Manningham Quarterly Report

Quarter 1
September 2025

Interpreter service
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MANNINGHAM

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The September 2025 Quarterly Report provides an overview of Manningham Council's performance and progress in delivering on the strategic priorities outlined in the Council Plan 2025–2029.

The report provides transparency on how Council is tracking across our five strategic themes: Safe and Healthy Community, Liveable Places and Spaces, Resilient Environment, Thriving Economy, and Well Governed and Innovative Council.

This report also shows how the organisation has performed across key operational areas including finance, capital works, customer experience, governance and leadership indicators.

For more information on our major initiatives, refer to the Council Plan 2025–2029.

Acknowledgements

Acknowledgement of country

Manningham Council acknowledges the Wurundjeri Woi-wurrung people as the Traditional Owners of the land and waterways now known as Manningham.

Council pays respect to Elders past, present and emerging, and values the ongoing contribution to enrich and appreciate the cultural heritage of Manningham. Council acknowledges and respects Australia's First Peoples as Traditional Owners of lands and waterways across Country and encourages reconciliation between all.

Statement of recognition of diverse cultures (statement of diversity)

Manningham Council also values the contribution made to Manningham over the years by people of diverse backgrounds and cultures.

Our commitment to gender equality

We are committed to ensuring that everyone in our community is treated with dignity, respect and fairness. We consider the gender, equality and diversity of all people in our community as we develop our plans, strategies and services. We will uphold our requirements in the Victorian Government's Gender Equality Act 2020 and will continue to seek ways to improve all that we do to make Manningham a safe, respectful and inclusive community.

Legislative role

The *Local Government Act 2020* outlines our purpose, objectives, and functions as a local government (also known as Council). We are guided by principles to effectively and transparently make decisions and policies and deliver services to benefit the community.

Image: Ash Firebrace, *Coming Together* (detail), 2021, acrylic on canvas, 147 x 215cm.

Community Vision 2040

Manningham is a harmonious, inclusive and safe community that is committed to sustainable growth, wellbeing and innovation. We celebrate our diversity and natural environment whilst fostering a connected community that enriches the lives of all.

Council Plan 2025-2029

Progress Reporting

The Council Plan is structured around five overarching themes and ten strategic objectives. Each objective is advanced through a series of major initiatives. This report outlines the progress of each major initiative, highlighting achievements, as well as any issues that may be affecting their delivery.

Council Plan Themes | 2025-2029

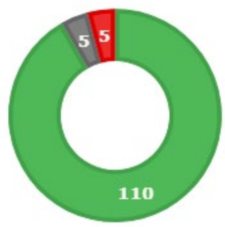
- Safe and Healthy Community
- Liveable Places and Spaces
- Resilient Environment
- Thriving Economy
- Well Governed and Innovative Council

How to read this section of the Manningham Council Quarterly Report:

This section provides a progress update on the **Manningham Council Plan Action Plan 2025–29**, which includes 120 actions aligned with the Council's strategic objectives and major initiatives. Council staff report on these actions quarterly. This report highlights key updates, actions that have reached major milestones, been completed, or are facing delays or issues.

Action Summary – What the graphs tells you:

To help you quickly understand how things are going, we've included an Action Summary graph showing the progress of all actions linked to each major initiative.

Here's what the different status labels mean:	Action Summary
• On Track – Everything's going as planned. The action is progressing smoothly. • Monitor – There's been a delay, but it's not a major concern right now. We're keeping an eye on it. • Off Track – This action is behind schedule. You'll see it listed as an "Issue" in the report, along with a comment explaining the delay and what we're doing to get things back on track. • Not Reported – This action is scheduled to start later in the year, so there's no update just yet. **Please Note:** Numbers represent the total actions within each major initiative.	 On Track Off Track Monitor Not Reported

Want to see the full list of actions?

You can view them online here: [Council Plan Action Plan 2025-2029]

Safe and Healthy Community

Strategic Objective 1:
Our community is safe, connected and inclusive.

Major Initiative 1.1

Foster Manningham as a Welcoming Community where everyone, including newly arrived communities, can belong and participate in social, cultural, economic and civic life.

Action summary

Highlight

CP Action: Continue to collaborate on community run events and activities where people, including newly arrived communities, can feel connected and celebrate their culture, such as supporting groups to apply for our Festival and Events Grants, to celebrating cultural days of significance. (CP 1.1.6).

Progress comment: Successful applicants for the 2025 Festivals and Events Annual Community Grants Program were notified in July. Community organisers are now planning a range of events.

Major Initiative 1.2

Investing in Community Safety, including reducing harm.

Action summary

Highlight

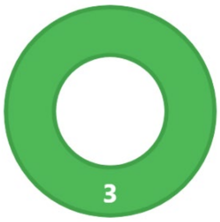
CP Action: Promote healthy active ageing by working with local and state organisations to provide education, issue specific research, programs and activities to prevent falls and reduce fall-related injuries. (CP - 1.2.2)

Progress Comment: A range of community workshops and forums have been delivered by community and sector specialist services covering topics such as wills and powers of attorney, arthritis management, financial literacy, cancer screening, dementia awareness, diabetes support, and seniors' first-aid training. Hearing Australia also provided hearing education and testing.

Major Initiative 1.3

Proactively respond to challenges linked to disadvantage to support inclusion and connection.

Action summary



Highlight

CP Action: Collaborate with local service providers to support community members at all life stages, and newly arrived, to be included and connected during difficult life events. (P) (CP - 1.3.3)

Progress Comment: Officers continue to distribute wellbeing cards, convene the food relief network, respond quickly to requests and host the Homelessness Forum.

Major Initiative 1.4	Partnerships that educate and support for a safe community where violence and gender inequity are not tolerated.
Highlight	**CP Action:** Investigate and provide education to support a safe community where violence, racism and gender inequity are not tolerated. This includes profiling significant dates including IDAHOBIT, 16 Days of Activism, the elimination of race-based discrimination, International Women's Day, Reconciliation Week and Law Week. (CP - 1.4.1) **Progress Comment:** Planning is underway for next year's IDAHOBIT activities and the 2026 Law Week program. Small grants have been awarded through the 16 Days of Activism initiative, with community health partners leading events to raise awareness and prevent gender-based violence.

Action summary

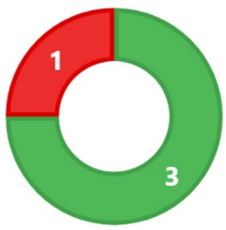
Strategic Objective 2:
Our community is active and healthy with improved wellbeing.

Major Initiative 2.1	Improve the mental health and wellbeing of our community in all life stages, to enable connection and reduce loneliness.
Highlight	**CP Action**: Identify and assess community transport solutions which will assist older people remain connected to their community by December 2026. (P) (CP - 2.1.2) **Progress Comment:** An internal Community Transport Service review was undertaken and in collaboration with Latrobe University a desk top review of local community transport service providers was undertaken.

Action summary

Major Initiative 2.2	Facilitate opportunities for the people of all life stages and abilities to participate in active living, recreation and sport.
Highlight	**CP Action:** Continue to drive participation growth and community wellbeing through the Active Manningham partnership and across the leisure centre network. (P) (CP - 2.2.4) **Progress Comment:** Aquarena memberships and swimming enrolments continued to grow, with more than 370,000 visits across our leisure centres this quarter. Highlights included women-only swim sessions, free Sunday swims, inclusive basketball events, and satellite programs at local community venues.
Issue	**CP Action**: Create a new Recreation Strategy and implement actions to maximise participation in sport, recreation and active living (CP - 2.2.1) **Progress Comment:** The project brief is being finalised and expected to commence by December 2025.

Action summary



Liveable Places and Spaces

Strategic Objective 3:
Our City is designed for liveability and sustainable growth.

Major Initiative 3.1

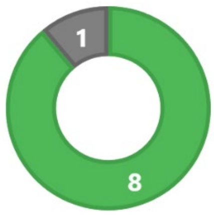
Plan for safety, liveability and sustainable growth: to respond to current and emerging issues to manage and plan for population growth.

Highlight

CP Action: Proactive monitoring and patrols of Council owned land in Activity Centres to encourage equitable and compliant parking and footpath trading activity. (CP - 3.1.7)

Progress Comment: Council officers continue daily patrols to maintain safety and equitable parking access.

