

Quarter 3

1 January to 31 March 2022

# Manningham Quarterly Report

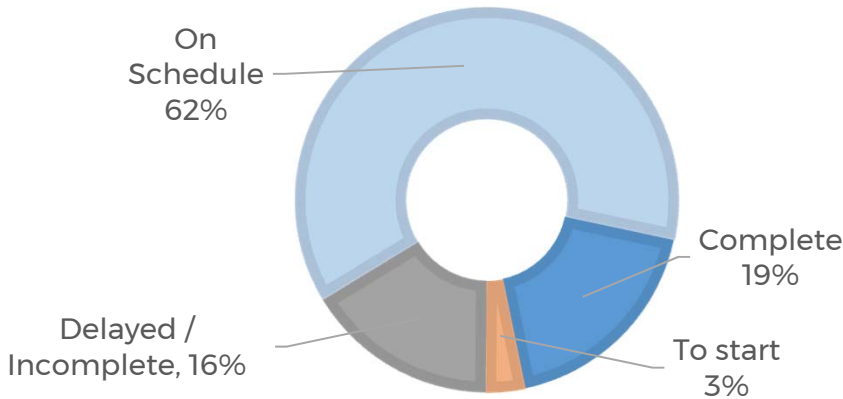
*Key information on our performance and governance*



A number of our Councillors with a new mini recycling station

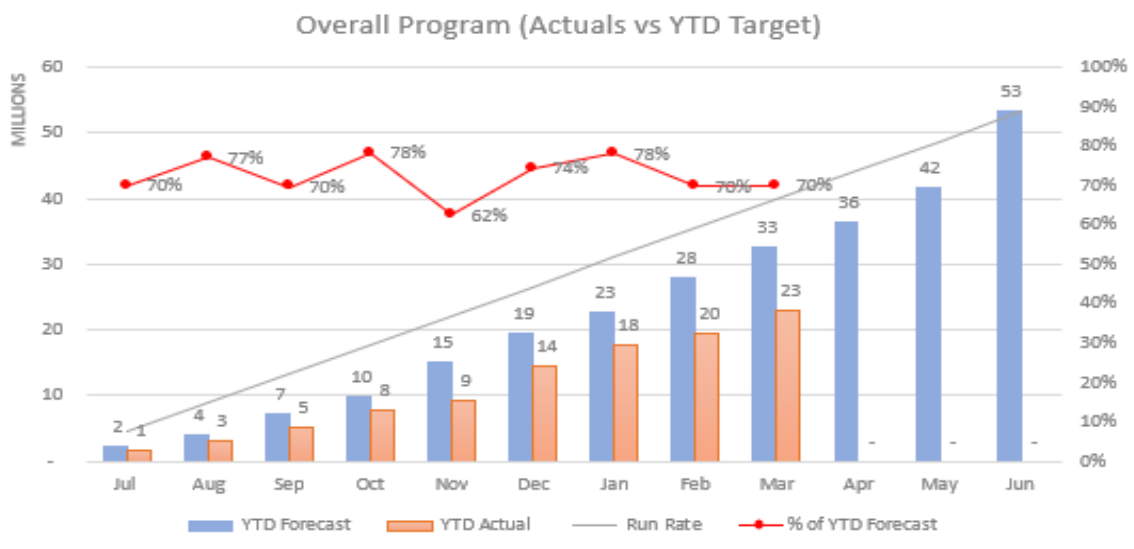
# 1. Capital Works

## Capital Works Projects



<b>Adopted Budget</b>	<b>\$58.29m</b>
<b>Less Adjustments</b>	<b>*-\$5.1m</b>
<b>Updated Forecast</b>	<b>\$53.2m</b>

Program Complete	Projects Complete	Value of Capital Works	Capital Income & Grants
<b>43%</b>	<b>19%</b>	<b>\$23.0m</b>	<b>\$5.1m</b>



