



The organisational CEO Report features a selection of activities, achievements and challenges at Council for the first three months of 2016 and into the near future. The report also includes performance results on service delivery in key areas. While not all of our activities are included, this report is designed to give a greater understanding of the breadth, quality and timeliness of the services we provide to the Manningham community.



Chris Potter, Acting CEO

KEY STRATEGIC ACTIVITIES

- Council secured external funding including: \$49,750 from Maternal Child Health Innovation Fund for the Connecting Bulleen Families project, \$106K from Melbourne Water for educational infrastructure at Mullum Mullum Stadium and \$650K from Sport & Recreation Vic towards capital infrastructure for Mullum Mullum Stadium.
- Council advocated through the Municipal Association of Victoria to advocate on behalf of residents for:
 - A continuation of Universal Access to Early Childhood Education Program (15 Hours of Kindergarten)
 - Additional stimulus funding to registered housing services to work in partnerships with Councils to support vulnerable residents, particularly those with a disability
- 19 of the 24 Initiatives in the 2015/16 Strategic Resource Plan are on track for successful completion, including five initiatives that are tracking ahead of schedule and two complete. Five of the six major initiatives are on schedule for successful completion. At this time, 'on schedule' is deemed to be 75% completion.
- Manningham City Council has made a submission to the State Government on the draft Plan Melbourne Refresh to advocate for:
 - Improving future public transport infrastructure
 - Better addressing environmental climate change and affordable housing
 - Better clarification on how Plan Melbourne will be implemented.

Plan Melbourne is expected to be released in mid 2016 by the State Government.

- Council contributed to the Draft Resilient Melbourne Strategy. The Strategy sees 32 metropolitan councils come together in a project to strengthen our city's resilience, and is to be launched in mid 2016.

SECTOR NEWS

- Minister for Local Government Natalie Hutchins has called for feedback on changes to Victoria's local government electoral regulations in the lead up to the October council elections. Submissions close Friday, 6 May. Further information is available online <http://www.delwp.vic.gov.au/local-government>
- The Local Government (Fair Go Rate Cap) Act rate capping to be implemented for the 2016-17 financial year. The Minister for Local Government has asked the Essential Services Commission (ESC) to publish its annual rate cap recommendations on an annual basis.
- Over 200 submissions were received to the review of the Local Government Act by the State Government. Local Government Victoria is now tasked with developing a Directions Paper for further consultation through 2016.

2. FINANCIAL REPORT

Detailed in Attachment 1

Council's financial position reflects an overall positive performance against the financial year to date operating budget through raising additional revenue, with employee costs and expenses are favourable.

3. CAPITAL WORKS REPORT

Detailed in Attachment 2

At the end of March, **59.1%** of the total adopted budget allocation and **56.6%** of the mid year budget has been delivered (on ground value). Compared to the end of year forecast, **55.0%** of the total program allocation has been completed.

PLANNING AND ENVIRONMENT

BUILDING | ECONOMIC DEVELOPMENT | ENVIRONMENTAL HEALTH | LOCAL LAWS | STATUTORY PLANNING

Key Achievements – Quarter 3

- ✓ Warrandyte Community Association have been appointed as Management of the Warrandyte Market following an expression of interest process.
- ✓ Public exhibition of an Amendment to the Manningham Planning Scheme to introduce an Environmentally Sustainable Development Policy resulted in 11 submissions, 10 in support.
- ✓ Since January, over 600 customers have taken up the opportunity to apply for animal registration using the new tool.
- ✓ Council is currently working on a plan to encourage Doncaster Hill residents to leave their cars at home and walk, cycle or catch public transport, to ease future traffic congestion in the Hill. A pilot behaviour change project is being developed in consultation with the residents in Sovereign Point Court in Doncaster Hill, as part of the Doncaster Hill Mode Shift Plan. A precinct-based travel Behaviour Change Plan is being prepared, commencing with a pilot project involving a group of local residents of the Hill
- ✓ Works commenced in February 2016 to upgrade to the footpath behind the temporary Aquarena gymnasium in Hummell Way, at the rear of the Manningham Civic Centre. A new section of shared path and an upgrade to the adjacent car park are anticipated to be completed in mid-April.
- ✓ Walk It Up community walk in Ruffey Lake Park.
- ✓ Development of a Food Security Plan finalised with key actions responding to Climate Change, and implementation of Council’s Healthy City Plan.



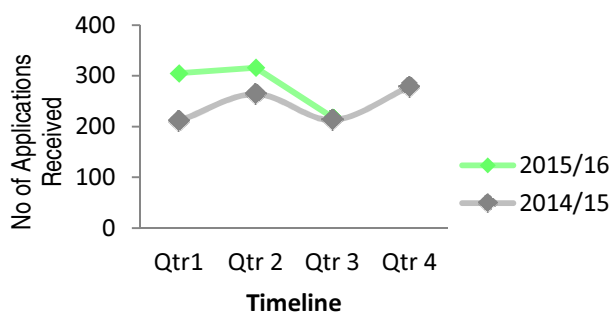
Key Activities – Quarter 4

- Manningham Heritage Festival
- Consideration of Amendment C102 Montgomery Precinct Panel Report
- Public exhibition of Lawford Reserve Plan and Koonung Reserve Management Plan
- Consideration of exhibition of Westfield Planning Scheme Amendment C104

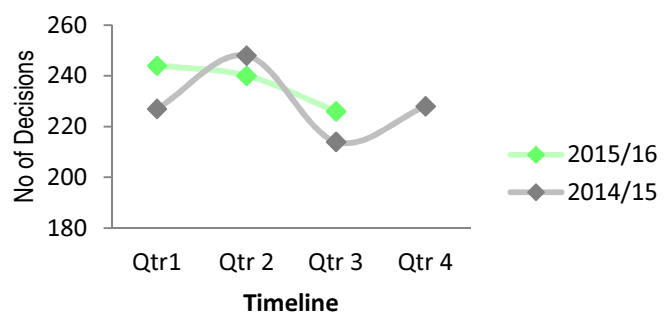
Key Organisational Indicators

STATUTORY PLANNING

1. Number of Planning Applications Received

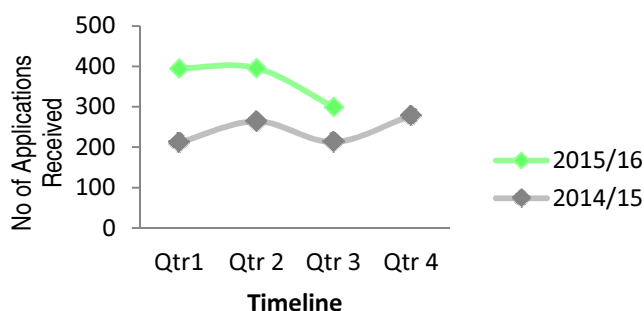


2. Number of Planning Decisions Made

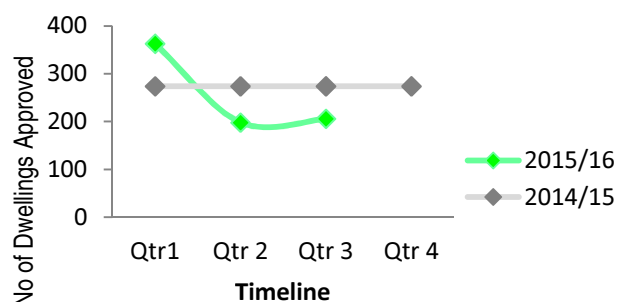


BUILDING

3. Number of Building Permits Issued in the Municipality

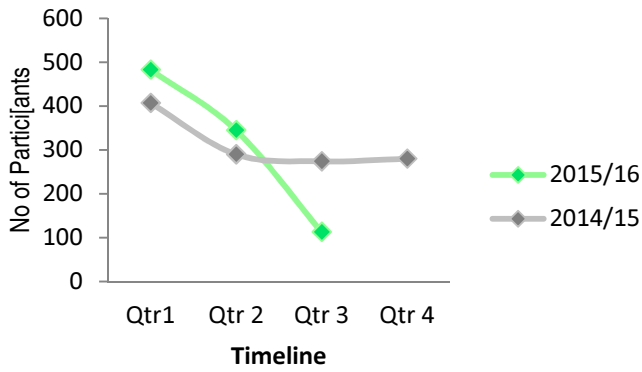


4. Number of Residential Dwellings Approved

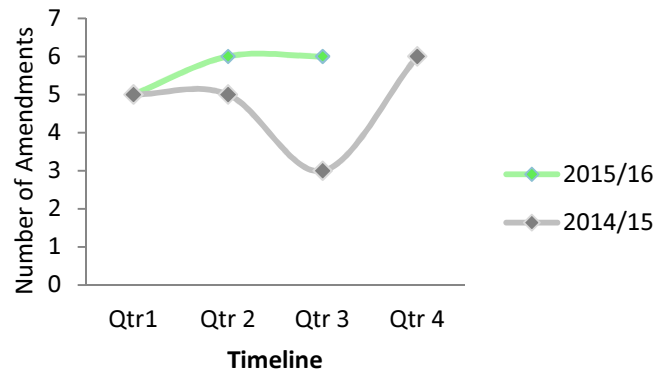


ECONOMIC DEVELOPMENT

5. Participation in Business Development Activities



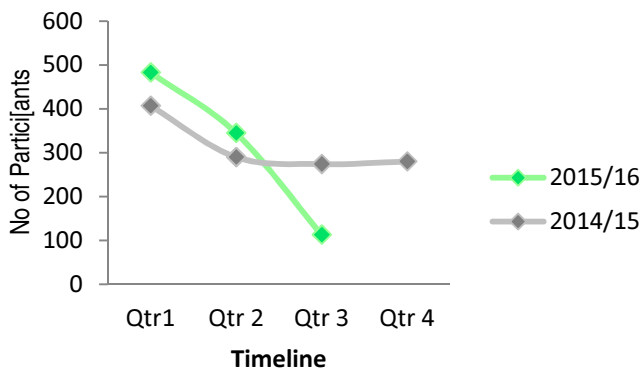
6. Number of Planning Scheme Amendments in Progress



