIA) as needed in line with our commitment to gender equality, and to fulfill requirements of the Victorian Gender Equality Act 2020.
- Further training was organised on how to conduct a GIA and we are looking at ways to improve reporting.
- Three GIAs were completed Aquarena Aquatic and Leisure Centre, review of Governance Rules and Election Period Policy and Aquarena Outdoor Space Masterplan Redevelopment.

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

- A new youth hub will be opening in August. MY Hub at Manningham Community Centre (MC²) will be a fun and safe space for young people aged 10 to 25 to get support, resources, and referrals from our Youth Services (EACH) team.
- We continue to advocate for local youth mental health services. We are working with the successful provider for Box Hill Headspace on collaborative opportunities to support young people in Manningham.
- We undertook a service review to better understand the current and future needs of youth services in Manningham. Recommendations from the review are now being implemented.

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

Action

- We continued to work with individual groups to support their needs and build community capacity.
- We also held special meetings with the Multicultural Advisory Committee to listen to members' experiences and identify pathways to work in unity.

3. Council Plan 2021-2025

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

Progress

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

Action

- Our implementation of actions to extend the use of community facilities focussed on the new Youth Hub, early years infrastructure and Warrandyte community facilities.
- We continued planning and design work for the proposed internal layout changes to the Doncaster Library and Bulleen Library, and exploring opportunities at the Pines Shopping Centre. These have been included in Council's proposed 10-year capital works program.

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 consulted our Advisory Committees for advice on our Residential Strategy and Activity Centre Design and significant dates including International Women's Day, 16 Days of Activism, Pride and IDAHOBIT, Reconciliation Week and Law Week.
- We held a Manningham Homelessness Round Table involving local services to come together to discuss their experiences and build capacity and connections on this emerging issue.

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 were part of a special event in Reconciliation Week that celebrated Traditional Owner knowledge with a Wurundjeri Elder attending. Our interview with Elder Thane Gannaway, is now on our website.
- It was great to see that 14 schools attended the term 2 environmental program.

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

Action

- The Manningham RAP implementation is progressing well with recent highlights being the *I Fall to Pieces* art exhibition and the Manningham Bush Park program. An annual report is being prepared.

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

Action

- We provided additional support to families in our community in need, providing resources and information to support our local families. This included referring children through our maternal and child health service to specialist service and counselling providers.

3. Council Plan 2021-2025

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

Progress



Liveable Places and Spaces

Goals:

- Inviting places and spaces
- Enhanced parks, open space, and streetscapes
- Well connected, safe and accessible travel
- Well utilised and maintained community infrastructure.

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

Action

- We ran a 6 week series of community engagement sessions on the Manningham Residential Discussion Paper (incorporating a draft Neighbourhood Character Study). The community reinforced the value of good design and the need to emphasise high quality development that enhances neighbourhood character whilst preserving Manningham's leafy, green and open character.
- We are preparing the draft Manningham Residential Strategy that will be seeking to meet housing needs while balancing the protection of the valued character of neighbourhoods.

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

Action

- Manningham's Annual Grants Program recommendations were endorsed at the June Council meeting. \$199,063 was allocated across 18 applicants.
- The assessment panel for the Manningham Community Fund Program (Lord Mayor's Charitable Foundation) recommended three grant applications, totalling \$20,723. These recommendations were approved by Council and subsequently by the Lord Mayor's Charitable Foundation Board.
- The Small Grants Program budget was fully granted for the 2023/24 program.
- Payments for the Community Partnership Grant Program 2022-25 continued as per the four-year funding and service agreements, with the entire budget also expended.

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

Action

- We continued to progress our 2021 Transport Action Plan to improve transport options. This included:
- Future-focussed planning for the State's Suburban Rail Loop, as well as proactive advocacy work on bus network and service improvements, and the walking and cycling network.
 - Liaison with NELP on the Eastern Express Busway and working internally on the case for a further busway extension via Bus Rapid Transit.

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

Action

- The Victorian Government has released a road safety program: school safety improvement package. Funding of up to \$12.47 million has been allocated to improve pedestrian access and safety. We have identified the top 5 school crossings, considering exposure, safety and possible road / parking upgrades. We are overseeing the development of traffic engineering evidence for these sites and possible road safety and school crossing improvements to be used for the funding program and Council future funding.

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

i. Drains including Melbourne Hill Road Drainage Upgrade

Action

- We have completed significant parts of key drainage projects including Everard Drive (which is nearing completion after being delayed due to Telstra works) and Melbourne Hill Road.

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

Acti

- We have completed works programmed in the Road Improvement Program for the year, with multi-year projects milestones achieved.

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.

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

Action

- Ted Ajani, Joromo Reserve and Astelot Reserve playspace upgrades are complete and have been re-opened to the community.