## Capital Spotlight

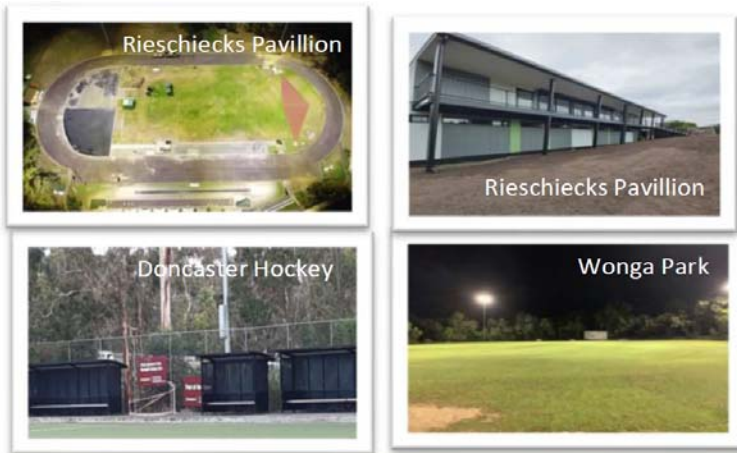
- The adopted 2021/22 capital budget of \$54.37m in new funding plus \$3.92m in carry forwards contained a provision for \$5m in strategic property acquisitions which has been deferred to 2022/23 reducing the current year's budget to \$53.2 million. The reduced figure is still a significant increase over previous years. The \$5.1m figure above includes a small income correction along with the \$5m deferral.
- Total capital expenditure as at March 2022 is \$23m which equates to 43% of the total budget. 3 projects were added to the program, bringing the total number of projects in the program to 179. 29 projects have been delayed or deferred, 33 projects are complete, 111 projects are on track and six projects are yet to commence.
- COVID-19 negatively impacted the execution of the capital works program in the first half of the financial year a number of ways. Many projects were slowed by the enforced construction industry shutdown earlier in the financial year, long material procurement lead times, increasing material costs, low contractor and material availability and external approver bottlenecks all attributable to COVID-19. Despite the effects of COVID-19 we are currently expecting that 91% of projects will be completed and 86% of the adjusted capital budget of \$53.3m will be expended by the end of the financial year.
- Just under \$4m in funding was reallocated from COVID-19 affected and other delayed projects to less affected projects in Q3 to enable this solid expenditure result. A review of our community engagement practices has delayed the commencement of some projects, but it is anticipated that these changes will significantly improve our performance next year and into the future.

# 1. Capital Works

## Major Projects - progress update

Overall, many projects are progressing well, despite difficulties associated with COVID-19.

Undating our Sporting Facilities with **Doncaster Hockey Tech Benches, change rooms and kitchen, Wonga Park Floodlight Upgrade and Rieschiecks Pavilion**



Program (year to date)	Expenditure	Percentage
Artworks Program	\$10,000.00	0.00%
Buildings Program	\$2,651,676.41	11.60%
Capital Works Management	\$310,185.83	1.40%
Childrens Services Program	\$24,104.93	0.10%
Community Facilities Program	\$54,864.76	0.20%
Drainage Program	\$1,519,668.74	6.70%
Open Space Program	\$2,673,416.76	11.70%
Plant and Equipment Program	\$803,969.37	3.50%
Property Acquisition Program	\$1,461,764.56	6.40%
Recreation & Leisure Program	\$4,978,454.01	21.80%
Roads Program	\$5,000,141.67	21.90%
Streetscapes Program	\$550,756.21	2.40%
Sustainability Program	\$274,538.58	1.20%
Technology Program	\$2,160,353.11	9.50%
Transport Program	\$355,833.75	1.60%
Waste Management Program	\$527.97	0.00%
<b>TOTAL</b>	<b>\$22,830,256.66</b>	<b>100.00%</b>

**Footpaths completed** include 1. Ringwood Warrandyte Road, Park Orchards, 2. James Street and 3. Springvale Road - Doncaster East. Works progressing well includes 4. Heidelberg Warrandyte Rd (Sunset Ave to Innisfallen Rd), 5. Porter Street and 6. Springvale Road - Donvale



Yarra Road Stabilisation: Wonga Park complete

- project started in December 2021 but delayed due to variances in ground conditions.
- stabilisation restarted in Feb and resurfaced in March 2022
- Funded jointly by the Australian Government (Local Roads and Community Infrastructure Program) and Manningham Council. Total value of works \$470K.



Official opening of **Montgomery Street Plaza and fitness equipment**



The **Mont Claire drainage** is another project to be completed soon.