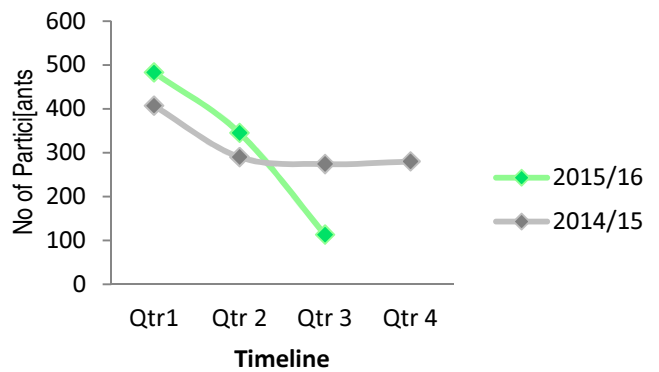
To date 37 events have been delivered in 2015/16

LOCAL LAWS

7a. Number of Local Law Requests Received

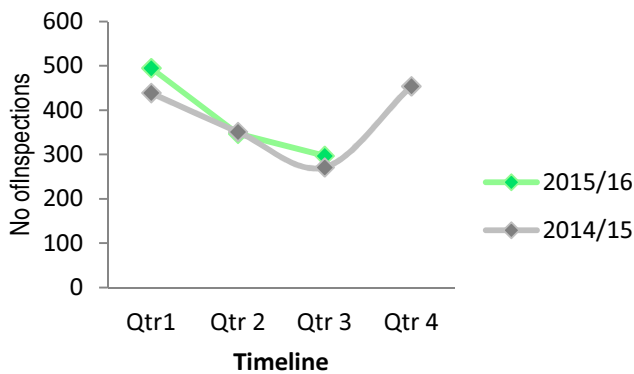


7b. Percentage of Local Law Requests Resolved in Time

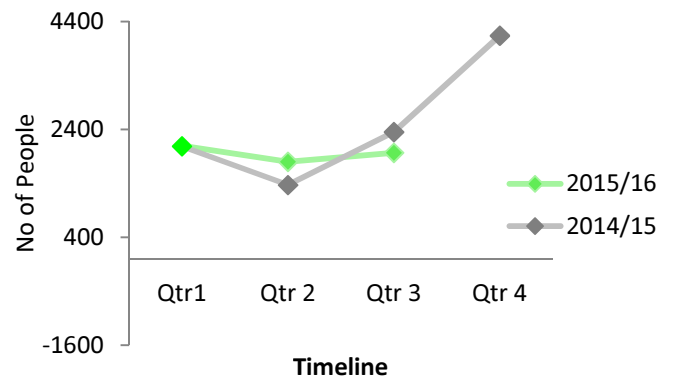


ENVIRONMENTAL HEALTH

8. Number of Food Premises Inspections

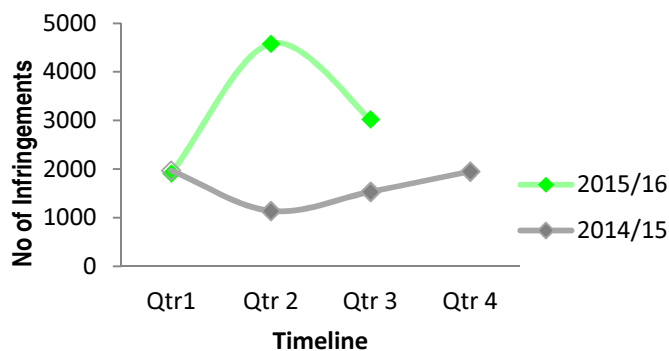


9. Number of People Immunised

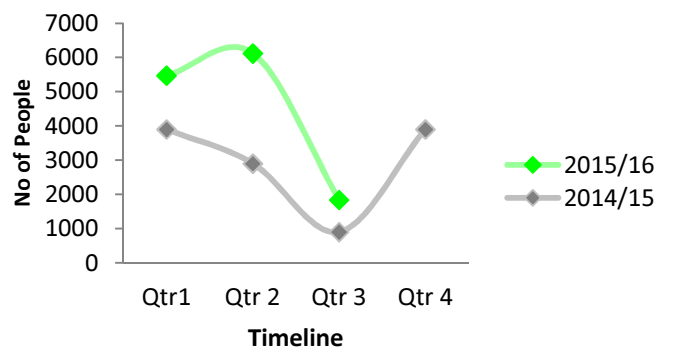


ENVIRONMENTAL

10. Number of Parking Infringements Issued



11. Participation in Environmental Activities



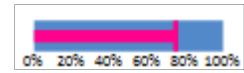
Planning and Environment

MAJOR INITIATIVES AND INITIATIVES

	Initiative	Progress	Target
	<p>1. Mullum Mullum Creek Linear Park (Major)</p> <p>GOAL: <i>Commence construction of the final one kilometre section of the Mullum Mullum Trail between Park and Heads roads.</i></p>		
Action	Construction works are on schedule to commence at the Heads Road end in February 2016. Fabrication of footbridge and boardwalk components off-site is well progressed. On-site construction is now scheduled to commence in April 2016		
	<p>2. Warrandyte township heritage plaques</p> <p>GOAL: <i>Installation of at least five heritage plaques by June 2016.</i></p>		
Action	The design for the five plaques has been prepared, and the Warrandyte Historical Society (WHS) are in the process of drafting text. Business owners will be contacted to confirm support for plaques on their buildings. A prototype will then be developed in preparation for production and installation in May/ June 2016.		
	<p>3. Engagement, monitoring and management services to support a sustainable environment</p> <p>GOAL: <i>Achievement of annual targets for 18 major natural environment projects, five major stewardship and education projects and seven major sustainability projects by 30 June 2016.</i></p>		
Action	<p>So far in 2015/16, there have been over 35 environmental activities undertaken that have reached over 2,000 community members:</p> <ul style="list-style-type: none"> ▪ <i>Natural Environment:</i> Activities included Landcare, Friends Groups, Threatened Species, LEAF and Nature Walks, advice provided to regional/ state environment policy reviews. Two funding applications submitted and Landcare planning for grant spending on revegetation activities. Additional staff appointed to manage increase in statutory planning referrals and illegal vegetation removals ▪ <i>Environmental Education</i> Spring Outdoors, Veggie Patch Kids, Summer in the Community Garden, Home Harvest, Community Food Swaps, Environment Seminars, Smart Living, WaterWatch, Junior Ranger, School Holiday Nature Play, Currawong Schools' Day, Schools Food Network, Youth Climate Action Day, Warrandyte Festival and Stargazing activities ▪ <i>Sustainability and energy activities:</i> included 99 kilowatt Depot solar system installed and Positive Charge residential solar installations continued. Ecofootprint report completed including quantifying Council energy use. Security Plan drafted and the Northern Alliance for Greenhouse Actions' Adaptation in the North report finalised. Submitted and supported five New Energy Jobs Fund applications for council and community solar and energy efficiency projects. 		
	<p>4. Implement the Open Space Strategy</p> <p>GOAL: <i>Implementation of the high priority actions of the Open Space Future Needs Plan by 30 June 2016. Additional community events and programs to promote the use of local open space held by June 2016.</i></p>		
Action	<p>Implementation of the high priority actions of the Open Space Future Needs Plan has progressed significantly including:</p> <ul style="list-style-type: none"> ▪ Sites for 17 new playspaces have been identified. The first, a new playspace for Westwood Reserve in Bulleen is being designed in consultation with the community and is expected to be constructed in the first half of 2016. ▪ Various recommendations around Doncaster Hill, Eastern Golf Course and Lawford Reserve are being implemented. The Open Space in Tullamore Development is progressing well on Stage 1. An initial phase of public consultation regarding Lawford Reserve Development Plan has been completed and design works are progressing. 		
	<p>5. Environmentally Sustainable Design (ESD) Policy proposed Planning Scheme Amendment</p> <p>GOAL: <i>Preparation, exhibition and panel hearing held in relation to an amendment to the Manningham Planning Scheme to introduce an ESD Policy by 30 June 2016.</i></p>		
Action	The ESD Policy was exhibited as part of Amendment GC42 from 11 February to 15 March 2016. One submission was received. As such, Amendment GC42 will be referred to an independent Panel for further consideration in May 2016.		
	<p>6. Manningham Residential Strategy (2012) Implementation</p> <p>GOAL: <i>Commencement or progression of 90% of short term actions by 30 June 2016.</i></p>		
Action	The short term actions of the Residential Strategy continue to be implemented. Amendment C110, which revises Clauses 22.04 and 22.05, was gazetted and came into effect on 3 March 2016. Streetscape works in Tunstall Square Structure Plan are progressing and the procurement process has commenced for a consultant to prepare an open space contribution rate.		