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

Action

- We continued to 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 made formal submissions to three exhibited Urban Design and Landscape Plans (UDLP).
- We started to prepare a submission to the upcoming Doncaster Park & Ride UDLP.

8. We will investigate and review current facility use and opportunities to develop or repurpose existing facilities and use of Council land for multi-use purposes and to meet changing community needs through:

i. Finalising the Community Infrastructure Plan and implementing the 20-year Action Plan

Action

- Our Community Infrastructure Plan and 20-year action plan was adopted and is now being implemented.

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

Action

- 137,684 visits were made across our nine stadiums this quarter. Activities to build use of our facilities included:
- Events at Mullum Mullum Stadium including the United Migrant Muslim Association's Eid Mubarak, to celebrate the end of Ramadan for 2024 (with 3000 attendees and prayer across five courts).
 - *School Sport Victoria* school sports tournaments, and a free 'Activate Inclusion Sports Day' for children with a sensory, physical or intellectual disability.
 - Consultation with Badminton Victoria and Basketball Victoria as we plan to improve lighting at Donvale Indoor Sports Centre (DISC).
 - Start of the concept design process for the Manningham Templestowe Leisure Centre Masterplan.
 - Purchase of new volleyball nets at Mullum Mullum Stadium to support volleyball participation.

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

Action

- We increased access for different sports and recreation through upgrades such as Deep Creek Pavilion. This upgrade included new modern facilities and grounds, making them more inclusive, sustainable and accessible. The upgrade increases access for baseball players, local schools, and community. It was jointly funded through a partnership between Council, the Victorian Government and Doncaster Baseball Club.

iv. Delivery of the Parks Improvement Program - Ruffey Lake Park Landscape Masterplan, new Open space on Hepburn Road, Victoria Street place space and wonguim wilam upgrade

Action

- Work progressed on the Ruffey Lake Park Landscape Masterplan implementation including:
- Preparation of final content for the new interpretive signage, new trees and designs for a number of path upgrades. Design works are well underway for 2 new bridges and a boardwalk on the lake.
 - The official opening of Hepburn Reserve (referred to as New Open space) on Hepburn Road is scheduled.
 - The upgrade of the Victoria Street playspace is scheduled to open to the public in August 2024.
 - Wonguim Wilam is complete with the installation of the final artwork.

3. Council Plan 2021-2025

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

Progress



Resilient Environment

Goals:

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

9. We will deliver environmental activities to:

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

Action

- We continued to improve our own environmental practices towards our ambitious zero emissions targets through the delivery of the Climate Emergency Action Plan. More details on page 18 of this Report.
- The review of the Sites of Biological Significance Report (2004) continues with a review of the completed mapping information to create a list of priorities. This project will inform a review of the Manningham Planning Scheme and overlays to protect the Green Wedge.

ii. advocate to government and business on environmental issues

Action

- We collated feedback for the Victorian Government to address environmental concerns following their announcement that the Manningham area will be required to develop 39,000 new dwellings by 2040.
- We continued to advocate for pest deer control measures to be implemented by Victorian government through the Eastern Region Pest Animal Network (ERPAN).

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

Action

- Our National Tree Planting Day was held successfully at Ruffey Lake Park and Mullum Mullum Reserve. We worked with Community Group 'Friends Of Park Orchards' to organise a National Tree Planting Event at 100 Acers Reserve.
- We mapped local rabbit warrens to build a proactive program for the management of pest rabbits.
- We are monitoring our conservation reserve for improved outcomes in biodiversity values under our parks bushland management contract.

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 consulted with the Wurundjeri about our actions in the Burndap Birrarung Burndap Umarmoo/Yarra Strategic Plan. We are partnering with Melbourne Water to enhance outcomes along the Birrarung.
- We continued collaboration with the community, Melbourne Water, and the Wurundjeri to develop a strategy for Mullum Mullum Creek, with a focus on enhancing biodiversity and overall creek health and future management through collaboration.
- We held community walks in association with Wurundjeri in Manningham Reserves as part of the Manningham Spring Outdoors Program awareness.

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

Action

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

3. Council Plan 2021-2025

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

Progress



Vibrant and Prosperous Economy

Goals:

- Grow our local business, tourism and economy

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

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

Action

- We are actively considering sustainable procurement in several major tendering projects, which now form part of the evaluation criteria. Efforts are being focused on selecting suppliers that demonstrate positive economic, environmental and social impacts. This has resulted in Manningham receiving a Social Procurement Award from the Procurement Australia.

ii. capacity building and support through business development activities

Action

- We have provided capacity building and support to the business community through training courses, mentoring services and meetings with trader groups and individual businesses.

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

Action

- We have completed our goals for 2023/24 including evaluation of need for a collaborative co-working space, selecting a site and choosing an architect to design the space.
- We will now engage with the Manningham Business Network and other stakeholders on key aspects of our new site including detailed design and construction.