Action summary



Major Initiative 3.2

Enable greater ease of movement in and around Manningham.

Highlight

CP Action: Advocate and work with the North-East Link Project to pursue community and environmental benefits. Seek to minimise impacts during construction. (CP - 3.2.2)

Progress Comment: We continue to advocate for local and environmental benefits through the North-East Link Project. This quarter we worked with the EPA to promote air quality sessions and sought stronger commitments from NELP to improve transparency and protect trees and community amenity.

Action summary

Major Initiative 3.3

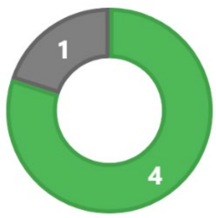
Plan, design and deliver our valued parks and open spaces to meet changing community needs.

Highlight

CP Action: Renew and upgrade our parks and play spaces to ensure that facilities are in a good condition and adapt to the changing needs of our community. (CP - 3.3.1)

Progress Comment: Upgrades at Carawatha Reserve and Beverley Reserve expansion works are now complete and open to the public. Community consultation was finalised for Aranga Reserve, and construction designs are ready for several parks including Manna Gum, Windella, Warrandyte, Boronia, Beverley, and Burgundy reserves.

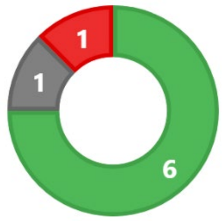
Action summary



Strategic Objective 4: Our infrastructure is fit for purpose and well maintained, and its utilisation is maximised.

Major Initiative 4.1	Provide high quality, fit for purpose community facilities that maximise use and public value.
Highlight	**CP Action:** Improve library facilities and services across Manningham, including consideration of increased opening hours, and have a plan in place for future governance arrangements by mid-2026. (CP - 4.1.6) **Progress Comment**: Council was briefed in September on future library governance options, with further discussions planned for October. A final position is expected in early 2026
Issue	**CP Action:** Develop a new Access and Concession Policy for Manningham Council owned community facilities (halls and pavilions) to maximise use, equity and public value. (CP - 4.1.6) **Progress Comment**: Work is anticipated to begin in Q2.

Action summary



Major Initiative 4.2	Enhance the diversity, use and development of sport and recreation facilities throughout Manningham.
Highlight	**CP Action**: Redevelop the outdoor area at the Aquarena Aquatic and Leisure Centre, in-line with the approved master plan, to cater for people of all ages and abilities. (CP - 4.2.4) **Progress Comment:** Procurement has commenced for the Aquarena Outdoor Pool Redevelopment.
Highlight	**CP Action**: Develop guidelines to ensure the equitable allocation and maximum use of indoor sports facilities, providing opportunities to participate in a diverse range of activities such as basketball, netball, badminton, volleyball, table tennis and pickleball. (CP - 4.2.2) **Progress Comment**: An Indoor Sports Facility Plan is currently being developed to guide future provision and use of indoor stadiums.

Action summary

Major Initiative 4.3	Improve our local area by upgrading roads, nature strips, footpaths and drainage.
Highlight	**CP Action**: Develop and implement a footpath policy to guide new footpath construction and renewals. (P) (CP - 4.3.1) **Progress Comment**: The new policy is currently being developed. The first stage includes consultation with reference panels, and a Gender Impact Assessment.
Highlight	**CP Action:** Investigate and implement artificial intelligence (AI) and new technology to improve road maintenance through better asset monitoring and data collection. (CP - 4.3.2) **Progress Comment**: Council is exploring artificial intelligence options to improve road maintenance. Vendor demonstrations are underway, with a trial proposal being prepared for consideration.

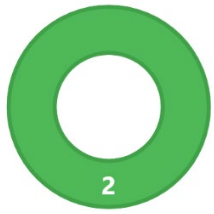
Action summary

Resilient Environment

Strategic Objective 5: Our natural ecosystems are protected and thrive.

Major Initiative 5.1	Enhance tree canopy in urban areas to adapt to climate changes and housing pressures.
Highlight	**CP Action**: Establish precinct-based tree canopy cover targets to protect and enhance our green spaces. (CP - 5.1.1) **Progress Comment**: Tree planting for the 2025 season is almost complete, with final numbers to be confirmed once the program concludes.

Action summary

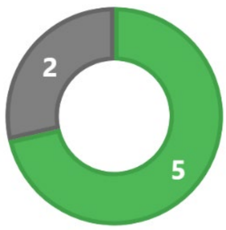


Major Initiative 5.2	Deliver initiatives to adapt to the health impacts of climate change.
Highlight	**CP Action**: Understand the implication to community health and wellbeing from urban heat island impacts (hotter suburbs devoid of tree canopy). Take appropriate action to mitigate such risks. (CP - 5.2.1) **Progress Comment**: An urban heat map was developed and is being used to inform the Urban Forest Canopy Plan and shape community programs that build climate resilience.

Action summary

Major Initiative 5.3	Seek innovative and practical solutions to protect and manage water in the landscape.
Highlight	**CP Action**: Mature our implementation of the Burndap Birrarung, burndap umarkoo (Yarra Strategic Plan), including our treatment of the Birrarung (Yarra River) as a 'living entity. (CP 5.3.1) **Progress Comment:** Officers' understanding of the Burndap Birrarung burndap umarkoo (Yarra Strategic Plan) is evolving and growing. More officers are applying the Plan when developing policies and activities affecting the Birrarung and its lands.

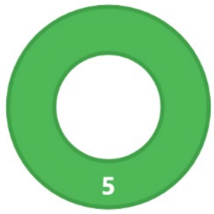
Action summary



Strategic Objective 6:
Our environmental stewardship is at the heart of our programs and practices.

Major Initiative 6.1	Demonstrate stewardship in initiatives to support a climate resilient community and work towards our Council 2028 and community 2035 net zero emissions target.
Highlight	**CP Action**: Lead a program to ensure our building, plant, fleet and equipment are environmentally sustainable options and deliver on our 2028 net zero target. (CP - 6.1.1) **Progress Comment**: The Environmentally Sustainable Design (ESD) Capital Program is progressing.

Action summary

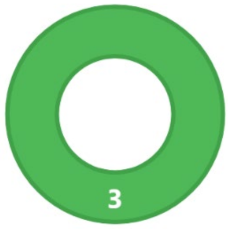


Major Initiative 6.2	Prepare and support our community to be safe in emergencies.
Highlight	**CP Action**: Deliver workshops and initiatives to build community understanding of how to be prepared for emergencies in Manningham. (CP - 6.2.1.) **Progress Comment**: Manningham Council's Emergency Management team actively engaged with the community to build awareness and preparedness for emergencies, hosted several educational sessions and collaborated with Life Saving Victoria to deliver river safety sessions during Riverfest.

Action summary

Major Initiative 6.3	Embed sustainable practices in our services and in everything we do.
Highlight	**CP Action**: Deliver additional waste disposal programs for our community during peak periods such as Christmas. (CP - 6.3.2) **Progress Comment:** c The October 2025 Waste Drop-Off Day was fully booked. Due to high demand, Waste Drop-Off Days now run twice a year. A new tender is underway to manage chemical waste safely following the end of the State's Detox Your Home program.
Highlight	**CP Action**: Deliver the targeted bin inspection program and ongoing waste and recycling education sessions and campaigns (CP - 6.3.1.) **Progress Comment**: Since July 2025, Council has inspected 4,745 recycling bins and 4,510 FOGO bins. Most residents are using their bins correctly, 4,471 received a thank-you card for perfect sorting, though some contamination continues, mainly from incorrect liners.

Actin summary



Thriving Economy

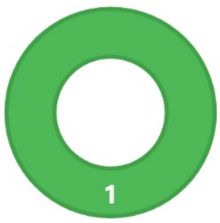
Strategic Objective 7: Our economy is activated through partnering, promoting and enabling employment and investment opportunities.

Major Initiative 7.1	Enhance vibrant activity centres and local shops where our community can come together.
Highlight	**CP Action:** Activate key locations with creative events, programs, and activities that involve traders and the community, such as our Summer Celebration Event Series. (P) (CP - 7.1.2.) **Progress Comment**: Planning is underway for Year 2 of the Summer Celebration program, which will expand to more locations.