7. Active for Life Strategy Implementation

GOAL: Delivery of six diverse recreation programs that encourage our community to be more physically active in our parks and open spaces by 30 June 2016

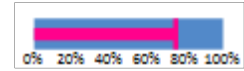


Action A range of programs that have either commenced or continued that have been well supported by the community and include:

- Diversity of recreation programs for Nature Play Autumn School Holiday Fun including nature play activities and bird watching at Currawong. Recreation activities included Fun & Games at Plaza Park and Tai Chi Fridays. Free fitness demonstrations held at newly installed fitness equipment in parks.

8. Economic Strategy Implementation

GOAL: *Development and commencement of implementation of a Visitor and Tourism Marketing Plan by 30 June 2016*



Action Focus in now on implementing the Visitor and Tourism Marketing Plan. For the quarter activities have included:

- 37 events with 1,314 attendees included workshops and seminars in, events included Small Business Advisory, Manningham Business Network breakfast meetings and two industry specific networking lunches.
- Participation on the Melbourne East Regional Economic Development Group on a collaborate online presence.
- Aimed at increasing exposure and targeting of tourism businesses, reviewing the Things To Do section of Council's website to better target tourist and visitors to the City.
- Council continues to work with Destination Melbourne Ltd and the Discover Your Own Backyard program.

Key Achievements – Quarter 3

- ✓ A successful program was held in March for Cultural Diversity Week. The Week is aimed at uniting multifaith and multicultural communities through sport and is held in collaboration with Manningham Interfaith Network and Victoria Police and supported by Melbourne City Soccer Club. In celebration a program of activities included the Respect Soccer tournament at Andersons Park, Harmony Day Celebration (600 attendees including 4 local schools), Ajani Multicultural Community Festival, Chinese Chess at the Doncaster Library, and a bi-cultural exhibition in the Walk of Art at MC Square.
- ✓ Work has been undertaken in exploring the potential for Council to be involved in two international initiatives: the Rockerfella 'Resilient Communities' project and the Scanlon Foundation 'Welcoming Cities' network.
- ✓ Continued circulation of the four Welcome Trees to local schools and organisations – whereby people add their messages of welcome to migrants and refugees on welcome leaves. We now have several thousand welcome messages and are planning for the installation of a permanent Welcome Tree in the grounds of the Civic Centre / MC Square.
- ✓ Council in partnership Onemda and Inner Melbourne VET cluster delivered an National Disability Insurance Scheme (NDIS) forum (22 March 2016) to inform and support the Community and professionals to prepare for this huge reform to the disability sector. Over 350 people attended the forum, which included people with disabilities, family members, carers and professionals to hear presentations from the National Disability Insurance Agency (NDIA), National Disability Service (NDS), Disability service providers and individuals with personal experience participating in the NDIS trial sites in Barwon.
- ✓ Manningham community members enjoyed a day of family fun at the Plaza Park at MC2 as part of Australia Day celebrations on Tuesday 26 January.
- ✓ 2016 Manningham Citizen, announced as Geoff Kloot for his 40 year contribution to Neighbourhood Watch and Young Citizen as Chandler Lancaster, for his contribution to volunteering and as a Scout Youth Helper.
- ✓ In partnership with the Federation of Chinese Associations (VIC) a free community event in celebration of the Chinese Lunar New Year was held on Sunday 7 February.
- ✓ As part of the continuing Plaza Park Project, three music and dance events and circus workshops in collaboration with the Arts Centre Melbourne and Circus Oz were delivered in February.
- ✓ The annual International Women's Day event, with this year's theme 'Women inspiring Women', was held on Sunday 6 March, featuring key note speaker Professor Gillian Triggs, President of the Australian Human Rights Commission, and attracted 250 people.
- ✓ Manningham Art Gallery exhibited one of Australia's significant ceramic artists, Ted Secombe.
- ✓ Council delivered a suite of programs in celebration of Cultural Diversity Week in March. Currently the Walk of Art is showcasing the work by ONEMDA to celebrate International Day of People with a Disability
- ✓ Our Volunteer program continues with great enthusiasm, at the moment we have 14 active volunteers that undertake a number of supporting roles including invigilation.
- ✓ The Manningham Art Studio's school holiday program has expanded to incorporate themes that fit with the art gallery exhibitions.



NDIS – Your Questions Answered Forum

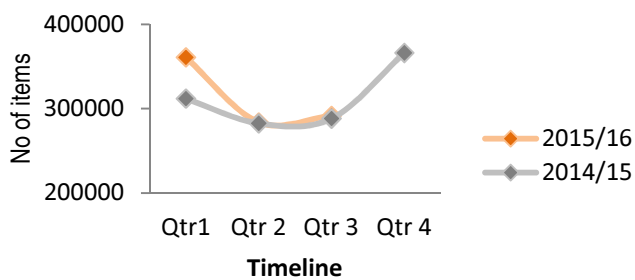
Key Activities – Quarter 4

- Allocation of funding as part of Council's 2016/17 Community Grants Program
- Forest of Welcomes event to be held on 23 June celebrating migrants and refugees in Manningham
- Program and activities to recognise National Reconciliation Week in May.
- Completed the VicHealth-funded seven month Plaza Park Project in April

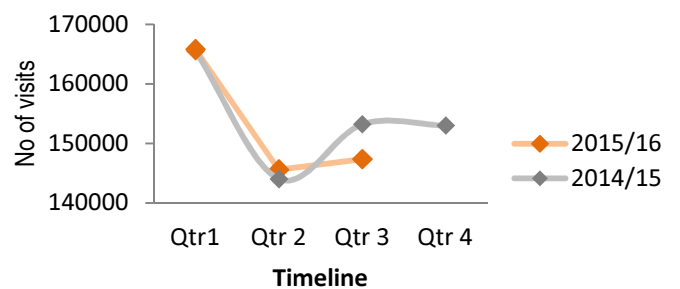
Key Organisational Indicators

LIBRARIES

12. Number of Items Borrowed

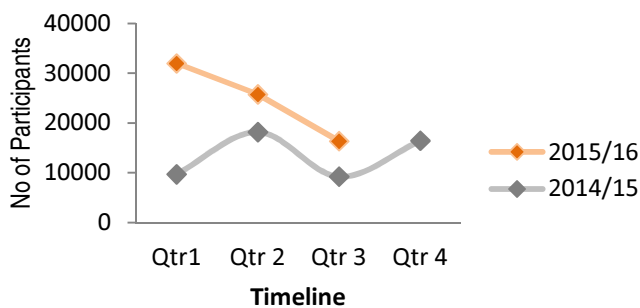


13. Number of Library Visits



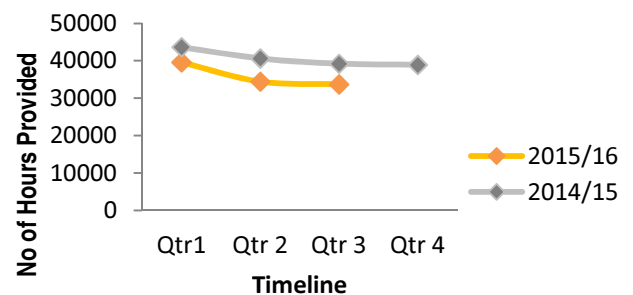
CULTURAL SERVICES

14. Participation in Cultural Programs and Events



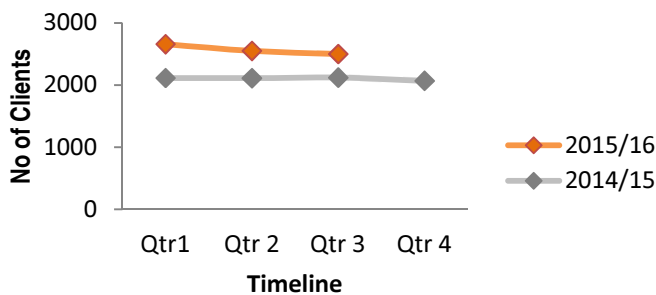
AGED & DISABILITY SERVICES

15. Hours of Services Provided

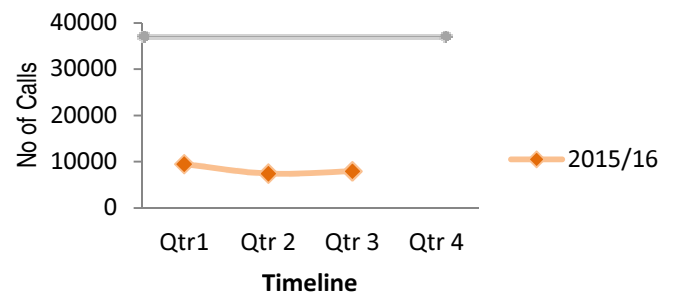


AGED & DISABILITY SUPPORT SERVICES

16. Total Number of ADSS Clients

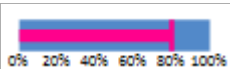

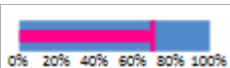

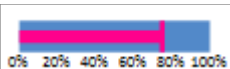



17. Number of Aged Care Contact Calls Received



2014/15 is annual figure. 2015/16 is the Quarter 1 and 2 result:

MAJOR INITIATIVES AND INITIATIVES

	Initiative	Action	Target
	<p>9. Implementation of Live Well in Bulleen Community Strengthening Project (Major) GOAL: <i>Project preparation of a research paper and implementation of one local community strengthening initiative by 30 June 2016.</i></p>		
ACTION	<p>In exploring opportunities Reference Group for community services presence at Bulleen Plaza, funding has been successfully obtained for two new pop up children services in Bulleen. Delivery of successful Multicultural Event at Ted Ajani in partnership with key stakeholders.</p>		
	<p>10. Home and Community Care (HACC) Program Transition and Review GOAL: <i>To monitor and evaluate all 2015/16 actions in relation to the HACC program transition to the Commonwealth Home Support Program. By 30 June 2016:</i></p> <ul style="list-style-type: none"> Develop a partnership model with respective councils in the Eastern Region for the Regional Assessment Service Conduct ADSS Service review to best manage Community Care resources Complete Commonwealth requirements for the transition of the HACC program to the Commonwealth Home Support Program. 		
ACTION	<ul style="list-style-type: none"> Councils in the Eastern Region continue to work together in consultation with the MAV on the new for the Regional Assessment Service (RAS) to commence effectively on 1 July 2016. This includes the HACC Quality Improvement Forum, registration for the Assessment forums and planning for the Assessor training for the National Screening and Assessment Form (NSAF) ADSS has continued to review Service models including the Food Services area, Service hours required related to the Commonwealth and State Gov't models for the aged split ADSS continues to work with the regional colleagues and the MAV to be best prepared for the Transition to the CHSP as of 1 July 2016 		
	<p>11. Feasibility study for the future relocation of the Bulleen Library. GOAL: <i>Completion of the feasibility study report by 30 June 2016.</i></p>		
ACTION	<p>Expression of Interest undertaken for consultant to undertake the study. As a result a MACH 2 consultant has been appointed and commenced the feasibility study as scheduled. The consultant met with the Project Control Group on 15 March 16</p>		

Key Achievements – Quarter 3

- ✓ Near completion of Aquarena upgrade works.
- ✓ Award of mobile garbage bin supply contract.
- ✓ Completion of annual road reseal program.
- ✓ Handover of reconstructed Stintons Reserve oval to clubs.
- ✓ Completion of Tindals Road Stage 2 works
- ✓ The development of an engagement/disaster resilience strategy and implementation plan for the Manningham community.
- ✓ Ongoing implementation of education and awareness programs in partnership with emergency management agency's /organisations.
- ✓ Mullum Mullum Reserve Management Plan Stage 1 works commenced.
- ✓ Preferred tenderer advised for new Asset Management System.
- ✓ On-site verification of around 450 submissions to the proposed Land Subject to Flooding Overlay.
- ✓ Radio campaign with Eastern FM delivered in January / February. Vehicle Mounted Signs display occurring throughout the Bushfire Prone Area with fire safety messaging for the community.
- ✓ Resilience research complete and being developed into a strategy/framework for Manningham.
- ✓ Street sweeping is being completed in accordance with programs. An increase in leaf fall during the dry summer has impacted the service demand. The suction pit cleaner/sweeper has been utilised to meet the increased demand.
- ✓ Public exhibition of road closure of Beverley Street entrance to Tunstall Square Activity Centre



Works at Aquarena

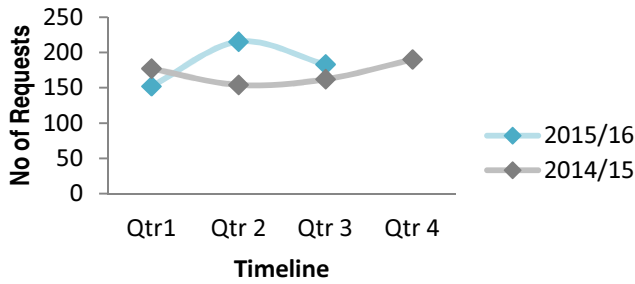
Key Activities – Quarter 4

- February to lock in pre-works in time for Autumn planting.
- Working with Manningham SES unit on the dissemination of flood info packs in the coming months.
- New waste bins rollout survey and associated information to be sent to all properties, for return by 20 May.
- Practical completion of Aquarena upgrade.
- Works to start on stage 2 of Tunstall Square Activity Centre improvements and Stage 4 of Jackson Court Activity Centre improvements.
- Works to continue on Heads Road improvements.
- Completion of Mullum Mullum Reserve Management Plan Stage 1 works.

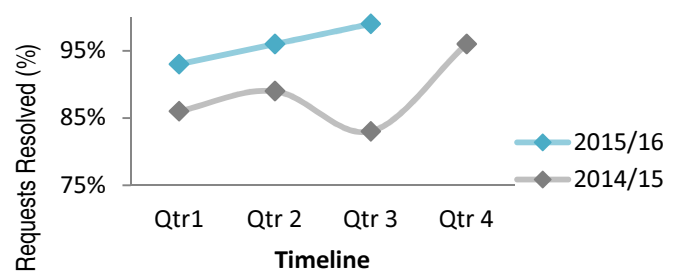
Key Organisational Indicators

ROADS

21. Number of Roads Service Requests

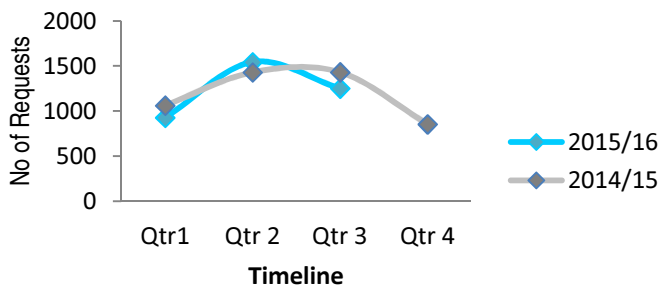


22. Percentage of Roads Service Requests Resolved in Time

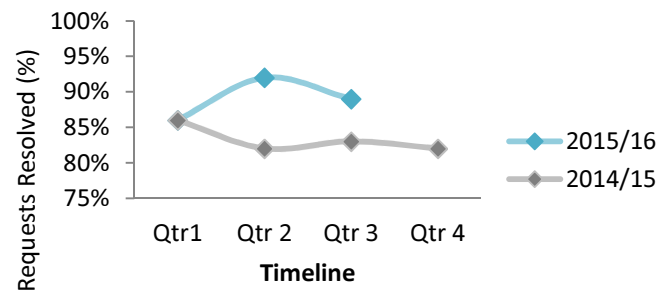


PARKS

23. Number of Parks Service Requests

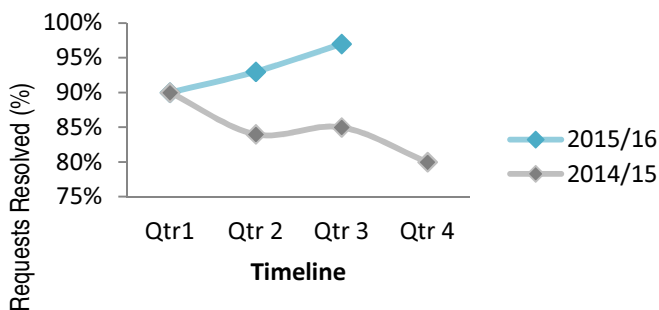


24. Percentage of Park Service Requests Resolved in Time

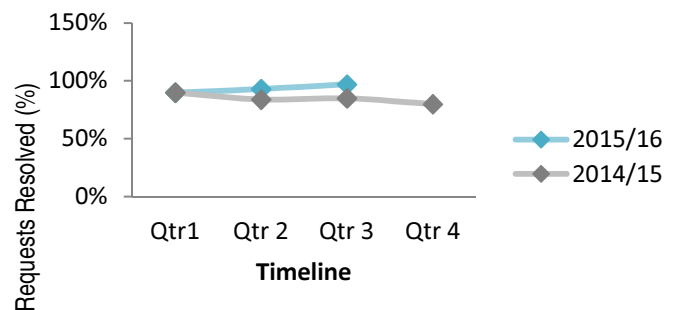


DRAINS

25. Number of Drain Service Requests

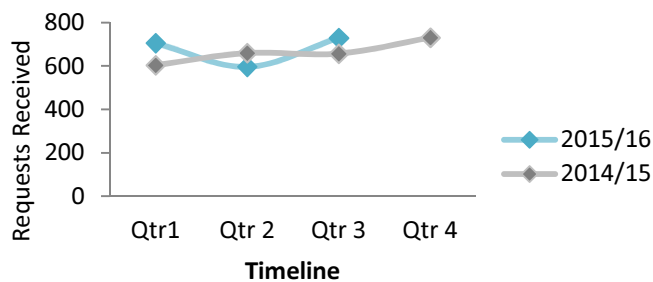


26. Percentage of Drain Service Requests Resolved in Time

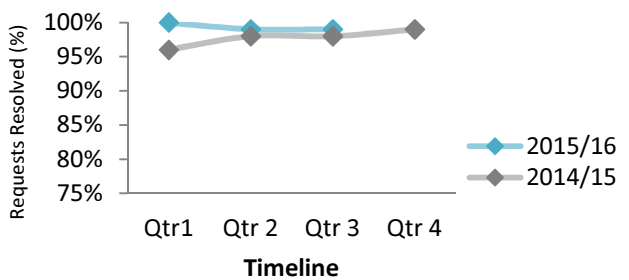


BUILDING

27. Number of Building Service Requests

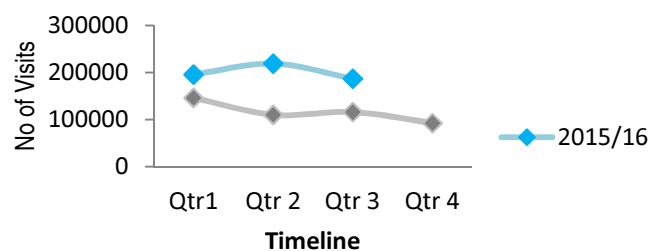
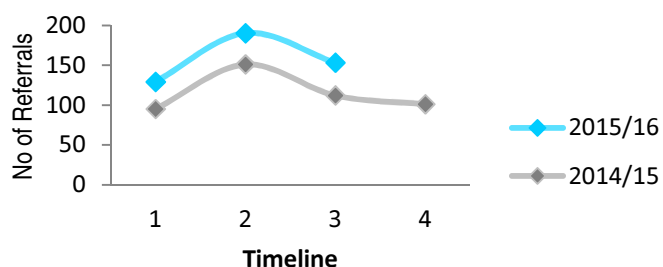