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

Action

- We are now exploring new approaches to investment attraction, which aim to have added benefits to employment and local tourism.
- Our Youth Graduates participated in the Melbourne's Employability Expo at LaTrobe University to promote employment opportunities in Manningham. The Expo was well attended and presented an excellent opportunity to reach students.

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 are furthering our commitment to community engagement and improving understanding and satisfaction with the Council's activities. A 6-month Community Panel involving 40 residents will learn about our services and challenges and provide recommendations for our new Council Plan.

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

Action

- We are exploring ways to further enhance our performance reporting with our service information and the new Council Plan.

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

Action

- See page 20

14. We will ensure our long-term financial sustainability by preparing our Budget and 10-year Financial Plan incorporating key strategies to Council by 30 June 2024.

Action

- The 2024/25 Long Term Financial Plan and draft 2024/25 budget were adopted by 30 June 2024.
- Community engagement was undertaken on YourSay Manningham from November 2023 to January 2024. A record number of responses from our community were received and a successful budget pitch opportunity for our community was held in March 2024.

15. We will maximise public value through the systematic planning and review of Council's services and effective, early and broad engagement on projects.

Action

- We completed the 2023/24 Program of identified service reviews. Actions Plans for each are being monitored. Services for the 2024/25 Service Review Program have been identified following analysis of the completed annual service plans of each of our 40 major services.

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

Action

- We amended Council reporting procedures to maximise the amount of confidential information that can ultimately be released to the public by using confidential attachments.
- We are now proactively publishing Freedom of Information requests to our website.

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	\$596	\$712	\$0	\$0	\$859	\$0	\$73	\$0	\$0	\$2,240	\$4,020
Cr A Conlon	\$0	\$821	\$0	\$530	\$0	\$0	\$0	\$0	\$0	\$1,351	\$3,053
Cr D Diamante	\$523	\$0	\$0	\$0	\$1,018	\$0	\$0	\$0	\$0	\$1,541	\$2,824
Cr G Gough	\$2,058	\$501	\$0	\$613	\$925	\$0	\$0	\$0	\$0	\$4,097	\$7,399
Cr M Kleinert	\$373	\$214	\$0	\$272	\$560	\$0	\$27	\$100	\$54	\$1,599	\$4,777
Cr C Lange (Mayor)	\$386	\$0	\$0	\$0	\$1,018	\$295	\$430	\$100	\$0	\$2,228	\$11,142
Cr T Lightbody	\$0	\$0	\$0	\$0	\$0	\$22	\$0	\$100	\$0	\$122	\$819
Cr L Mayne (Deputy Mayor)	\$0	\$0	\$0	\$259	\$0	\$0	\$0	\$100	\$0	\$359	\$5,319
Cr S Mayne	\$0	\$682	\$0	\$785	\$0	\$0	\$0	\$0	\$0	\$1,467	\$1,595

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.

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	\$539	\$0	\$1128	\$0	\$0	\$1667	\$8237

Notes

Expense categories

Travel

Costs associated with assisting the CEO in meeting transport costs incurred whilst attending meetings, functions and conferences. This includes taxi services, uber services, car parking fees, airfares, accommodation costs etc.

Food and Beverage

Costs associated with food or beverages that directly relate to the CEO role within a professional context.

Conferences and seminars

Costs associated with registration fees from attendance by the CEO at conferences, functions and seminars. Meetings such as these are normally held by local government related organisations, professional bodies and institutions, educational institutions and private sector providers on areas and events which impact on the role of the CEO and the City in general. This category also includes memberships and subscriptions to bodies and organisations whose activities are relevant to role of the CEO.

Gifts Declared

Any gifts that exceed the token gift threshold (\$50) that the CEO is required to declare as per the Token Gift Policy.

Miscellaneous (Misc.)

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

6. Climate Response and Environment

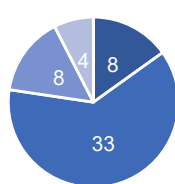
Council has endorsed climate targets of net zero emissions by 2028 for Council operations, and net zero emissions by 2035 for the Manningham Community. We are committed in achieving these emission targets, and are well on our way to achieve the Council operations net. With a strong shared commitment in meeting our target for the Manningham community, we are working in partnership to increase community climate action.