# 2. Financial Status

## Income Statement

Account Group	YTD Current Budget \$'000	YTD Actuals \$'000	YTD Variance \$'000	YTD Variance %	Annual Adopted Budget \$'000	Annual Forecast \$'000	Annual Forecast Variance (v Adopted Budget) \$'000
<b>1. Income</b>							
Rates - General	113,537	113,716	179	0.2%	113,818	114,339	521
Statutory Charges, Fees & Fines	3,129	2,361	(768)	(24.5%)	4,163	3,245	(918)
User Charges	7,186	4,049	(3,138)	(43.7%)	9,049	7,140	(1,909)
Interest Received	281	304	22	7.9%	375	375	
Grants & Subsidies	7,630	10,654	3,023	39.6%	11,730	14,317	2,587
Capital Grants & Contributions	5,464	2,912	(2,552)	(46.7%)	7,160	7,635	475
Other Income	4,935	6,905	1,970	39.9%	7,655	9,259	1,604
Net gain/(loss) on disposal of Property, Infrastructure, Plant and Equipment		393	393		133	133	
<b>Total 1. Income</b>	<b>142,162</b>	<b>141,293</b>	<b>(869)</b>	<b>(0.6%)</b>	<b>154,083</b>	<b>156,443</b>	<b>2,360</b>
<b>2. Expenditure</b>							
Employee Costs	42,764	28,193	(14,571)	(34.1%)	56,259	55,605	655
Materials & Contracts	21,795	14,026	(7,769)	(35.6%)	29,799	32,189	(2,391)
Interest	9	26	17	185.4%	48	49	(1)
Utilities	1,539	703	(836)	(54.3%)	2,135	1,933	202
Other	13,301	10,784	(2,517)	(18.9%)	16,571	17,488	(917)
Depreciation	21,218	13,396	(7,822)	(36.9%)	28,292	27,606	686
<b>Total 2. Expenditure</b>	<b>100,625</b>	<b>96,884</b>	<b>(3,741)</b>	<b>(3.7%)</b>	<b>133,104</b>	<b>134,871</b>	<b>(1,767)</b>
<b>Operating Surplus / (Deficit)</b>	<b>41,537</b>	<b>44,408</b>	<b>2,871</b>	<b>6.9%</b>	<b>20,979</b>	<b>21,572</b>	<b>593</b>

## Executive Summary

At the end of March 2022, Council's Operating Surplus was \$2.87 million or 6.9% favourable compared to the year-to-date (YTD) adopted budget. **The key favourable variances include:**

- \$3.02m favourable Operating Grants income mainly due to an unbudgeted COVID Safe Outdoor Activation grant (\$575k), the timing of Aged & Disability federal funding (\$1.75m), unbudgeted Business Concierge funding (\$212k), Community Programs funding (\$244k) and Gender Equality Pilot for Community Development (\$27k), and unbudgeted grants in City Amenity for Neighbourhood Battery Initiative (\$34k) and kerbside waste reforms (\$139k)
- \$1.97m favourable Other Income mainly due to \$1.18m unbudgeted Quarry Royalty income as the quarry continues to operate into this financial year and timing of developers contributions (\$548k favourable). Unbudgeted capital contributions have also been received (\$151k favourable).
- \$1.22m favourable Materials & Contracts mainly due to timing of expenditure. City Services is \$623k favourable - Infrastructure Services \$1.21m favourable, Property Services \$214k favourable, Infrastructure & City Projects Administration \$117k favourable, City Amenity \$382k unfavourable, City Projects \$538k unfavourable; City Planning & Community \$553k favourable - Community Programs \$406k, Approvals & Compliance \$64k, Aged & Disability Support Services \$58k and Economic & Community Wellbeing \$38k.
- \$1.59m favourable Employee costs due to a number of vacancies across the organisation.
- \$1.36m favourable Depreciation for Intangible Software; Parks, Open Space & Streetscapes; Roads and Computers & Telecommunications.