28. Percentage of Building Service Requests Resolved in Time



29. Planning Applications Referred to Engineering

30. Number of Visits to Aquatic Facilities



Assets and Engineering

MAJOR INITIATIVES AND INITIATIVES

No.	Initiative	Progress	Target
<p>Transport Advocacy (Major)</p> <p>12. GOAL: <i>Briefing to key members of parliament on Manningham transport priorities by 30 June 2016. Work with Public Transport Victoria (PTV) to facilitate implementation of PTV's new bus network for Manningham by 30 June 2016.</i></p> <p>ACTION Currently recruiting to the newly established Integrated Transport Advisory Committee. Ongoing discussions with Public Transport Victoria to fund and improve bus services and capacity on the network. Council has liaised with Infrastructure Victoria to include a future Doncaster Rail link in their 15 year Strategy, along with a Bus Rapid Transit network to the CBD.</p>			
<p>13. Aquarena Aquatic and Leisure Centre (Major)</p> <p>GOAL: <i>Implementation of Aquarena Masterplan Stages 4 - 6 completed by 30 June 2016</i></p> <p>ACTION The implementation of stages 4, 5 & 6 of the Aquarena Aquatic and Leisure Centre Master Plan is progressing well with key milestones met. The outside splash pool has opened ahead of schedule, the temporary wall separating the existing pool and the extension has been removed, with works proceeding in accordance with the agreed implementation plan.</p>			
<p>14. Mullum Mullum Stadium (Major)</p> <p>GOAL: <i>Have obtained planning approval, and have publically tendered the construction contract for the Stadium by 30 June 2016</i></p> <p>ACTION The project is ahead of schedule against the measure of success. The planning permit has been obtained and drawings are being finalised for tender at end of April.</p>			
<p>15. Emergency Management Prevention and Preparedness Education Program</p> <p>GOAL: <i>The development of an engagement/disaster resilience strategy for the local community by 30 June 2016. Ongoing implementation of education and awareness programs in partnership with emergency management agencies /organisations.</i></p> <p>ACTION The community resilience sub-committee met to consolidate all resilience based programs and initiatives across agencies, community groups and Council to ensure a collaborative approach. Planning for the fire garden project continued as well as pre-works planning in time for Autumn planting. Working with Manningham SES unit on the dissemination of flood info packs.</p>			
<p>16. Bolin Bolin Billabong Integrated Water Management Project</p> <p>GOAL: <i>Construction to be completed by 30 June 2016. *subject to receiving grant funding</i></p> <p>ACTION At the February 2016 meeting, Council noted the delays in securing grant funding from DELWP and endorsed an extension of time for the completion of project construction from 30 June to 31 December 2016.</p>			
<p>17. Revised Drainage Strategy</p> <p>GOAL: <i>Strategy to be presented for Council endorsement by 30 November 2015.</i></p> <p>ACTION This action has been deferred until 2016/17 to better align with State Government water planning and the C109 Amendment.</p>			
<p>18. Doncaster Hill Mode Shift Plan</p> <p>GOAL: <i>Commence micro-simulation modelling to test the feasibility of installing continuous bus lanes through Doncaster Hill by 30 June 2016. Adoption of the Doncaster Hill Mode Shift Behaviour Change Plan by 30 June 2016.</i></p> <p>Following modelling, the Behaviour Change Plan was adopted by Council in March 2016. This action has been completed.</p>			

Key Achievements – Quarter 3

- ✓ The Community Engagement Framework has been reviewed and expanded to include more specific guidance on how engagement on specific projects will be evaluated
- ✓ 2016/17 Budget and Strategic Resource Plan documents preparation in progress. Documents to be presented to Council on 26 April for adoption of proposed budget.
- ✓ Requirements for major PC & Technology Refresh Project written and completed, tender released 8/04/16.
- ✓ Project & Contract Management Solution project reshaped to meet organisational needs, Council reporting system replacement project and Print Optimisation project kicked off.
- ✓ Public notice for the proposed MCA Sub-Lease and Lease has been issued and public submission period has commenced for 28 days.
- ✓ Transition Plan and review of Terms of Reference for Audit Committee members approved by Council.
- ✓ Manningham, Banyule, Yarra Ranges, Monash and Nillumbik have now awarded lump sum block street pruning. Manningham is analysing schedule of rates component.
- ✓ Implementation of new IT Helpdesk tool (IT Support Centre) to help manage IT requests both from a customer perspective and an IT Support Team perspective. Key features of this tool include a simple and user friendly web portal, more online functions for users and accurate reporting on IT performance.
- ✓ Significant progress has been made in developing the Customer Service roadmap and service strategy, including workshops with a range of key stakeholders, end-to-end customer journey mapping and process reviews in two service areas.

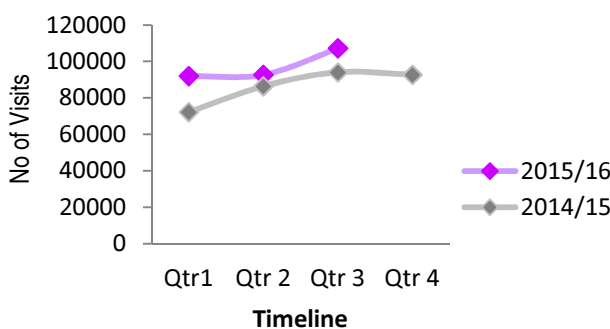
Key Activities – Quarter 4

- Information Technology is finalising a review to provide strategic direction for service and storage infrastructure.
- Manningham’s electronic titles conversion project in association with Land Victoria is ongoing and is still being processed by our Record Department. It is anticipated all Council’s paper titles will be sent to Land Victoria Title office for processing and conversion to electronic form.