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

1. Managing Our Waste and Resource Recovery
2. Reducing our carbon emissions and increasing our renewable energy capacity
3. **Responding to Climate Change through adaptation and reduction measures (focus for this quarter)**
4. Enhancing Nature for a thriving natural environment

Climate Emergency Response Plan progress (adopted in December 2022)

Progress on the 53 actions



- completed
- on track; ongoing, underway
- started (budgeted / scheduled)
- yet to start; look to resource or reprioritise

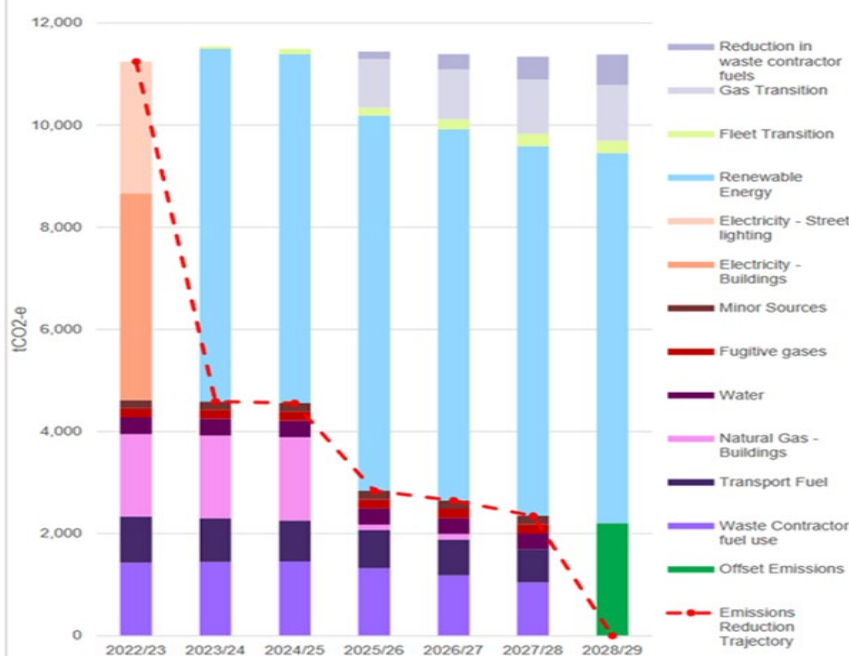
Highlights: responding to climate change through adaptation

- The *Solar Savers* program has expanded to include subsidies for solar systems, batteries, energy efficient heating and cooling and heat pumps to replace gas hot water systems.
- *Home Harvest* to educate through a monthly home gardening series on growing your own fresh produce.
- Doncaster Hill community garden volunteers meet each fortnight to learn, play, and appreciate growing local food, with produce is donated to local food banks and charities.

Council's pathway to net zero emissions by 2028

We have a clearer understanding of how to achieve net zero emissions by 2028 due to modelling (graph 1) that included all emission scopes and calculated how many offsets will be required. Our pathway to net zero emissions includes the following actions:

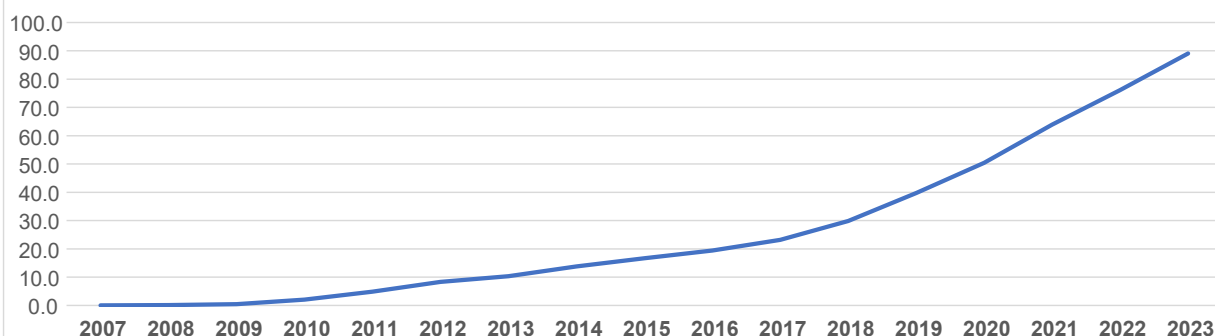
- All electricity procured through Green Power or VECO PPA from 2023/24.
- 60% of passenger vehicle fleet (including hybrids) transitioned to EVs by 2028.
- Aquarena electrification commences in 2025/26 (completed in 2026/27), other sites with gas electrified in 2027/28.
- Waste contract requiring 10% reduction in contractor fuel emissions each year, starting in 2025/26.
- Limitations in available technologies and budget mean that in 2028, Council will still have some residual emissions from fleet and equipment fuel, waste, water, waste contractor fuel use and refrigerants.
- It has been estimated that 2,200 offsets at approximately \$45 per tonne will be saved.



Renewable Energy Capacity in the Community

One of the key actions for achieving zero emissions across Manningham by 2035 is to maximise solar panels on rooftops paired with batteries for time shifting solar electricity generated during the day to the evenings and early mornings. We directly support the installation of solar panels and batteries through subsidies available through the *Solar Savers* program. From 2007 approximately 90 MW of roof top solar has been installed across Manningham. Planning for installing neighbourhood batteries has also started.