**These are partly offset by:**

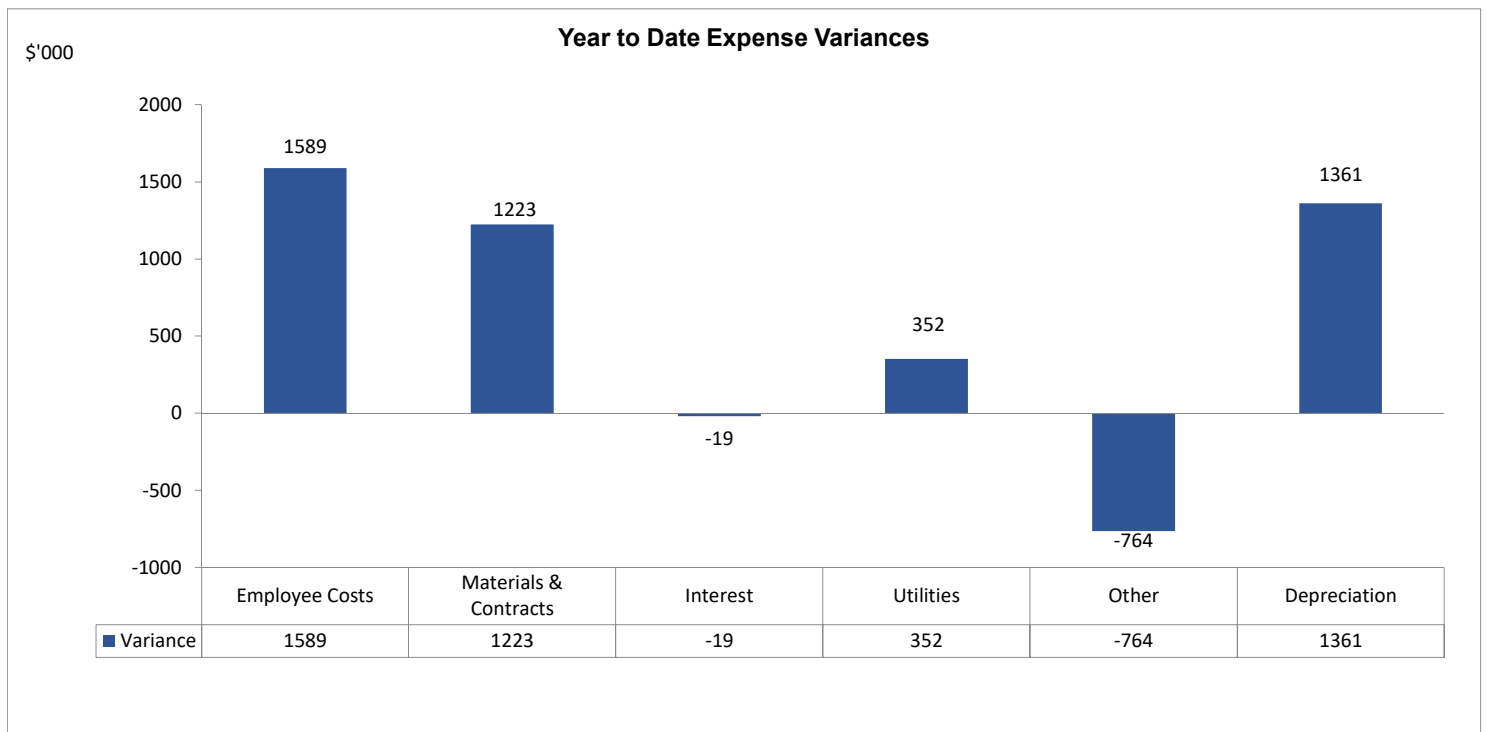
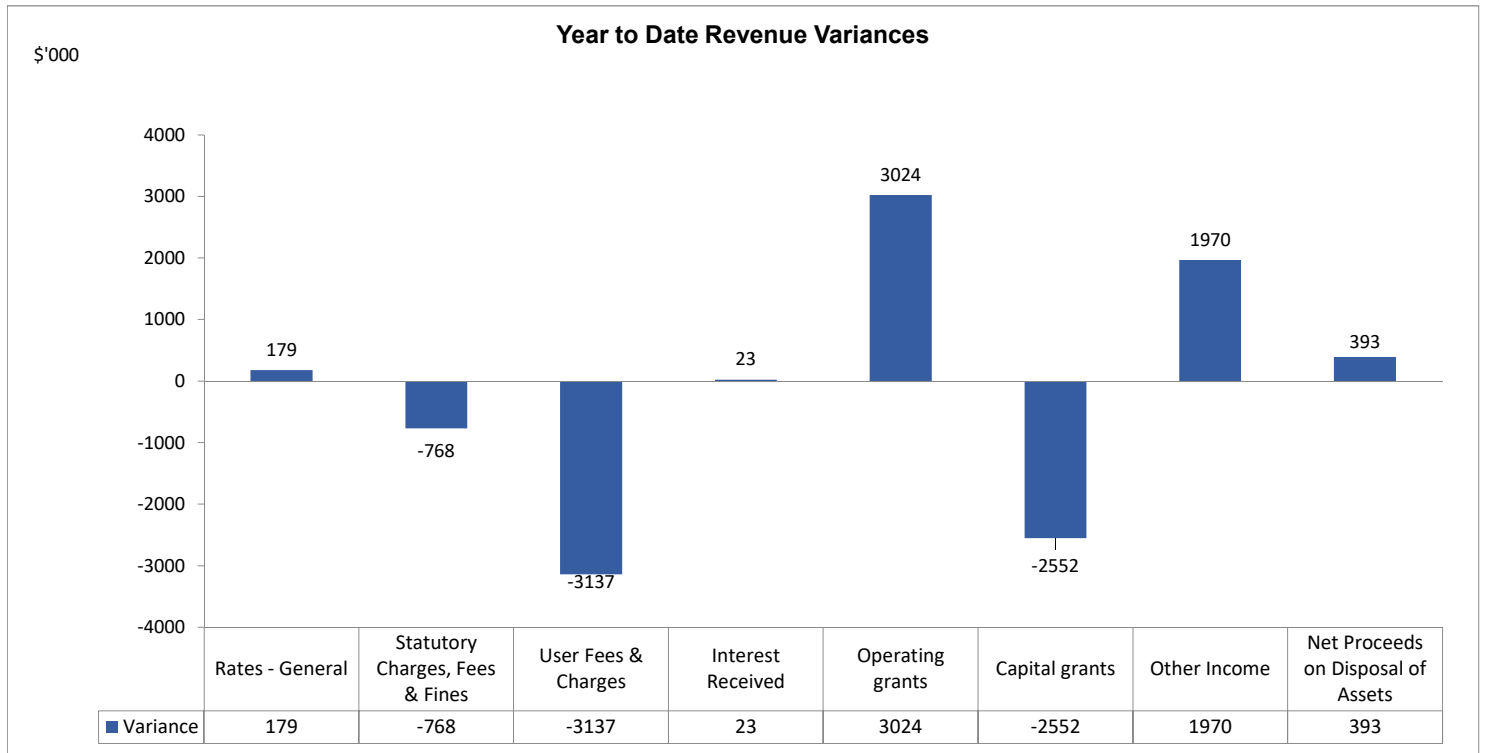
- \$3.14m unfavourable Fees and User Charges due to COVID-19 Pandemic Financial Relief provided to Council's tenants from Leases & Licenses charges and lower than budgeted income from Community Venues and Arts & Culture due to ongoing lockdowns and restrictions. Utility recoveries and Children's Services are also impacted.
- \$2.55m unfavourable Capital Grants: State Capital grants unfavourable \$822k, Federal Capital grants \$1.73m unfavourable relating to the timing of receipt of these.
- \$768k unfavourable Statutory Charges, Fees & Fines mainly due to Parking Infringement activity being lower than budgeted due to ongoing lockdowns.