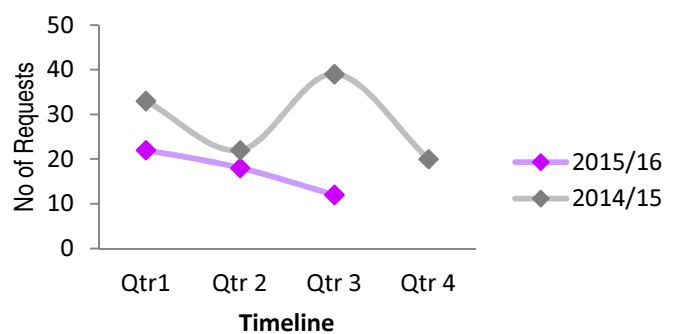
Key Organisational Indicators

COMMUNICATIONS

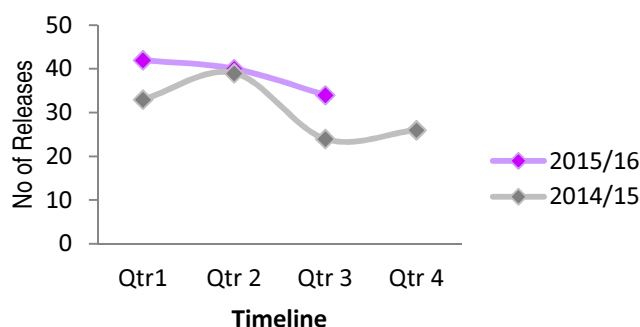
31. Number of Visits to Council Website



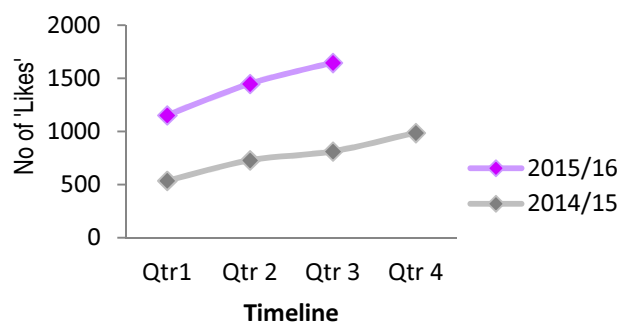
32. Number of Media Requests



33. Number of Media Releases

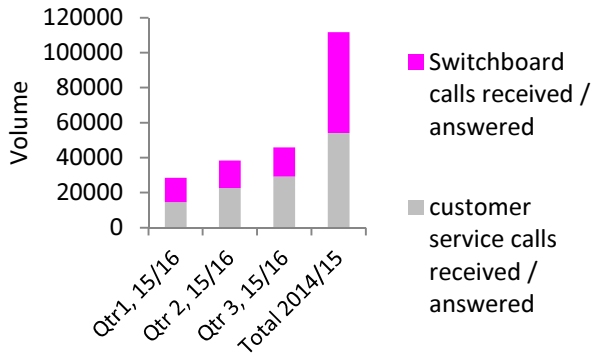


34. Total Number of Facebook ‘Likes’

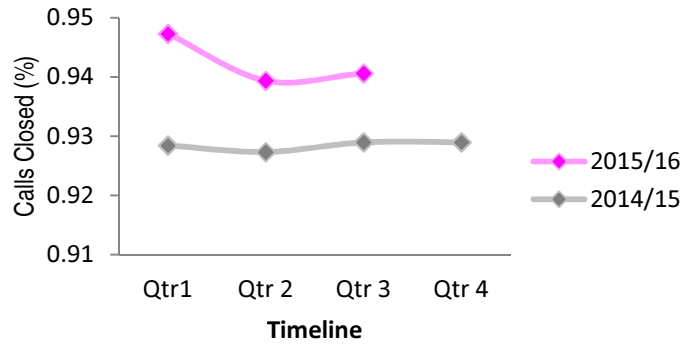


CUSTOMER SERVICE

35. Volume of Calls into Council



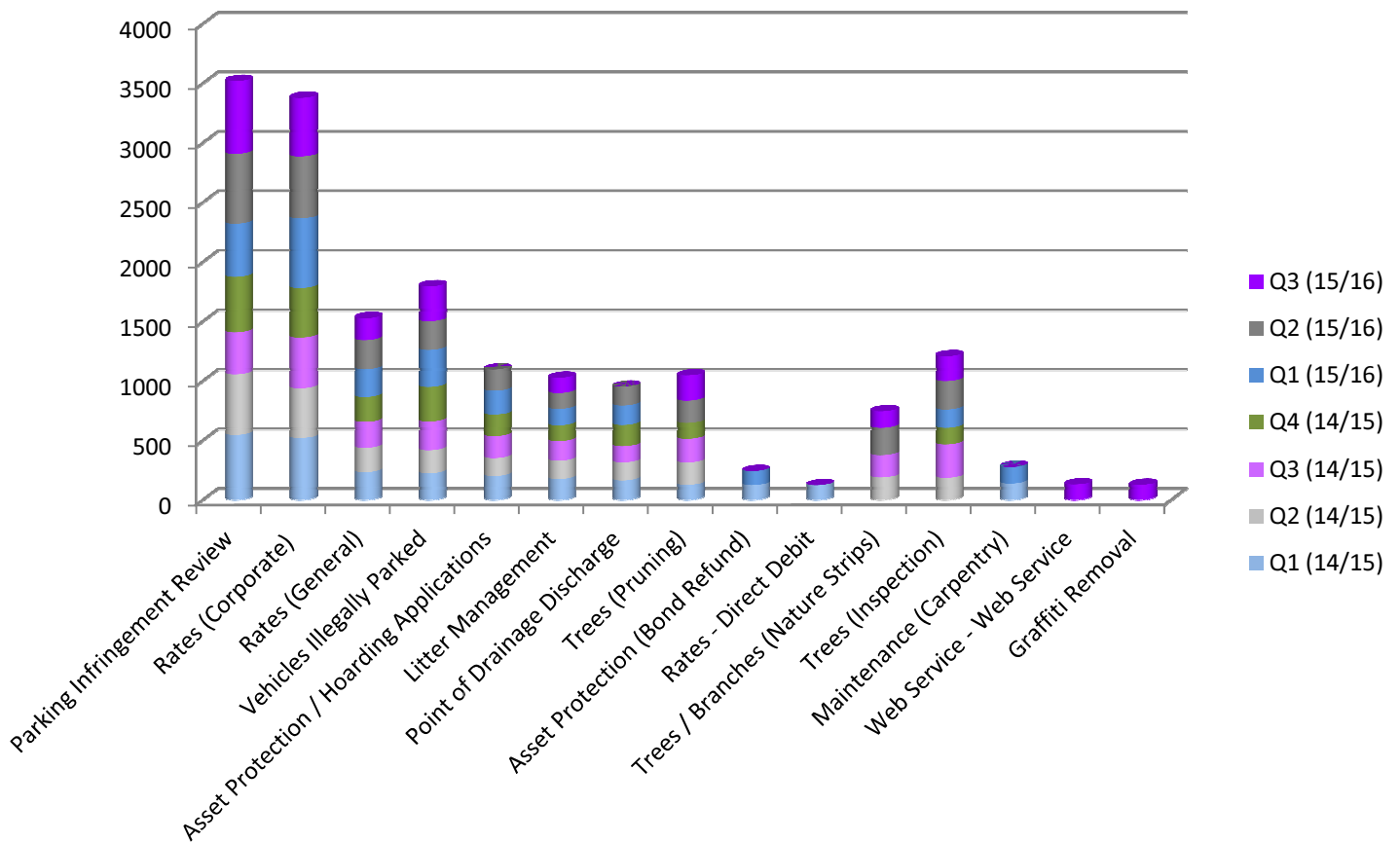
36. Customer Contact into Council Closed in Time



All calls are received by the switchboard in the first instance.

'In Time' figures reflects the number of CFS requests that have been 'Closed - In Time' during the period specified

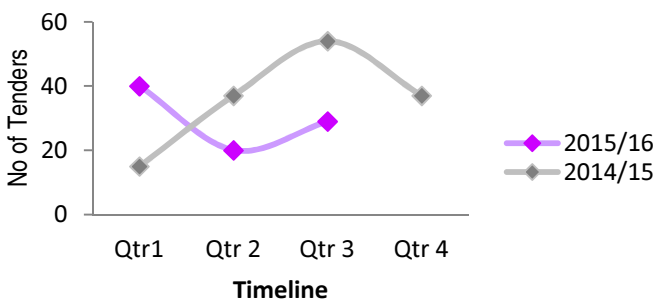
44. Top Ten Topics – Customer Enquiries



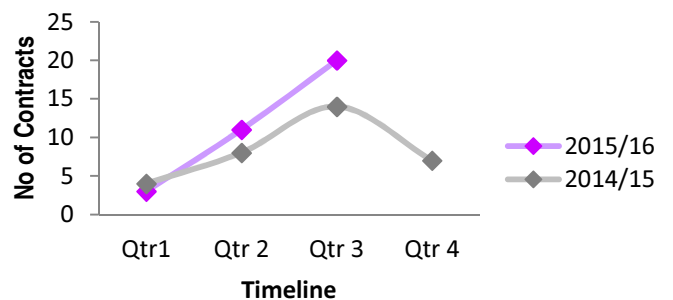
Reading this graph: Quarters are shaded in similar colours with the current year a darker shade.
 Note: Rates (corporate) is defined as customers contacting Council regarding a change of details.

PROCUREMENT

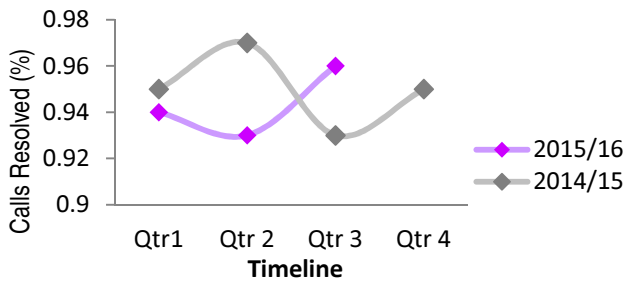
37. Number of Tenders and Quotations Issued