Cumulative Installed Solar Generation across Manningham from 2007 to 2023



Opportunities

- Progressive electrification of council vehicle fleet
- Degasification of all council buildings
- Expand council's emissions reporting to include all council owned sites & more impacts
- Rollout of public electric vehicle charging
- More community engagement on climate emergency action

Challenges

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

7. Community Engagement

Engagement Projects (selection from the quarter)



Help Shape the Future

Your opportunity to help us shape the direction of Council's services



Road Safety Strategy

We're renewing our Road Safety Strategy to make our roads safer and reduce accidents.



Activity Centre Design

We are looking to identify improvements that will support the increasing demand for community services.



Warrandyte Reserve

Share your views on Warrandyte Reserve facilities on the northern oval.

What you told us

Community priorities from the Activity Centre Design Concept survey

We have been advised from the Victorian Government that 39,000 new dwellings will be needed in Manningham by 2040. In our recent consultation we asked you how we can best accommodate growth and development while maintaining the liveability of our activity centres and surrounding neighbourhoods. We invited feedback at pop-up stalls at local markets and shopping centres, community focus groups and at a few Advisory Committee meetings and through a Activity Centre Design Concepts survey.

There were 230 responses to the survey. Participants responded that it is important to:

- maintain sunlight to footpaths and public spaces (90% strongly agreed or somewhat agreed)
- provide high quality public spaces as part of larger developments (90% strongly agreed or somewhat agreed)
- minimise overshadowing and overlooking of residential properties (90% strongly agreed or somewhat agreed)
- ensure new buildings function efficiently and reduce energy use (80% strongly agreed or somewhat agreed)
- minimise the visual impact of car parking (80% 90% strongly agreed or somewhat agreed)
- consider impact on neighbourhood character with new mixed-use developments (75% identified as important)
- provide awnings over footpaths for weather protection (70% agreed or somewhat agreed)
- identify height as an important consideration for new mixed-use development (70% identified as important)

Progress on recent engagement

Manningham Road Safety Strategy 2025-2034

- The Road Safety Strategy 2025-2030 will aim to reduce road accidents over the next ten years. Our recent survey asked about your lived experiences of our roads. We received 217 responses and are now reviewing the feedback alongside local safety data, issues and crash trends to set out priorities and actions in a draft Strategy.

Proposed naming of laneway in Bulleen (between Robert and Helene Streets in Bulleen).

- During the recent public consultation the name 'Kiln Lane' was proposed in recognition of the area's brickmaking past.
- After receiving valuable feedback during the consultation, it was concluded that Kiln Lane was too difficult to spell and understand, particularly over the phone. We are now consulting the community on a new proposed name 'Brickmakers Lane'.

Your Say Manningham

Performance 1 April – 30 June 2024

Visits

16,553 (up from 9,737 last quarter)

Contributions

785 (up from 205)

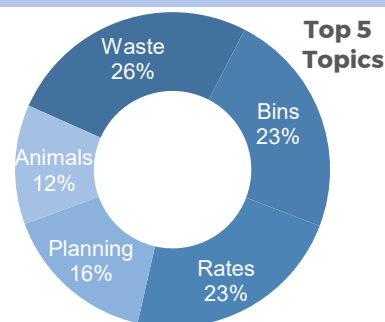
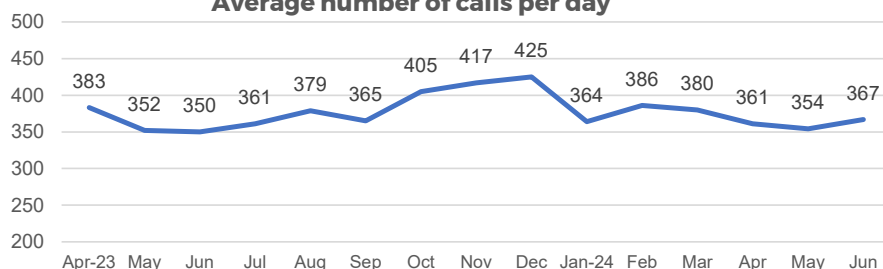
New registrations
70 (up from 40)

Engagement rate
6.9% (up from 3.2%)