### Impact of State Government restrictions associated with COVID-19

With the State Government continuing a State of Emergency and the ongoing restrictions, the ongoing financial impact on Council is being closely monitored. Any additional financial impacts on Council services, and/or any additional community financial relief measures beyond the assumptions adopted in the 2021/22 budget are being/will be reflected in the Annual Full Year Forecast

# 2. Financial Status

## Year to Date Income and Expenditure Variances by Category



# 2. Financial Status

## Cash and Investments

Council's cash and cash investments balance as at March 2022 is \$95.08 million

Council has a portfolio of \$78.50 million in term deposits. Investment options are regularly assessed for more profitable returns.

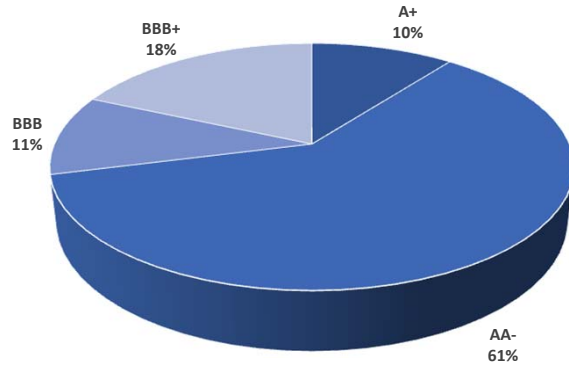
## Summary of Council's Investments

Average Weighted interest rate	0.54%
Average monthly interest \$	33,733
Maximum interest rate earned	1.26%

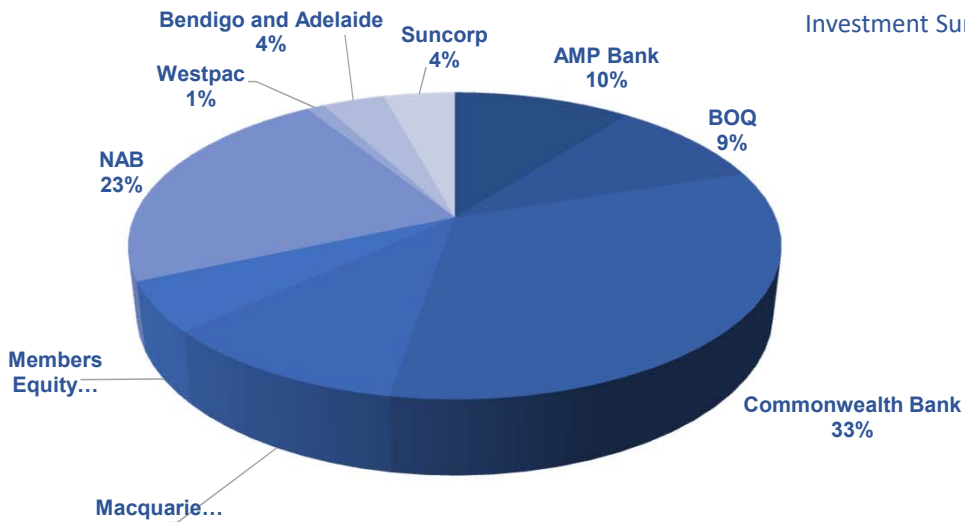
Standard & Poor (S&P) is a universal credit rating. There are 17 ratings, only using four different letters A-D. This is achieved by doubling or tripling letters—the more the better. Ratings can also include a plus sign (which is better than standalone letters) or a minus sign (which is worse than standalone 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.

Investments by risk (S & P Long Term Credit Rating)



Investment Summary



# 2. Financial Status

## Balance Sheet

	March 2022 (\$)	June 2021 (\$)	Movement (\$)
<b>ASSETS</b>			
<b>Current Assets</b>			
Trade and Other Receivables	38,487,954	15,908,770	22,579,184
Accrued Income	706,809	548,754	158,055
Cash and Cash Equivalents	6,578,243	2,805,106	3,773,137
Other Financial Assets	87,500,020	74,086,656	13,413,364
Prepayments	215,182	1,275,030	(1,059,848)
Trade and Other Receivables	4,265,510	169,853	4,095,657
	<b>137,753,718</b>	<b>94,794,169</b>	<b>42,959,549</b>
<b>Non-Current Assets</b>			
Other Financial Assets - Non current	1,000,000	11,030,002	(10,030,529)
Investments in associates	2,825,590	2,826,117	0
Sundry Debtors - Non Current	577,589	616,286	(38,697)
Infrastructure, Property, Plant & Equipment	2,206,466,245	2,203,285,841	3,180,404
	<b>2,210,869,424</b>	<b>2,217,758,246</b>	<b>(6,888,822)</b>
<b>TOTAL ASSETS</b>	<b>2,348,623,142</b>	<b>2,312,552,415</b>	<b>36,070,727</b>
<b>LIABILITIES</b>			
<b>Current Liabilities</b>			
Trade and Other Payables	18,362,037	26,779,839	8,417,802
Provisions	14,250,751	14,149,304	(101,447)
Trust Funds and Deposits	13,422,875	13,444,291	21,416
	<b>46,035,663</b>	<b>54,373,434</b>	<b>8,337,771</b>
<b>Non-Current Liabilities</b>			
Provisions - Non Current	3,462,022	3,462,022	0
	<b>3,462,022</b>	<b>3,462,022</b>	<b>0</b>
<b>TOTAL LIABILITIES</b>	<b>49,497,685</b>	<b>57,835,456</b>	<b>8,337,771</b>
<b>NET ASSETS</b>	<b>2,299,125,457</b>	<b>2,254,716,958</b>	<b>44,408,499</b>
<b>EQUITY</b>			
Accumulated Surplus	789,560,038	760,593,232	28,966,806
Reserves	1,465,156,919	1,465,161,419	(4,500)
Current Retained Earnings	44,408,500	28,962,307	15,446,193
<b>TOTAL EQUITY</b>	<b>2,299,125,457</b>	<b>2,254,716,958</b>	<b>44,408,498</b>