Action summary

Major Initiative 7.2	Work together with businesses and trader groups to ensure an inclusive process informs projects.
Highlight	**CP Action**: Work with the community and traders to help inform the design of centre upgrades, maintenance, and community programs. (CP - 7.2.1.) **Progress Comment**: We continue to work closely with traders and community groups to inform the design of centre upgrades, maintenance, and community programs.

Action summary



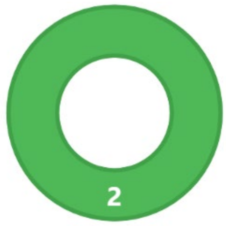
Major Initiative 7.3	Support economic growth and investment in our activity centres and surrounds.
Highlight	**CP Action:** Work with traders to deliver fun events and activities that bring the community together and help boost the local economy, such as the annual Jackson Court Halloween Spooktacular. (CP - 7.3.4.) **Progress Comment**: Council supported local traders in delivering school holiday activities and Halloween events at Templestowe Village and Jackson Court, with growing community participation. Planning is underway to deliver the second event in partnership with the Asian Business Association of Whitehorse in February 2026.
Issue	**CP Action**: Work in partnership to create opportunities for local markets as a destination to build the Manningham economy. (CP - 7.3.2) **Progress Comment**: This action has not yet commenced.
Issue	**CP Action:** Develop a new business investment attraction plan to identify ways to bring in a variety of new employers including tertiary education providers and encourage investment in our activity centres. (CP - 7.3.1.) **Progress Comment:** This project is currently on hold to align with broader Council work.

Action summary

Strategic Objective 8:
Our local businesses and community groups are supported to thrive.

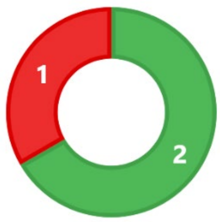
Major Initiative 8.1	Support small business and community groups to thrive.
Highlight	**CP Action:** Grow the Manningham Trader Group Partnership Program to include more businesses and build stronger community connections. (CP - 8.1.1) **Progress Comment:** Building trust and collaboration remains a key focus before broadening participation.

Action summary



Major Initiative 8.2	Create an economy that offers pathways into employment and promotes equity, diversity, and community engagement.
Highlight	**CP Action**: Look for ways to make it easier for businesses to start and grow in Manningham through actions such as fast-tracking permits and streamlined planning advice. (CP - 8.2.2) **Progress Comment:** Council has submitted an application for funding under the State Government Business Acceleration Fund. The proposed project will design an on-line tool to facilitate an efficient process for processing planning applications.
Issue	**CP Action:** Work with local groups and services to create programs that support people who struggle to find work because of their life experiences. (CP - 8.2.1) **Progress Comment**: This action has not yet commenced.

Action summary



Major Initiative 8.3	Build a strong foundation for our arts, cultural activity, and local history to thrive.
Highlight	**CP Action**: Develop and deliver programs for local artists and creatives including business development and opportunities to present their work (CP - 8.3.2) **Progress Comment:** We launched PUBLIC VIEW, showcasing artist Terry Napier at Tunstall Square, and hosted professional development sessions for emerging musicians as part of the Live and Local program. We supported the Doncaster Templestowe Artists Society to promote their Spring Exhibition and promoted a series of workshops funded by community grants.
Highlight	**CP Action:** Collaborate with Traditional Owners to share culture and stories that celebrate living history (CP - 8.2.3) **Progress Comment:** The 'Painted Country' exhibition entered its final weeks at Manningham Art Gallery, exploring different perspectives of country by five leading and emerging First Nations artists.

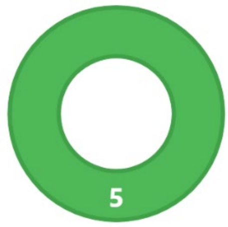
Action summary

Well Governed and Innovative Council

Strategic Objective 9:
Our Council is effective, efficient and financially responsible.

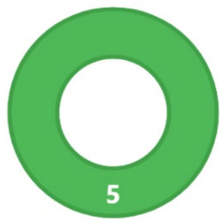
Major Initiative 9.1	Improve our financial sustainability by diversifying our revenue streams.
Highlight	**CP Action**: Develop an Investment Strategy and criteria for how Manningham Council invests (CP - 9.1.2) **Progress Comment:** Council is developing a new Investment Strategy to strengthen financial sustainability. An initial workshop has been held.

Action summary



Major Initiative 9.2	Improve effectiveness and efficiency through the adoption of new and innovative ways of working.
Highlight	**CP Action**: Leverage technology to improve experiences with and efficiency of our service delivery. (CP - 9.2.1) **Progress Comment:** Four of Council's core technology platforms have been upgraded over the past 18 months, ensuring systems remain current and supported.

Action summary



Strategic Objective 10:
Our Council is innovative, well governed and values our community.

Major Initiative 10.1	Improve customer experience by delivering on 'Our Customer Promise'.
Highlight	**CP Action**: Optimise the current options and explore new ways for customers to self-serve. (CP - 10.1.2) **Progress Comment:** Self-service options have improved with new technology. Snap Send Solve now provides real-time updates from request to completion, and Bookables lets customers view venues and submit online booking requests.

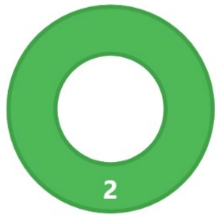
Action summary

Major Initiative 10.2	Be an open and transparent Council that is trusted to make evidenced based decisions.
Highlight	**CP Action:** Implement initiatives or improve existing practices to deliver broad and early community engagement to inform Council decisions. (CP - 10.2.2) **Progress Comment:** Work is underway to strengthen how we engage with our community. This includes, but is not limited to, reviewing existing tools, the Community Engagement Policy and Your Say Manningham platform.

Action summary

Major Initiative 10.3	Build an agile, skilled and future focused workforce by driving initiatives that strengthen capability and foster a culture aligned with our values.
Highlight	**CP Action:** Enhance and increase opportunities for youth employment at Manningham Council, including continuing our graduate program. (CP - 10.3.2) **Progress Comment**: Council continues to invest in youth employment. Five graduates are currently completing the two-year program, and recruitment will soon begin for the next intake. An additional graduate position was established this quarter, repurposing a vacancy created through a recent resignation. Several students completed 12-week placements, with more scheduled for late 2025.

Action summary



Capital Works

Capital Spotlight

The Capital Works Program is progressing well this financial year, with expenditure slightly ahead of the long-term average. At this point in time we are expecting we will meet the KPI of 90% of budget expended by the end of the financial year.

As of 30 September 2025:

- $6.5m has been spent on capital infrastructure projects. (13% of budget)
- $6.46m has been spent on infrastructure maintenance. (22% of budget)

Projects and programs underway in Q1 include:	
Fitzsimons Lane and Main Road Corridor	$1,752,200
Road Surfacing - Reseals	$550,956
Miscellaneous Building Refurbishment Works	$445,964
Plant Replacement Program	$322,121
Footpaths - Roads	$239,453
Jumping Creek RD Design - Road Management	$231,191
Currawong Tennis Club Courts	$209,160
Office Accommodation Renewal	$177,393
Carawatha/Koolkuna Demolition	$170,915
Ruffey Lake Park Fencing upgrades	$166,341
Donvale Reserve Spectator Shelter	$114,905