8. Customer

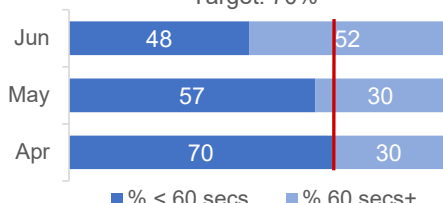
Telephony - Contact Centre Performance

Average number of calls per day



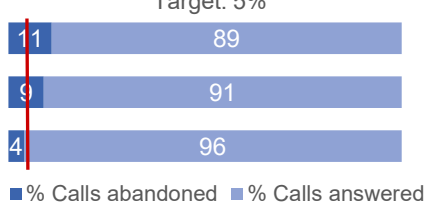
Service Level

Calls answered within 60 secs
Target: 70%



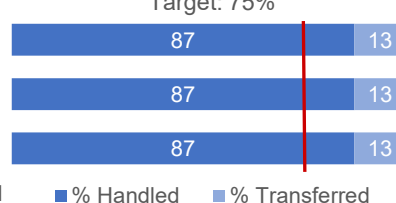
Calls abandoned

Ended before answered
Target: 5%



Calls resolved

by Customer Service
Target: 75%

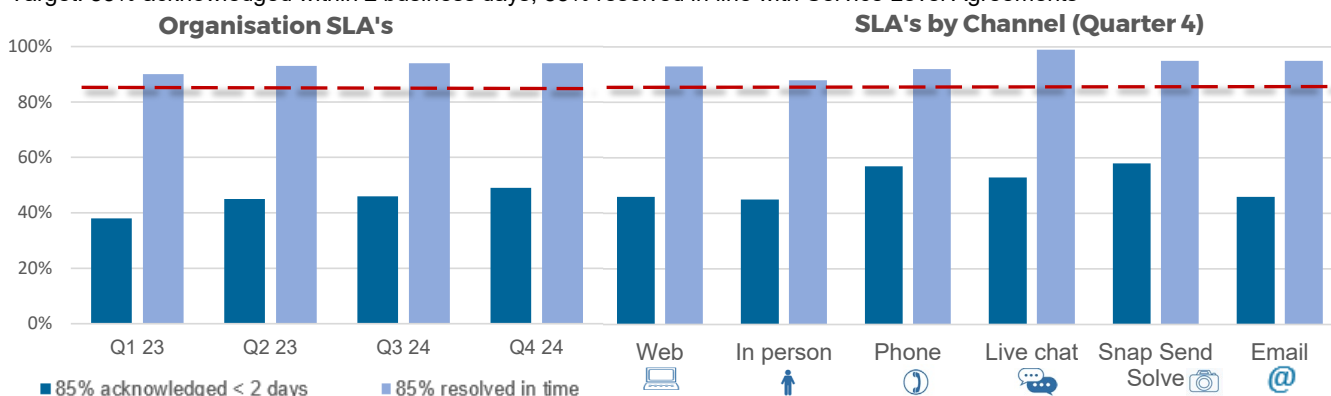


Telephony analysis

- Average daily call volumes are following seasonal trends, with average call volumes consistent with the same period last year.
- Service levels are below target for the period and abandoned calls higher than target. This is reflective of reduced staff levels with team members, secondments to other roles and higher than normal rates of unplanned leave. New recruits are now on board and service levels improving.
- Waste related calls for standard bin service and hard rubbish remain the most common enquiry types, along with rates and planning enquiries.

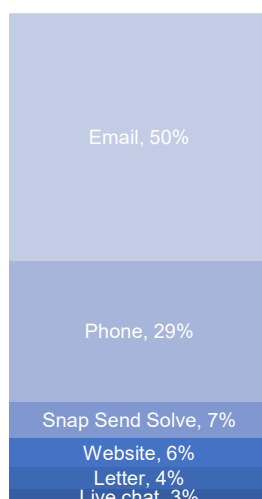
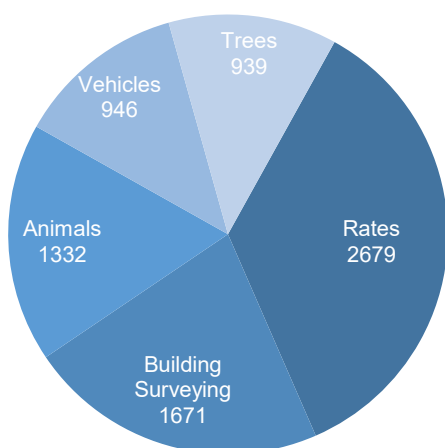
Customer Requests (CRM Organisation Performance)