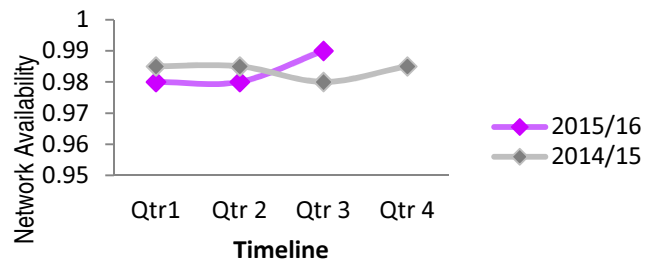
38. Number of Contracts Entered Into



39. Percentage of HelpDesk calls Resolved in Time

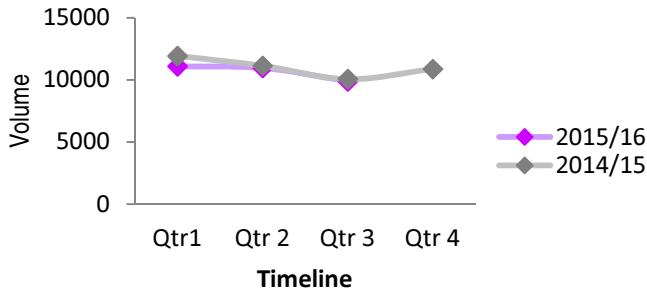


40. Network Availability

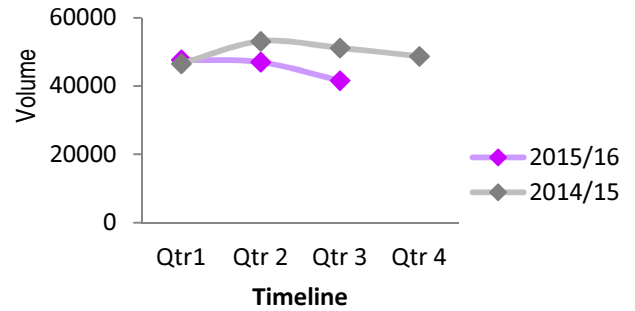


RECORDS

34. Volume of Incoming Mail



35. Volume of Outgoing Mail



Shared Services

MAJOR INITIATIVES AND INITIATIVES

No.	Initiative	Progress	Target
19.	Customer Service Improvement Opportunities (Major) GOAL: <i>The Roadmap for customer service improvements and moving to a centralised call centre will be completed by 30 June 2016.</i>		
ACTION	Vision and scope of works is being finalised with the support of a consultant who will conduct a corporate wide Customer Service 'Health Check' to result in a strategic plan and road map for the future direction of Customer Service.		
20.	Identification and Resolution of Council Land Ownership Issues GOAL: <i>A plan to address high priority actions has been developed by 30 June 2016.</i>		
ACTION	The priority matters have been identified and subject to actioning. Current action sees a number of land tenure matters resolving or proceeding to resolution.		
21.	IT Major Project Management and Implementation GOAL: <i>Implementation of Invoice Scanning, an Asset Management System and a Project and Contract Management System by 30 June 2016.</i>		
ACTION	Project progress: Invoice Scanning - 39%, Asset Management System - 40% and Project and Contract Management Solution - 15% (reshaped to focus on holistic solution, not just a system)		
22.	IT Infrastructure Strategic Review GOAL: <i>Review to be completed by 30 June 2016.</i>		
ACTION	Review has been completed currently finalising documentation.		
23.	Cloud Readiness Review. GOAL: <i>Review to be completed by 30 June 2016.</i>		
ACTION	Vendor has been selected schedule to begin the review.		
24.	Participation in Municipal Association of Victoria Procurement LEAP Program GOAL: <i>Cost and process improvement opportunities identified by December 2015 for implementation by the end of December 2016.</i>		
ACTION	Cost and process improvement opportunities identified and submitted for internal review and approval.		

Overview

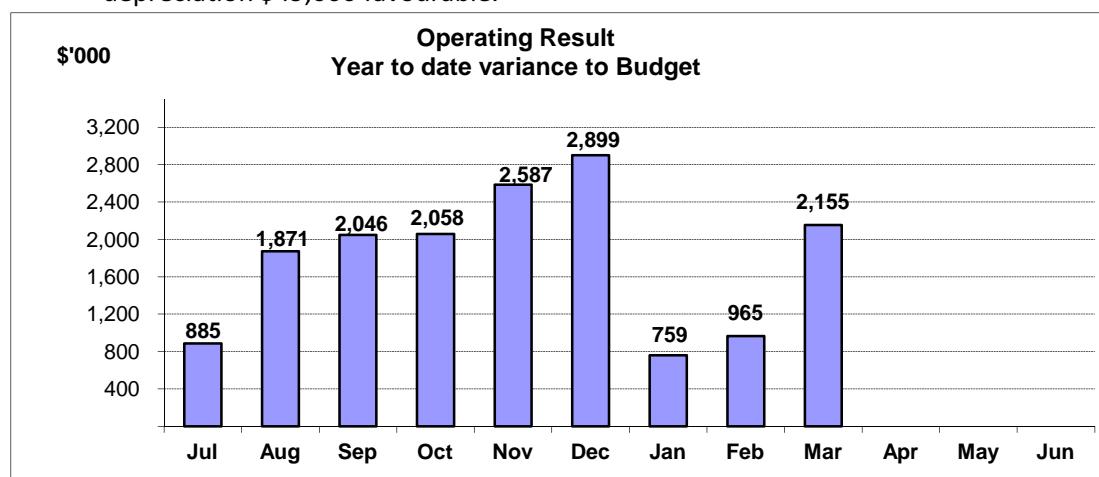
This Financial Status Report covers the period ending 31 March 2016. Variances are reported against the reviewed forecast endorsed by Council on 2 February 2016.

Operating Surplus

	Year to 31 December 2015				
	Adopted Budget \$'000	Actual \$'000	Variance \$'000	Favourable / Unfavourable	Variance %
Revenues	116,843	118,705	1,862	Favourable	1.6%
Expenses	80,495	80,202	293	Favourable	0.4%
Operating surplus	36,348	38,503	2,155	Favourable	5.9%

Council's financial position reflects an overall positive performance against the year to date operating budget. The key revenue increase includes:

- \$1,158,000 in unbudgeted Doncaster Hill developers contributions income
- capital grants and contributions are \$268,000 favourable, being a combination of income received in advance and unbudgeted monies
- user charges are \$117,000 favourable, statutory fees and charges \$65,000, interest income \$92,000, operating grants and subsidies \$68,000 and general rates \$46,000.
- On the expenses side, employee costs are currently favourable by \$124,000, materials and contracts \$78,000 and depreciation \$49,000 favourable.



the increased variance from Feb to March chiefly relates to the receipt of unbudgeted developer levies and capital grants

Underlying Surplus

The Underlying surplus is a measure of the actual surplus realised by the Council excluding non cash revenues and expenses, capital income, sale of assets and transfers to reserves. Council uses the underlying surplus, in addition to external grants, to fund the capital program.

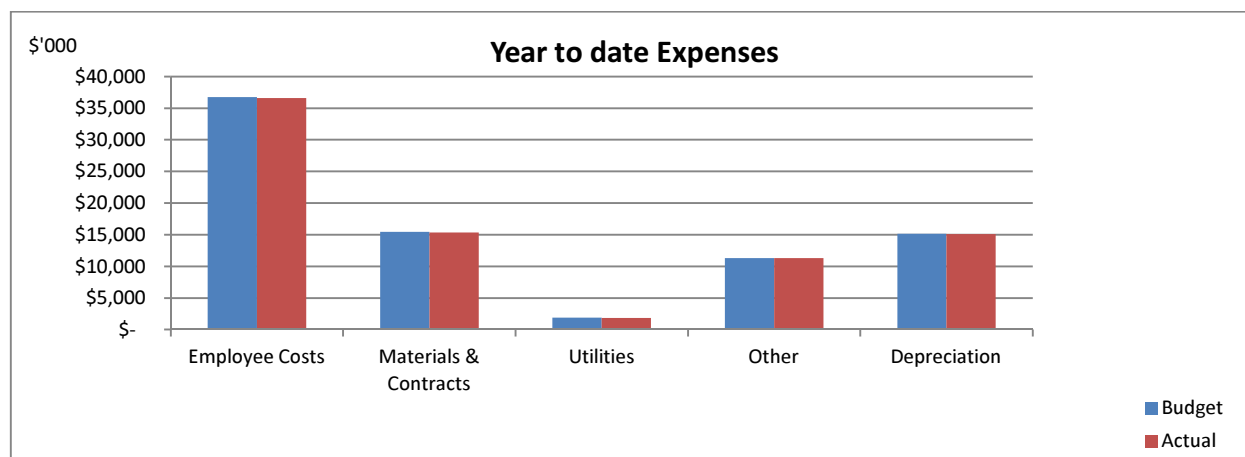
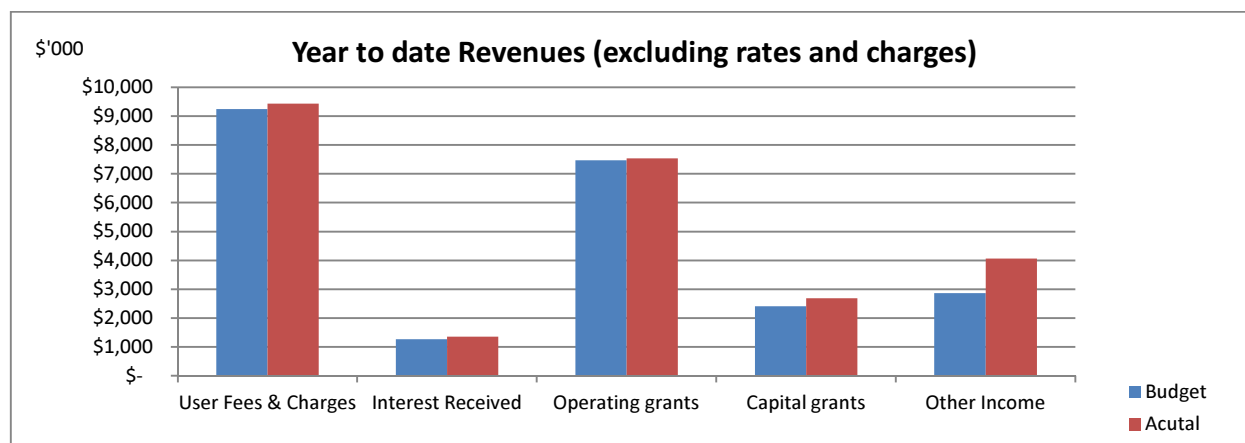
	Adopted Budget \$'000	Actual \$'000	Variance \$'000	Variance %
Operating surplus	36,348	38,503	2,155	5.9%
less/(add) capital grants & contributions	2,415	2,683	268	11%
less/(add) developer contributions	2,351	3,508	1,158	49%
less/(add) net gain or loss on disposal of assets	251	251		
add/(less) depreciation	15,142	15,093	49	0%
add/(less) other adjustments	(2)	(23)	20	841%
Underlying surplus	46,471	47,131	660	1.4%

Other Indicators

Cash and investment balance	\$56.53 million
Unrestricted cash	\$25.27 million
Rates and charges debtors	\$48.54 million (55.43% of the \$93.022 m raised in 2015/16 have been collected)

Income and Expenditure

This section details the year to date results against each major revenue and expenditure groupings. Explanations of key variances have been provided where the line item has a variance of greater than 10 per cent reporting threshold or where further explanation is deemed appropriate.