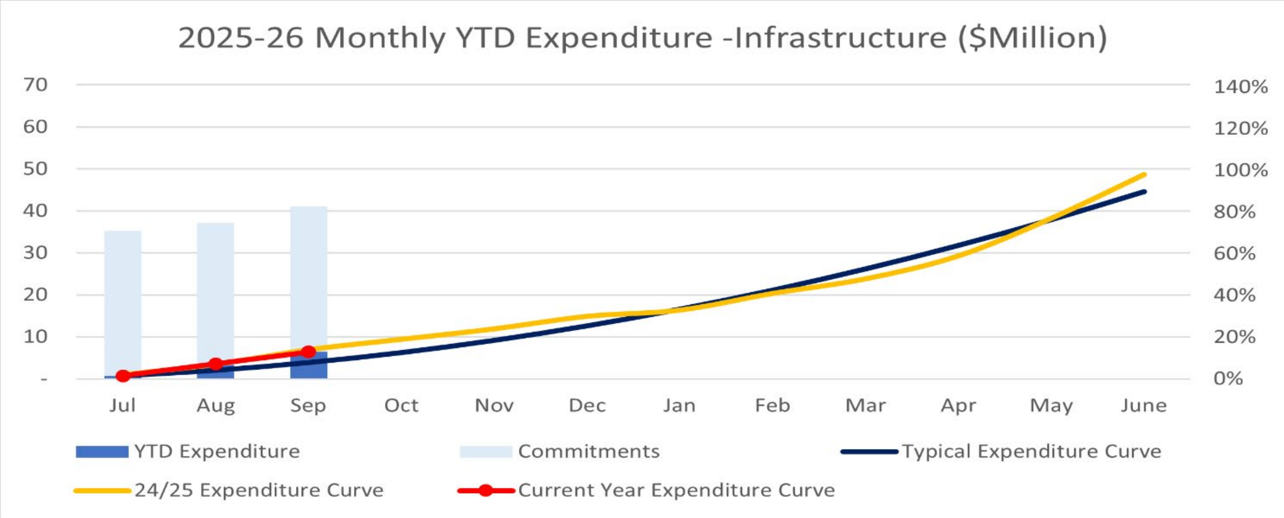
Capital Infrastructure - Program YTD Snapshot

YTD - Program Complete	YTD - Projects Complete	YTD - Value of Capital Works	YTD - Capital Income and Grants
13%	7%	$6.5 million	$2.82 million

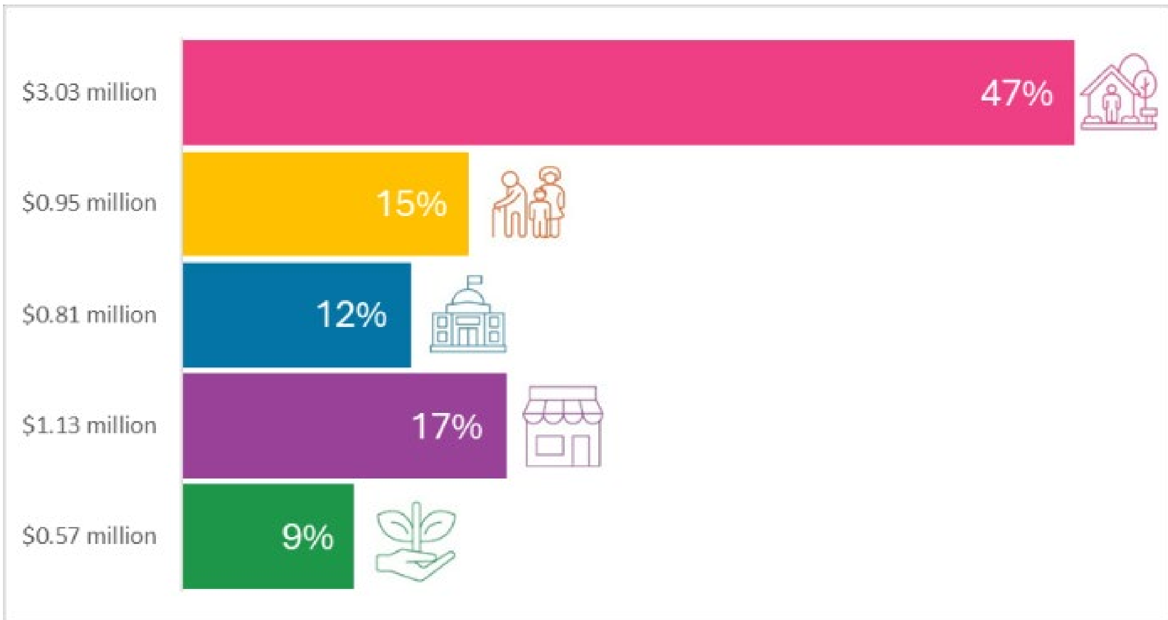
2025-26 Capital Works Program Status

Status	% of total program
Not Started	4%
On Hold	9%
Behind Schedule	3%
On Track	77%
Completed	7%

Year to date annual expenditure



2025-26 Capital Infrastructure Expenditure by Council Theme



- Resilient Environment
- Thriving Economy
- Well Governed and Innovative Council
- Safe and Healthy Community
- Liveable Places and Spaces

Financial Summary

Year to Date (YTD) Income Statement

Account Group	YTD Current Budget $'000	YTD Actuals $'000	Variance $'000	Variance %	Annual Adopted Budget $'000'	Annual Forecast $'000	Annual Forecast Variance (v Adopted Budget) $'000
1. Income							
Rates - General	111,549	111,517	(33)	(0.0%)	112,546	112,846	300
Rates - Waste	20,823	21,048	225	1.1%	21,013	21,239	226
Statutory Charges, Fees & Fines	1,046	1,232	186	17.8%	3,981	4,102	120
User Charges	2,376	2,306	(70)	(3.0%)	10,301	10,249	(52)
Grants - operating	1,237	1,217	(21)	(1.7%)	7,195	7,068	(127)
Grants - capital	560	538	(22)	(4.0%)	7,672	7,128	(544)
Contributions - monetary	2,257	2,984	727	32.2%	6,328	7,079	751
Contributions - non-monetary	0	0			2,000	2,000	0
Other Income	848	829	(19)	(2.2%)	3,390	3,384	(6)
Net gain/(loss) on disposal of Property, Infrastructure, Plant and Equipment	110	105	(5)	(4.3%)	192	192	0
Total 1. Income	**140,806**	**141,775**	**969**	**0.7%**	**174,618**	**175,286**	**668**
2. Expenditure							
Employee costs	14,682	14,686	(4)	(0.0%)	62,760	62,957	197
Materials & Contracts	9,150	9,258	(108)	(1.2%)	40,822	41,873	1,051
Finance costs - Leases	10	3	7	68.3%	41	41	0
Depreciation and amortisation	8,135	8,396	(261)	(3.2%)	32,450	32,450	0
Other expenses	11,685	10,611	1,074	9.2%	24,561	24,607	46
Total 2. Expenditure	**43,662**	**42,954**	**709**	**1.6%**	**160,634**	**161,928**	**1,294**
Operating Surplus / (Deficit)	**97,144**	**98,822**	**1,678**	**1.7%**	**13,984**	**13,358**	**(626)**

Overall Position

At the end of September 2025, Council recorded a year-to-date operating surplus of $1.68 million, which is 1.7% better than budget. The improved result mainly reflects lower costs and some timing differences in income and expenditure.

Key Favourable Variances

- Lower expenses
  $1.07m favourable due to reduced insurance premiums ($563k) and delayed consultant costs ($232k).
- Contributions
  $727k favourable, mainly from North-East Link Project (NELP) funding for parking, signage, and tree canopy works (offset by later expenditure).
- Waste charges
  $225k favourable as more households upgraded to larger bins.
- Statutory fees
  $186k favourable from parking infringements and voting enforcement penalties.

Key Unfavourable Variances

- Materials and contracts
  $108k over budget due to $1.26m of costs transferred from capital to operating for the Tram/Merlin Traffic Signals project (State Government asset, so not capitalised), partially offset by timing differences through the organisation.
- Depreciation
  $261k higher due to timing of capital works being finalised.

Full-Year Forecast

Council expects a full-year surplus of $13.36 million, which is $626k below the adopted budget. Main forecast changes:

- Rates income
  Up $300k from higher interest on overdue rates (penalty rate of 10% applied).
- Waste income
  Up $226k due to bin upgrades.
- Capital grants
  Down $544k, with some grants brought forward to 2024/25 and one delayed to 2026/27.
- Operating grants
  Down $123k due to a Melbourne Water grant not secured.
- Contributions (NELP)
  Up $751k for parking, signage and tree canopy works.
- Employee costs
  Up $197k, mainly from new or temporary positions linked to NELP work.
- Materials and contracts
  Up $1.45m reflecting reclassified traffic signal works, partly offset by savings in other projects.