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



Customer Requests (CRM) by Topic and Channel

18,042 New cases



Analysis

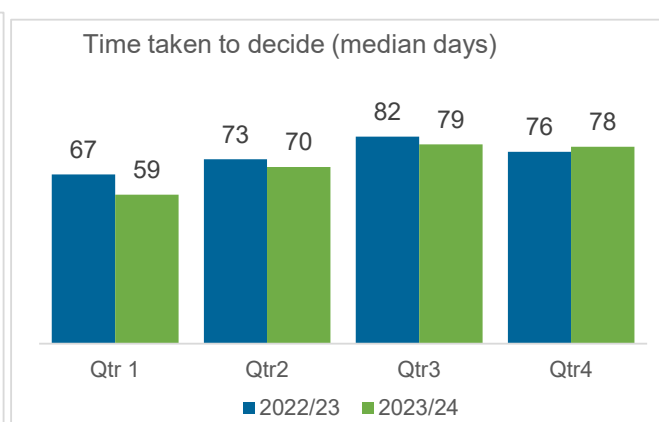
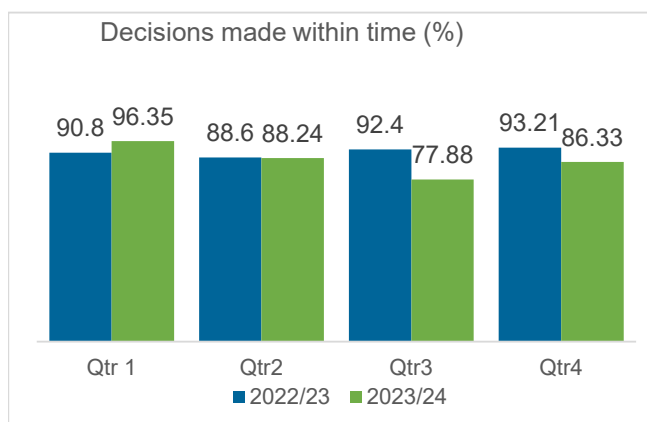
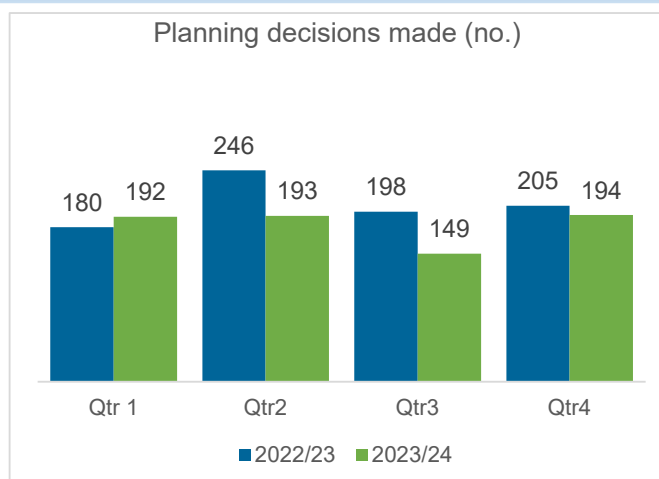
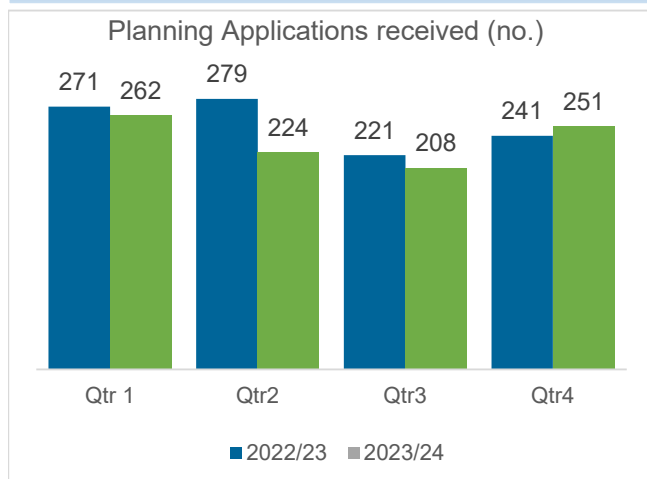
- Resolution of requests within SLA is high at 94%, exceeding the KPI.
- Acknowledgement of requests remains below the KPI level at 49%. This is a focus area for improvement and there is an overall upwards trend.
- Rates related requests increased with 4th instalments due and final reminder notices sent in this period.
- Overall case volumes consistent with same period last year.
- Email and phone the primary contact methods for requests.

9. Governance

We monitor our service performance to make sure we maximise our public value and to make improvements where needed. A portion of our performance indicators are in the local government performance reporting framework. The areas below are of particular interest, the full suite is published in our Annual Report.