### Reason for YTD variances

#### Current Assets

Current assets include cash and cash equivalents (cash held in bank accounts and term deposits or other highly liquid investments with terms of three months or less), other financial assets (term deposits with terms between three and twelve months) and monies owed to Council by ratepayers and others. As at 31 March 2022, total current assets (trade and other receivables) have increased compared to 30 June 2021 due to the 2021/22 annual rates and charges being raised during July 2021.

#### Non Current Assets

Property, infrastructure, plant & equipment and intangible assets represents 99.9% of Council's non-current assets. As at 31 March 2022, the total non-current assets has decreased compared to 30 June 2021 relates to the classification of non-current investments as current in the new financial year.

#### Current Liabilities

As at 31 March 2022, the total current liabilities have decreased compared to 30 June 2021 primarily due to the timing of payments made to creditors (trade and other payables).

#### Non Current Liabilities

As at 31 March 2022, the total non current liabilities are in line with those at 30 June 2021

#### Equity (Accumulated Surplus and Reserves)

Equity includes Accumulated Surplus and Reserves. Reserves include Asset Revaluation reserves and other cash reserves which Council wishes to separately identify as being set aside to meet a specific purpose in the future and to which there is no existing liability. This component includes Reserves such as the Open Space Reserve and the Doncaster Hill Development Contributions Plan Reserve. These amounts are transferred to or from the accumulated surplus of Council and are separately disclosed. As at 31 March 2022, the increase in Equity compared to 30 June 2021 is essentially related to the Year to Date Surplus in 2021/22.

## 2. Financial Status

### Open Space Reserve and Doncaster Hill Development Contributions Plan (DCP) Reserve Summary

\$'000s	Opening Balance at 1 July 2021	YTD Actual Income at 31 Mar 2022	Forecast Expenditure for 2021/22	Projected Reserve Balance (accounting for Forecast expenditure)
Open Space Reserve	\$11,768	\$5,272	\$6,380	\$10,660
Doncaster Hill DCP Reserve	\$1,430	\$0	\$0	\$1,430