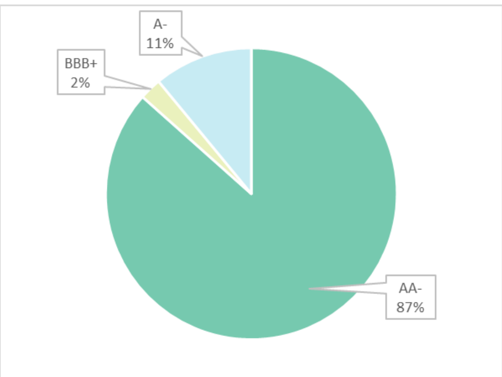
Cash and Investments

As at September 2025, Council held $81.9 million in cash and investments.

- Average interest rate: 4.08% (above 4.0% target)
- Year-to-date interest income: $747,931

Summary of Council Investments	$76.5m
Budgeted interest rate	4.00%
Target interest rate	4.10%
Average Weighted interest rate	4.08%
Average monthly interest	$249,310
Year to date interest received	$747,931
Maximum interest rate earned	4.78%

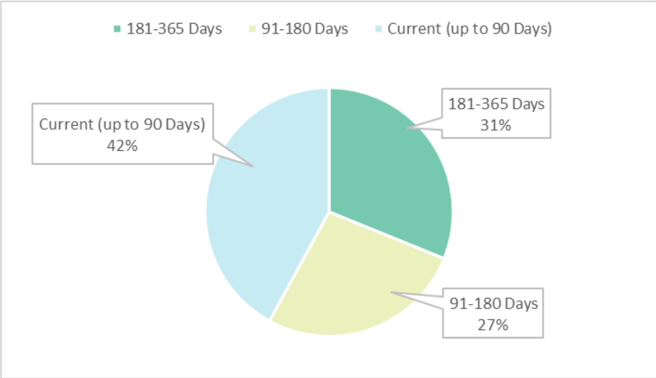
Investment by Risk (S&P Long Term Credit Rating)



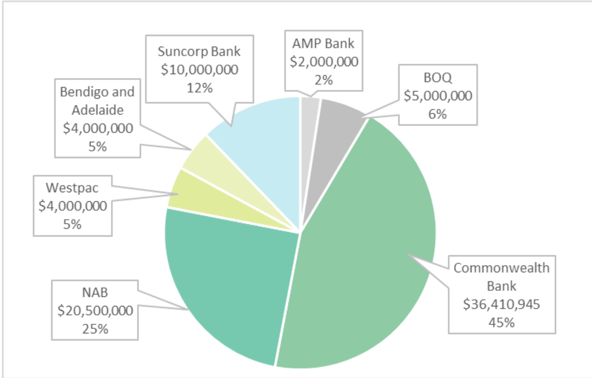
What is the Standard and Poor (S&P) Risk Rating?

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.

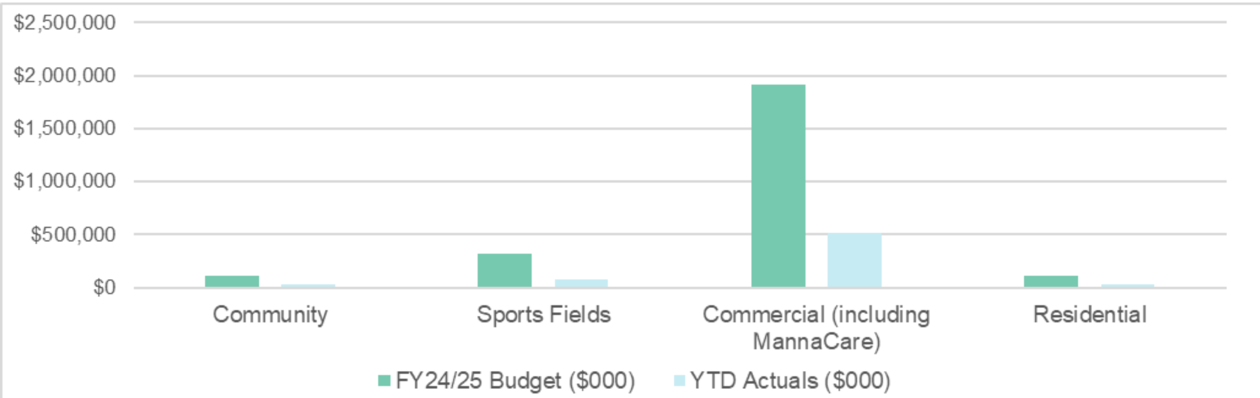
Investment Term



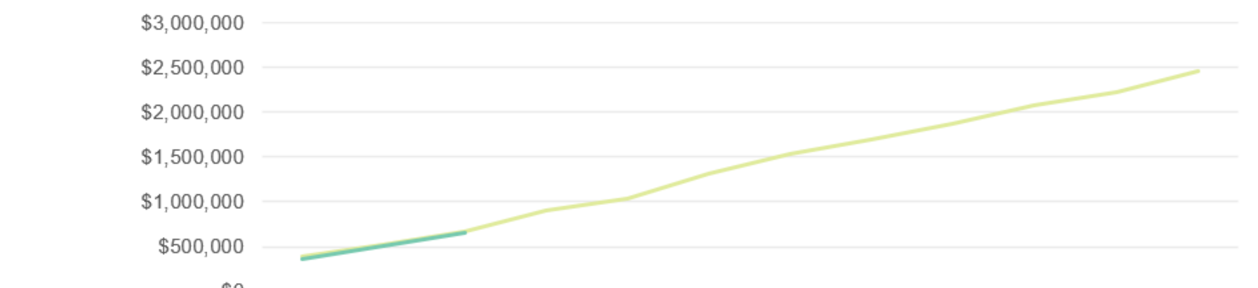
Investment Summary (by Institution)



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



Rental Income (YTD)



	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
YTD Budget ($000)	384,415	527,245	670,163	900,490	1,043,84	1,319,91	1,538,57	1,699,42	1,870,97	2,073,64	2,219,14	2,456,612
YTD Actuals ($000)	359,070	506,337	655,722									

Leisure Services Contract Income (YTD)

	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
YTD Budget ($000)	95,074	190,149	285,223	380,298	475,372	570,447	665,521	760,596	855,670	950,745	1,045,81	1,140,89
YTD Actuals ($000)	95,075	190,149	285,224									

Balance Sheet Snapshot

	September 2025 ($'000)	June 2025 ($'000)	Movement ($'000)
Current Assets			
Cash and cash equivalents	36,411	18,107	18,304
Trade and other receivables	116,693	22,133	94,561
Other financial assets	45,500	60,500	(15,000)
Other assets	1,745	5,995	(4,251)
	200,349	**106,735**	**93,614**
Non-Current Assets			
Trade and other receivables	350	350	0
Investments in associates	3,129	3,129	0
Property, infrastructure, plant, equipment and other fixed assets	3,238,856	3,240,415	(1,559)
Right-of-use assets	1,505	1,598	(92)
Intangible assets	685	980	(295)
	3,244,525	**3,246,472**	**(1,947)**
Total Assets	**3,444,874**	**3,353,207**	**91,667**
Current Liabilities			
Trade and other payables	5,116	17,784	12,668
Trust funds and deposits	17,677	11,074	(6,603)
Unearned income/revenue	4,517	5,829	1,313
Provisions	14,388	14,119	(268)
Lease liabilities	225	269	45
	41,923	**49,077**	**7,154**
Non-Current Liabilities			
Provisions	1,720	1,720	0
Lease liabilities	1,515	1,515	0
	3,235	3,235	0
Total Liabilities	**45,158**	**52,312**	**7,154**
Net Assets	**3,399,716**	**3,300,895**	**98,823**
Equity			
Accumulated Surplus	1,388,080	1,289,259	98,822
Reserves	2,011,636	2,011,636	0
Total Equity	**3,399,716**	**3,300,895**	**98,822**

Compared with June 2025:

- Current assets increased by $93.6m due to annual rates raised in August.
- Liabilities decreased by $7.1m, mainly lower payables.
- Net assets increased by $98.8m, reflecting the year-to-date surplus.

Open Space Reserve

Developer contributions fund open space and recreation projects.