Statutory Planning

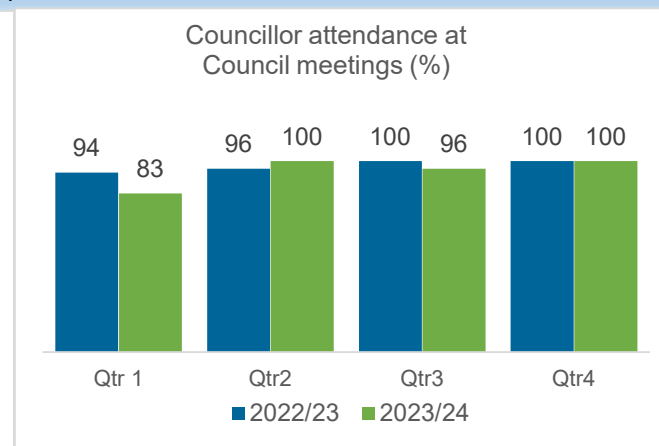
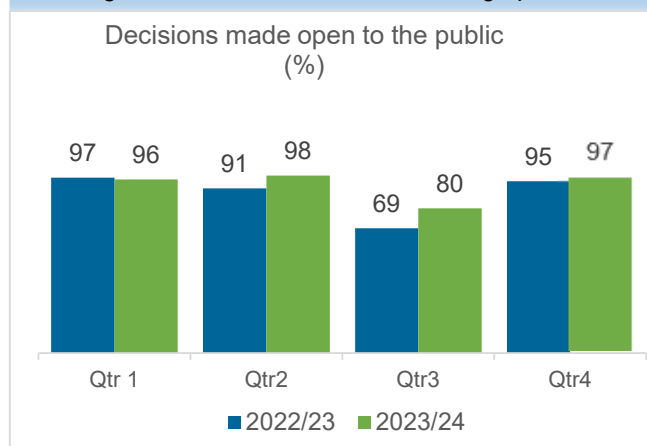
Statutory planning services include the assessment of planning permit applications for new development proposals and changes to land use activities under the Planning and Environment Act 1987.



We have continued to process planning applications in a timely manner. We achieved 90.21% of all applications decided within statutory timeframes, 100% of VicSmart applications within 10 business days and 86.33% of standard stream applications with 60 statutory days.

Council decision making

Manningham Council is committed to being open and transparent Council



36 out of 37 resolutions or decisions were made open to the public. The decision made closed to the public included a contractual matter. The Local Government Act 2020 defines confidential matters, which include contractual and property matters and information that would prejudice the Council's position in commercial negotiations if prematurely released.

10. CEO Performance Indicators

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

Key	on track (green) 0	monitor (yellow) 2	off track (red) 0	Complete (purple) 29	
Council, Infrastructure and Environment: progressing key plans, projects and programs					
Council Plan 100% actions delivered or corrective action reported.	Climate Emergency Response Plan 100% actions delivered or corrective action reported.	Aquarena aquatic facility Final outdoor design and resolution on the procurement strategy achieved.	The Pines (Doncaster) Masterplan progressed by September 2024.	Local Business Hub Select site by March. Implementation plan presented by June.	
Financially Sustainable: initiatives towards Council's mission to be financially sustainable					
Strategic Property Portfolio Project options presented.	MC² (Community Square) utilisation Report to Council by June.	Asset revenue Explore opportunities and present a report to Council by August .		VAGO Financial indicators Maintain low risk levels.	
Service Quality and Asset Management: assets and services that meet the needs of the community.					
Service reviews Deliver annual program to identify gaps and improve outcomes.	Service performance Maintain or improve our Indicator results from 2022/23.	Leisure & recreation contract Manage and report on agreed outcomes.		Deliver Capital Works 60% of budget met by March and 90% met by June.	
Customer Experience: make it easy, celebrate, choice, serve consistently, respond in a timely way.					
Customer channels Report on customer contact channels by June.	Snap Send Solve Report on integration by March.	Requests in time 85% of customer requests acknowledged in 2 business days.	Requests resolved 85% of customer requests resolved in agreed times.	Reporting Add customer metrics to the Quarterly Report.	Improvement Initiatives Report to Council by June.
Community Engagement: reviewing our existing and trialing new ways to better communicate and engage.					
New ways to engage Trial new techniques on at least two projects by June.	New ways to communicate Trial at least new two communication initiatives by June.	Manningham Matters Review magazine and present outcomes by June.	Social media Increase reach of across channels, with consideration of new.	Ways to communicate Improve information sharing with the community on North-East Link Project.	
Well Governed and Organisational Development: growing a team that delivers great outcomes.					
Transparency Provide a briefing on new opportunities for transparency in Council.	Statutory planning Provide quarterly reports to Council.	Gender Equality Action Plan Report progress of the Plan, indicators and initiatives in the culture report.	Leadership development Report in the culture report.	Work health and Safety Implement initiatives aimed at improving on work, health and safety indicators. Report in the culture report.	
Advocacy: continuing to advocate for improved outcomes for Manningham.					
North- East Link Report on outcomes and achievements to progress Council's advocacy priorities from meetings with NELP Executive Director, local MPs and Ministerial portfolio representatives.		Aged Care Prepare advocacy statement on aged care funding and service quality by September.		Bus Network reform Provide half yearly outcome reports to Council on the Victorian Government's pilot project.	