Reason for year-to-date variances	Action required/taken
<p>1 Other Income \$1,207,000 Favourable</p> <p>Unbudgeted development contributions for 1 Grosvenor Street Doncaster and 101-105 Tram Road Doncaster have been received resulting in a favourable budget position of \$1,018,000.</p> <p>Other unbudgeted income items have also been received including insurance refunds relating to street light and fencing damage, settlement of a discontinued road adjoining 426 Yarra Road, Wonga Park, and the sale of the discontinued right of way at the rear of 25 Queens Avenue Doncaster.</p> <p>The unbudgeted items are mostly offset by unfavourable quarry royalties due mainly to less availability of clean fill to dump on the site</p>	<p>These funds are placed into a reserve and used to fund capital works projects as part of the capital work program.</p> <p>To be updated in the end of year forecast.</p>
<p>2 Capital grants and Contributions \$268,000 Favourable</p> <p>Unbudgeted capital contributions have been received for following projects:</p> <ul style="list-style-type: none"> * Manningham Recreation Association for Highball Facilities \$663,000 * Wonga Park Tennis Club upgrade \$95,000 * Montessori Pre School upgrade and refurbishments \$88,000 * Stride Early learning Centre upgrade and refurbishments \$83,000 * Wonga Park Sportsground refurbishment (State Gov't grant) \$61,000 * Melbourne Water grant for Mullum Mullum Highball \$53,000 * Bus stop at Springvale Rd and Leslie St, Donvale \$15,000 * Centre wickets construction \$13,000 	<p>Unbudgeted revenue has been included in the capital works program and will be included in updated forecasts. These new capital grants will be used for capital works in 2015/16 and 2016/17 financial years.</p>

Conclusion

The March 2016 financial results indicate that Council is expected to perform better than year end reviewed forecast. Any material variation since the reviewed forecast was adopted in February 2016 has been reflected in the end of year forecasts.

This Status report covers the period ending 31 March 2016. Variances are reported against the Adopted Budget, Mid Year Review Budget, and YTD Forecast Outcome. The value of works completed at end of March is \$22.219 million.

✘ YTD Completed Works \$0.19 million unfavourable to the YTD Adopted Budget ¹

✓ YTD Completed Works \$2.03 million favourable to the YTD MYR Budget ¹

✓ YTD Completed Works \$2.54 million favourable to the YTD Forecast

Legend ✓ - Favourable against YTD Target, ✘ - Unfavourable against YTD Target

¹ This represents the financial outcome after accruing for works completed.

Financial Performance

The following table provides a snapshot of the performance in regard to the implementation of the Capital Works Program.

	End of Year Forecast Budget (YTD)									
	Adopted Budget \$'000	YTD Adopted Budget \$'000	MYR Budget \$'000	EoY Forecast \$'000	YTD MYR Budget \$'000	YTD Forecast \$'000	YTD Actual \$'000	YTD Variance \$'000	YTD Variance %	Fav / Unfav
A. Compared to Adopted Budget										
Budget YTD Outcome	37,616	22,024					22,219	(195)	-0.9%	U
B. Compared to Mid Year Review Budget										
MYR Budget YTD Outcome			39,225		24,251	24,761	22,219	2,032	8.4%	F
C. Compared to Forecast outcome										
Budgeted works:	33,572		33,572	34,224	19,179	17,777	16,384	1,393		
Budgeted carry forwards	4,044		4,044	4,044	3,455	3,455	2,351	1,104		
Additional carry forwards from 2014/15			937	937	970	970	806	164		
New Works (MYR):			1,622	-	1,285	1,285	781	504		
Approved carry forwards to 2016/17 (Table B)			(950)	-	-	-	-	-		
Additional New Works (Post MYR):				-	-	-	-	-		
Additional grants & Income (Table D)				108	-	14	14	-		
Proposed carry forwards to 2016/17 (Table C)				(1,030)	(638)	(638)	-	(638)		
Budget Adjustments (Table E)				2,139	-	1,898	1,883	15		
Forecast YTD Outcome	37,616		39,225	40,422	24,251	24,761	22,219	2,542	10.3%	F
D. Income (Table A)										
Budget including plant sales	5,085	2,330	6,707	6,661	3,212	3,258	3,583	(371)		
Additional grants and income				108	-	27	27	(27)		
Grants & Income removed from the budget				13	-	-	-	-		
Forecast YTD Outcome	5,085	2,330	6,707	6,782	3,212	3,285	3,610	(398)	-12.4%	F

Legend: **F** - Favourable **U** - Unfavourable

At the end of March, 59.1% of the total adopted budget allocation and 56.6% of the MYR budget has been delivered (on ground value). Compared to the EoY forecast, 55.0% of the total program allocation has been completed.

Of the \$22.219 million of works completed at the end of March, the value of budgeted works completed, excluding the carry forward projects and new post budget adoption projects, is \$16.384 million. The completed value of the carry forward projects that were delayed from 2014/15, including those in the 2015/16 adopted budget, is \$3.157 million. The net value of new post budget adoption projects is \$2.678 million..

Program Status and YTD Profile

A year end expenditure of \$40.422 million is currently forecast against the adopted budget of \$37.616 million and MYR budget of \$39.225 million. The net difference between the EoY forecast and MYR budget being an increase in grants and income of \$0.088 million, plus other budget adjustments of \$2.139 million, less proposed carry forwards of \$1.030 million.

The total value of the carry forward amount to 2016/17 is \$1.98 million, and includes \$0.950 million approved at the MYR, plus a further \$1.03 million (post MYR). The value of works completed at end of March is \$22.219 million, which is \$2.032 million (8.4%) below the YTD MYR budget of \$24.251 million. Compared to the YTD Forecast, the value of works completed is \$2.542 million (10.3%) below the YTD forecast amount of \$24.761 million.

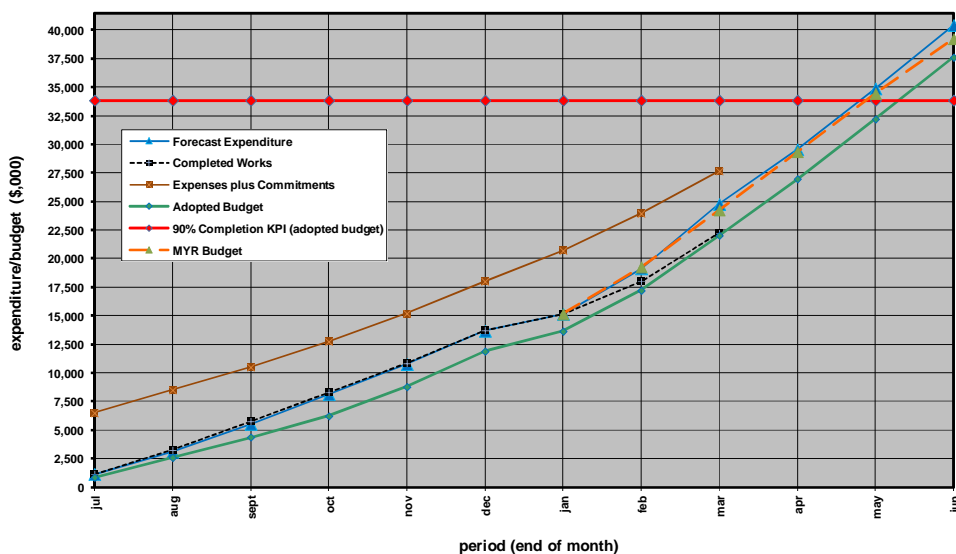
Capital Works Program 2015/16 (continued)

However, against the YTD adopted budget, there is an unfavourable variance of \$0.195 million (0.9%), which can be attributed to a number of ongoing projects that were carried forward from 2014/15, plus additional new works that were not part of the 2015/16 adopted budget.

The variance against the YTD MYR Budget and YTD forecast can be largely attributed to a number of project delivery variations on the following projects, which are lagging from a project expenditure perspective: New Footpath Construction (Templestowe Road and Parker Street), Road Management Strategy Traffic and Road Use (Heads Road), Bicycle Strategy Implementation (Park Road), Drainage Strategy (Bolin Bolin wetlands, Prospect Road, and Melbourne Hill Road drainage improvements), Mullum Mullum Linear Park Stage 3, Finns Reserve Management Plan (footbridge), Mullum Mullum Highball Facility, and Templestowe Heights Stadium refurbishment.

Works have commenced on the majority of these projects however, the Mullum Mullum Footbridge and Linear Trail works, Bolin Bolin wetlands and Prospect Road drainage improvement projects will not be completed due to planning permit compliance issues and ongoing consultation and approval delays. The following provides a chart of financial performance for Capital Works Expenditure to end of March..

Capital Expenditure



Capital Income

Capital Income received is ahead of YTD budget income at end of March with a variance of 12.4%. This variance can be attributed to a number of grants and income being received in advance plus additional unbudgeted grants and income that was not identified as a part of the 2015/16 budget, for works to be undertaken this financial year.

Year End Position 2015/16

An EoY forecast total of **\$40.422** million is currently stated with the following variances and adjustments

Summary of Variances	\$'000
Approved Carry Overs to 2016/17 MYR	950
Proposed Carry Overs to 2016/17 Post MYR	1,030
Additional Grants and Income (Post MYR)	88
Budget Adjustments (Post MYR)	2,139
Approved Deferrals/Transfers	3,065
Proposed Deferrals/Transfers	455
Savings (end of March)	Nil

It can be concluded that reasonable progress has been made in regard to the implementation of the Capital Works Program in terms of overall performance.