- **Opening balance:** $8.18m
- **Income YTD**: $1.50m
- **Forecast spend 2025/26:** $5.42m
- **Projected closing balance:** $4.26m

Community Engagement

Current engagement projects

2026-27 Budget	Timber Reserve Master Plan	Applewood and Whistlewood Reserves Upgrades
Opportunity for you to have your say and share ideas for the upcoming budget and 10-year Financial Plan. *If you had to prioritise spending, where would you like to see more?* Survey opened until 9 November 2025.	Your feedback will inform the masterplan and help ensure the reserve meets community needs now, and over the next 10 years. Survey opened until 26 October 2025.	The concept plan proposes several new improvements to the reserves, including footpaths, seating, trees.

What you told us

Domestic Animal Management Plan 2026-29 consultation

What we heard from you: From more than 1,800 responses to our community survey, feedback showed strong support for responsible pet ownership, safer and more inclusive public spaces and balancing community needs with animal welfare.

Community concerns	Community suggestions
Dogs off-lead and not under control	More education and engagement
Barking and waste	Stronger enforcement and presence
Wandering cats and confinement	Better access to dog training
Registration costs	Infrastructure improvements (fencing, bins, taps).
Perceived lack of enforcement	

Progress on recent engagement

Gum Nut Gully Preschool redevelopment proposal

We received strong community feedback on the Gum Nut Gully Preschool redevelopment and relocation proposal. In October, we'll review and share a summary of responses from 293 survey participants. The proposal and consultation findings will be presented to Councillors at the end of October.

Community Engagement Policy Review

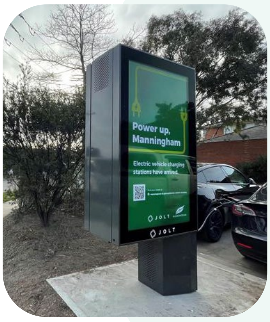
Community engagement is central to Council decision-making and good governance. Consultation on the Community Engagement Policy will continue in October and early 2026, with a draft plan available for feedback in April 2026. Stay updated via Your Say Manningham.

Public Toilet Plan review

Feedback on the Public Toilet Plan review closed in July, with a summary now available on Your Say Manningham. Key insights included suggested locations for new toilets in activity centres and reserves, and ideas for improvements such as more frequent cleaning, better lighting, soap dispensers, clearer signage, and toddler change facilities. The final plan is being drafted and will be presented to Council for endorsement and public release in November 2025.

Climate Response and Environment

EV Charging Station



Bulleen Powers Up with First Electric Vehicle Charging Station!

In a major step towards a greener future, our first electric vehicle (EV) charging station was officially installed in Bulleen in August 2025. The EV charger is *at 178-180 Bulleen Road* in Bulleen, at the corner of Austin Street. This location was strategically selected for its proximity to commercial, recreational, and tourist destinations, as well as its access to a reliable power supply.

- Powered by renewable energy, this Jolt fast charger features the Combined Charging System (CCS), which is the industry-standard connector for EVs in Australia.
- There is one charger, servicing 2 parking bays. This lets 2 EVs charge at once! The parking bays are designated only for EV charging.
- The charger allows 7kWh of free daily charge (up to 50km of range), with additional charge costing $0.62 per kWh.
- This charging station is part of a broader rollout of 9 public EV charging stations.

The next EV charger is set for installation in Doncaster East (near Devon Plaza) in early 2026, with Donburn Village to follow soon after.

Rooftop Solar in Manningham

1 in 4 Manningham homes now have rooftop solar. An impressive step toward our goal of net zero community emissions by 2035. More residents are choosing solar for lower energy bills, greater self-sufficiency, improved health and safety, and a reduced carbon footprint.

Throughout Manningham, this shift is gaining momentum	
Warrandyte	(36.6%)
Wonga Park	(36.5%)
Park Orchards	(35.4%)

The above areas have seen the highest uptake – with 1 in 3 homes now solar-powered.

Walk and Talk with the Platypus

A great crowd gathered along the Birrarung (Yarra River) in early September for our Spring Outdoors event, celebrating Threatened Species Day and spotting platypuses.

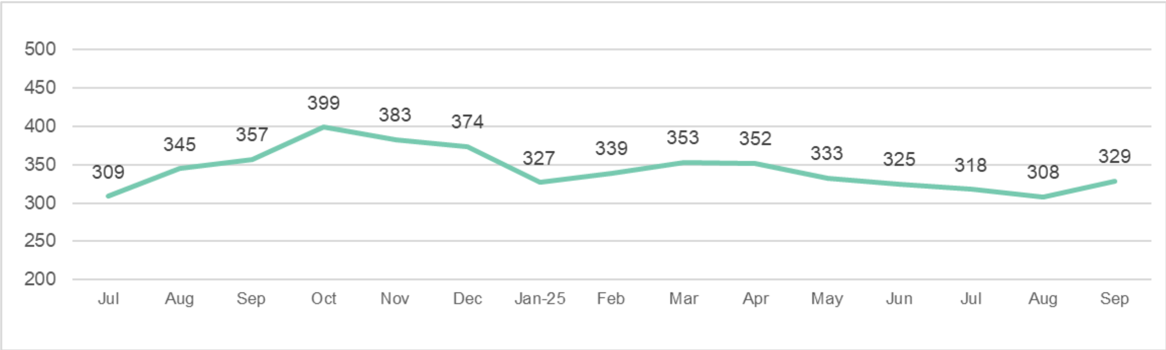
Over 60 families joined the 2km walk, with four platypuses spotted near Wombat Bend. Starting at 6:45am to catch peak activity, families also engaged with a platypus educator to learn about these unique, vulnerable animals.

The event was part of Manningham's 2025 Spring Outdoors Festival and Riverfest, run in partnership with Banyule and Nillumbik Councils to help connect the community with nature.

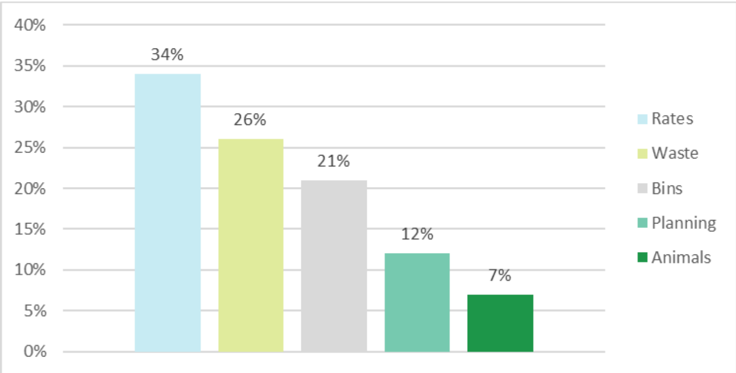
Customer

Telephony – Contact Centre Performance

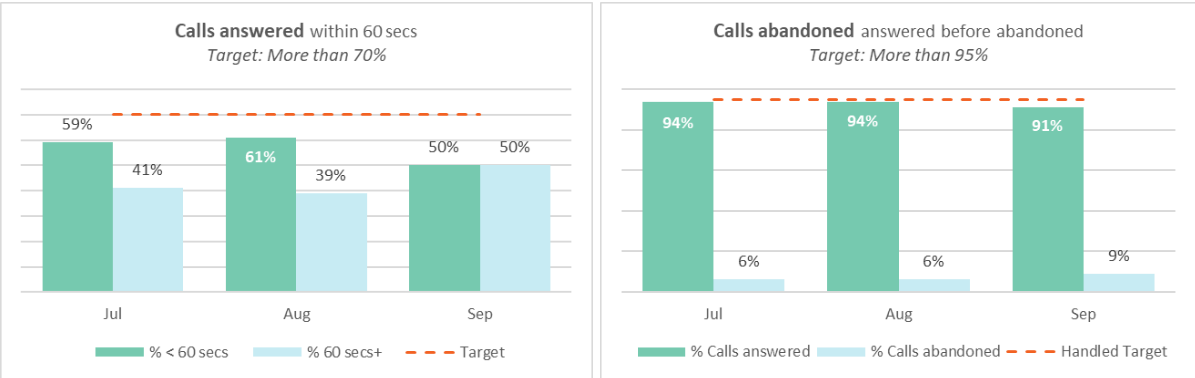
Average number of calls per day

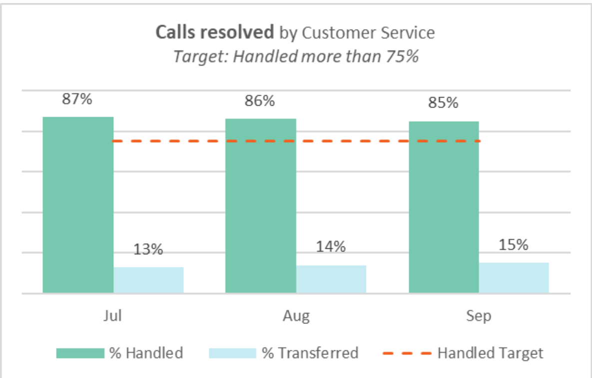


Top 5 Topics



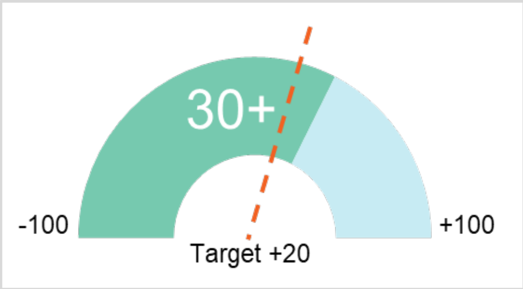
Service Level

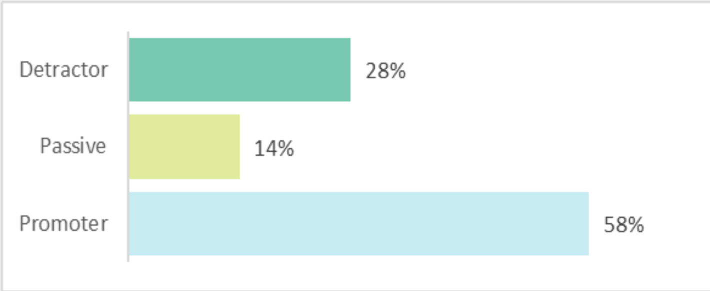




Telephony - Customer Surveys

Net Promoter Score (NPS)





Overall Satisfaction (5)

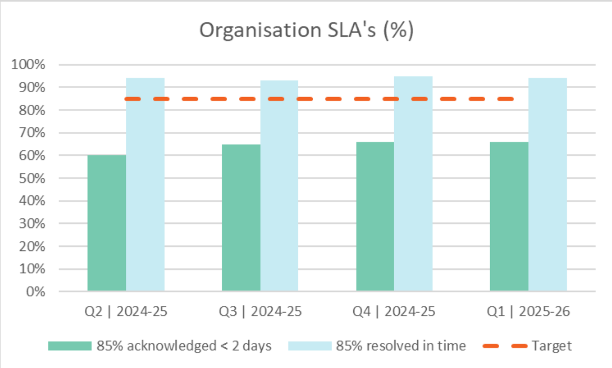
Score Type	Score %
Overall Satisfaction	4.5
Agent customer service	4.7
Time to reach agent	4.5

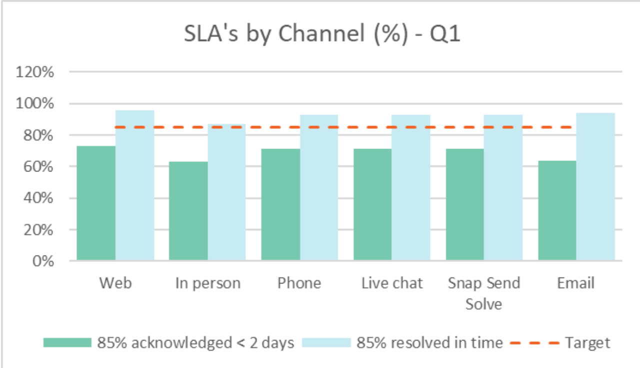
Telephony analysis
Average daily call volumes continue to trend downwards with a 5% decrease from the same quarter last year, following a 9% reduction in average calls per day in the 24/25 FY compared to the 23/24 FY.
This quarter saw an expected seasonal increase in Rates calls, following the issuance of annual rates notices in late July
Call service levels were below the target of 70% answered within one minute, with abandoned calls 2% above target. Despite this, customer satisfaction with wait times was positive, rating 4.5 out of 5.
Customer surveys, included in this report for the first time, show very favourable results with an overall customer satisfaction score of 4.5 and a positive result for Net Promotor Score of +30. Satisfaction with the customer service provided by our contact centre team is very high at 4.7 out of 5.

Customer Requests – CRM Organisation Performance

Target:

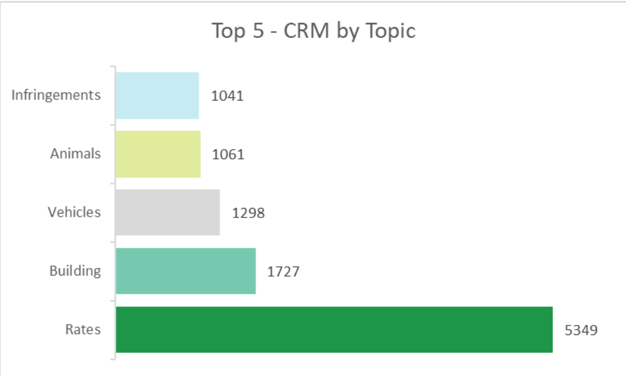
- 85% acknowledged within 2 business days
- 85% resolved in line with Service Level Agreements

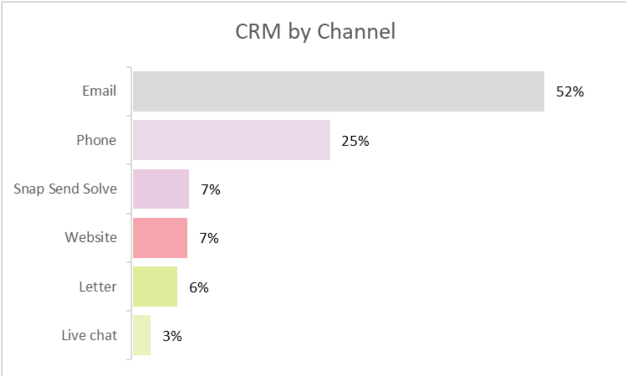




Customer Requests – CRM by Topic and Channel

21,729 (total) New Cases below is a snapshot of the top 5 new cases received.





Customer Request Analysis
Resolution of requests within SLA is high at 95%, exceeding the KPI.
Acknowledgement of requests reached 66% for the quarter, the highest quarterly result to date. Although still below target, the metric continues to show an upward trend, with September achieving 77%.
Rates requests increased significantly following the issuance of annual rates notices.
Daily request volumes were 10% higher than same period last year.
Customer survey results for requests will be added in the next quarterly report.

Councillor Expenses

Each financial year, $10,800 is allocated for each Councillor and $12,300 for the Mayor to reimburse expenses incurred in their official duties, in accordance with the Council Expenses Policy.

Significant demands are placed on Councillors in carrying out their civic and statutory roles attending community 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.

Quarter 1, July - September 2025

Expenses	Cr P Bain	Cr A Chen	Cr A Conlon (Deputy Mayor)	Cr D Diamante (Mayor)	Cr I Eltaha	Cr G Gough	Cr J Grivas	Cr C Lange	Cr L Mayne
Travel	$0	$82	$0	$357	$0	$18	$0	$-72	$0
Car Mileage	$0	$503	$0	$0	$0	$0	$111	$1,341	$0
Childcare	$0	$0	$0	$0	$286	$0	$0	$0	$0
Information Communication Technology	$0	$0	$36	$0	$109	$0	$0	$115	$0
Telstra Mobile Charges	$27	$27	$0	$0	$0	$0	$37	$0	$0
Conferences and Training	$0	$0	$0	$0	$0	$0	$1	$0	$0
General Office Expenses	$0	$0	$0	$61	$0	$0	$0	$0	$0
Formal Attendances	$226	$156	$262	$162	$0	$170	$0	$105	$0
Memberships	$0	$0	$0	$0	$0	$0	$0	$0	$0
Other	$0	$0	$0	$0	$0	$0	$0	$0	$0
Total Quarter	$253	$768	$299	$580	$395	$188	$149	$1,489	$0
Year to Date	**$253**	**$768**	**$299**	**$580**	**$395**	**$188**	**$149**	**$1,489**	**$0**

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.

Chief Executive Expenses

The Chief Executive Officer incurs various expenditure while carrying out duties relating to the CEO role.

Quarter 1, July - September 2025

Quarter 1	Amount
Travel	$0.00
Food and Beverage	$170.40
Conferences and seminars	$550.00
Gifts declared	$0.00
Miscellaneous	$0.00
Total Quarter	**$720.40**
Total Year	**$720.40**

Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total Year
$720.40	NA	NA	NA	$720.40

Expense Categories

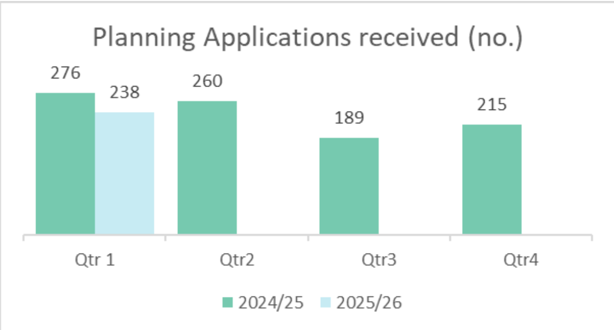
Travel	Costs associated with assisting the CEO in meeting transport costs incurred whilst attending meetings, functions and conferences. This includes taxi services, uber services, car parking fees, airfares, accommodation costs etc.
Food and Beverage	Costs associated with food or beverages that directly 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.

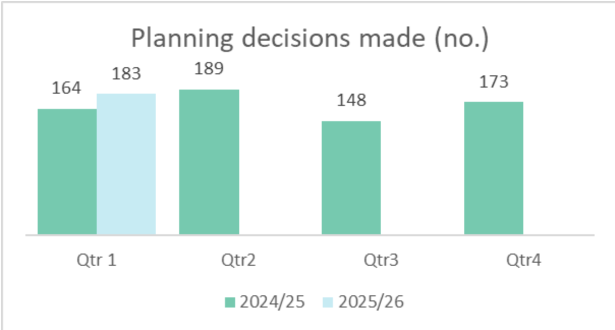
Governance

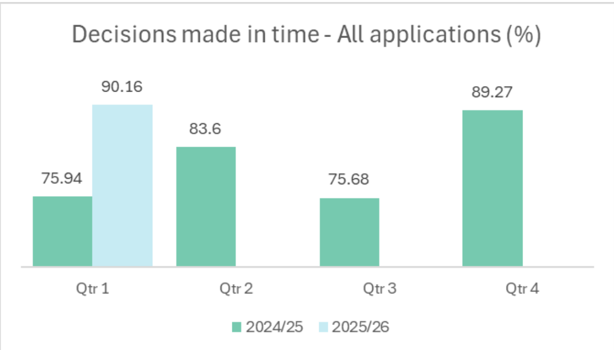
We monitor our service performance to make sure we maximise our public value and to make improvements where needed. A portion of our performance indicators are in the local government performance reporting framework. The areas below are of particular interest, the full suite is published in our Annual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

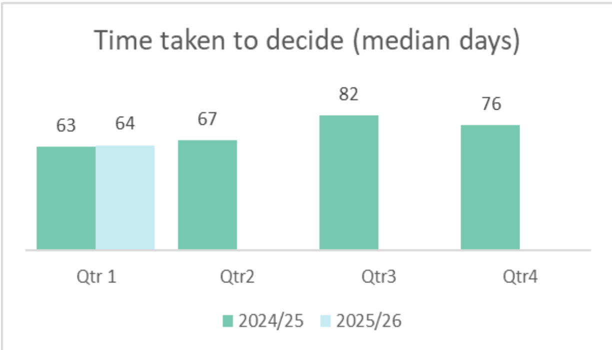
Statutory Planning

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.





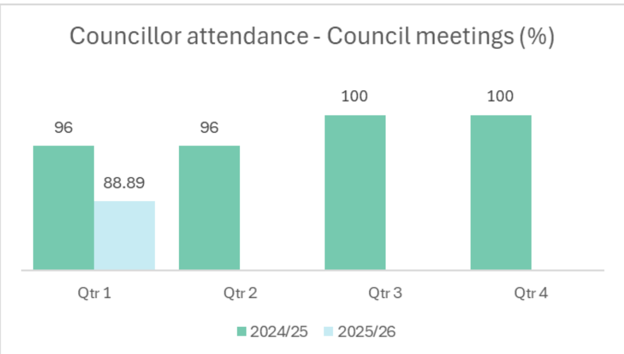


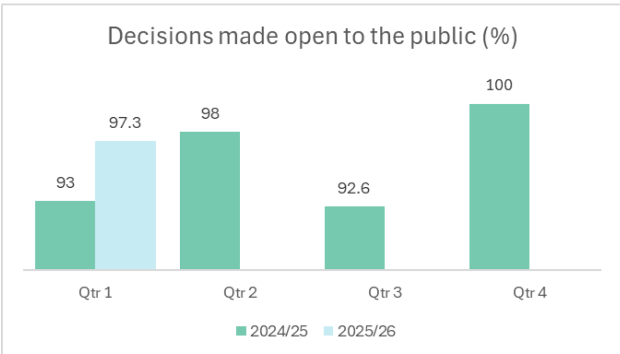


We continue to process planning applications promptly, achieving 97.44% (38 of 39) VicSmart applications decided within timeframes and 88.19% (127 of 144) standard applications within the 60 statutory days.

Council decision making

During the first quarter of 2025-2026 (July -September) **38** decisions were made by the Council. Only **1** decision out of 38 was made at a meeting closed to the public.





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 October 2024 – 30 September 2025**, with some having specific due dates, as noted.

Key	■ On Track (Green)	★ Monitor (yellow)	● Off Track (Red)	● Completed (Blue)
Strategic Planning and Advice: 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.	● **Community Panel** respond and implement recommendations to their fullest extent.	● **Strategic Plans 2025+** Develop Council Plan, Asset Plan, and financial plans by legislative due dates.	■ **Liveable City Strategy** Progress the Strategy.
Financially Sustainable: initiatives towards Council's mission to be financially sustainable				
● **Strategic Property Portfolio** Progress projects with regular reports to Council	● **VAGO Financial indicators** Maintain low risk levels.	● **Deliver Capital Works** 60% of budget met by March and 90% met by June (where in Council's control)	● **Deliver Annual Budget and Financial Plan** by 30 June 2025	
Service Quality and Asset Management: assets and services that meet the needs of the community.				
● **Service reviews** Review 5 services to identify gaps and improvements.	● **Service performance** Maintain or improve our Indicator results.	● **Community Infrastructure Plan** report achievement of priority projects by September 2025.	■ **Maximise use of Assets** Quarterly updates on way to improve use and sustainability.	
Customer Experience: make it easy, celebrate, choice, serve consistently, respond in a timely way.				
● **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 quality and sentiment metrics to Quarterly Report.	■ **Improvement Initiatives** Report biannually.
Community Engagement: continue to build our audience and enhance engagement with the community.				
● **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 Magazine** Implement improvements 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.	● **Leadership development** Report in the Culture Report	● **Work health and safety** Report on initiatives aimed at improving on work, health and safety indicators	
Advocacy: continue to support and grow Council's advocacy program.				
● **Partnerships** Report on outcomes and achievements to progress Council's advocacy priorities through meetings with NELP, ERG, local MPs and Ministerial portfolio representatives.	■ **State and Federal elections** Prepare advocacy campaign	● **Bus Network reform** Provide half yearly outcome reports to Councillors on the Victorian Government's pilot project.	■ **Regional Alignment** Actively align with the Eastern Region priorities and strategic direction and work collaboratively with the Eastern Region Group of Councils	
Infrastructure: significantly progress key Council infrastructure				
■ **Aquarena** outdoor Detailed design and procurement completed	■ **Priority projects** Progress Aquarena, DiSC, Manningham Templestowe Leisure Centre and Pines masterplan (with Haben)	★ **Co-working space** for local businesses Implemented by September 2025		

MICHELE TIMMS
COURT
Home
of the
WALKING
BASKETBALL
Doncaster Hyundai
Doncaster
Volkswagen
Bendigo Bank
BARRYPLANT

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MANNINGHAM