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

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

Open Space Reserve Contributions - Year to Date	
Property	Amount
669-671 Doncaster Road, DONCASTER VIC 3108	672,732
7 Tuscany Rise, TEMPLESTOWE VIC 3106	340,000
330 Manningham Road, DONCASTER VIC 3108	264,000
4 Leura Street, DONCASTER EAST VIC 3109	222,400
99-101 Old Warrandyte Road, DONVALE VIC 3111	175,000
906 Doncaster Road, DONCASTER EAST VIC 3109	150,000
135 Manningham Road, BULLEEN VIC 3105	144,000
351 High Street, TEMPLESTOWE LOWER VIC 3107	135,000
19 Ascot Street, DONCASTER EAST VIC 3109	131,040
2 Rupert Street, DONCASTER EAST VIC 3109	120,000
188 Manningham Road, BULLEEN VIC 3105	120,000
26-28 Parker Street, TEMPLESTOWE LOWER VIC 3107	115,000
86 Wood Street, TEMPLESTOWE VIC 3106	112,000
16 Turana Street, DONCASTER VIC 3108	112,000
18 Champion Street, DONCASTER EAST VIC 3109	110,400
49 Turana Street, DONCASTER VIC 3108	108,000
18 Wetherby Road, DONCASTER VIC 3108	107,030
17 Champion Street, DONCASTER EAST VIC 3109	105,000
142 Parker Street, TEMPLESTOWE VIC 3106	104,000
723 Elgar Road, DONCASTER VIC 3108	104,000
267 Manningham Road, TEMPLESTOWE LOWER VIC 3107	96,000
7 Chippendale Court, TEMPLESTOWE VIC 3106	90,000
126 Mitcham Road, DONVALE VIC 3111	89,600
207 Thompsons Road, BULLEEN VIC 3105	88,000
2 Hakea Street, TEMPLESTOWE VIC 3106	83,830
8 Valentine Street, BULLEEN VIC 3105	79,000
191 Manningham Road, TEMPLESTOWE LOWER VIC 3107	78,400
40 Windella Quadrant, DONCASTER VIC 3108	77,500
3 Nauru Court, DONCASTER VIC 3108	76,500
19 Boyd Street, DONCASTER VIC 3108	70,000
2 Lautrec Court, DONCASTER EAST VIC 3109	70,000
34 Boronia Grove, DONCASTER EAST VIC 3109	69,500
16 Ireland Avenue, DONCASTER EAST VIC 3109	69,000
8 Nirvana Crescent, BULLEEN VIC 3105	64,750
7 Morrison Crescent, DONCASTER VIC 3108	60,000
21 Millicent Avenue, BULLEEN VIC 3105	57,500
7 Rooney Street, TEMPLESTOWE LOWER VIC 3107	56,250
20 Walker Street, DONCASTER VIC 3108	56,000
70 Chippewa Avenue, DONVALE VIC 3111	56,000
9 Stafford Court, DONCASTER EAST VIC 3109	55,000
38 Mandella Street, TEMPLESTOWE VIC 3106	55,000
20 Wilsons Road, DONCASTER VIC 3108	55,000
6 Malcolm Crescent, DONCASTER VIC 3108	51,000
2 Trevor Court, NUNAWADING VIC 3131	50,000
14 Fairway Road, DONCASTER VIC 3108	50,000
14 Princeton Place, TEMPLESTOWE VIC 3106	50,000
817 Doncaster Road, DONCASTER VIC 3108	37,500
9 Montgomery Place, BULLEEN VIC 3105	29,400
<b>Total Year to Date</b>	<b>5,272,331</b>



# Council Plan 2021-2025

## Our Council Plan 2021-2025 has five themes:

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

We developed goals for each theme in consultation with our local community, partners, Councillors and staff. We progress the Council Plan goals through actions and major initiatives each year

Major Initiatives are significant pieces of work, usually over the four years of the Council Plan. There are 19 major initiatives and initiatives to progress our 2021-25 Council Plan goals. You can find the full details of previous quarters and year's progress in our Manningham Annual Report at [www.manningham.vic.gov.au](http://www.manningham.vic.gov.au).



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

### Healthy Community

#### Goals:

- Healthy, Safe and Resilient
- Inclusive and Connected

1. **Improve the range of accessible support and services available to young people** in Manningham by exploring a youth hub, advocating for improved mental health resources and working collaboratively with youth agencies. ●

Action	<ul style="list-style-type: none"> <li>▪ We have included increased access to local mental health services for young people as one of four priorities in our advocacy discussions with state and federal members prior to the coming election.</li> <li>▪ We have met with Federal candidate; resulting in a commitment for a mental health resource.</li> <li>▪ We continue to work collaboratively with Access Health &amp; Community, Eastern Metro Primary Health Network regional colleagues in support of our advocacy.</li> </ul>
--------	--

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

Action	<ul style="list-style-type: none"> <li>▪ Our Community Infrastructure Plan and 20 year action plan is on track for finalisation by June 2022.</li> <li>▪ Our Library Review and Strategy Part 1 is complete and Part 2 being finalised. We are now preparing for new library infrastructure to meet community needs in The Pines and Bulleen.</li> </ul>
--------	--

3. **Work to connect service providers, community groups, local organisations and networks to improve and profile community outcomes through forums and connections** ●

Action	<ul style="list-style-type: none"> <li>▪ We are establishing four new advisory committees to connect around topics of interest, share insight from lived experience and promote inclusion across Manningham. Committees include a multicultural advisory committee, gender equality and LGBTQIA+, Disability and Health and Wellbeing</li> </ul>
--------	--

4. **Support and educate to connect inclusive and healthy communities (inclusive of our First Nations and culturally diverse communities) through:** ●
  - Implementing recommendations in Reconciliation Action Plan (RAP) to enhance recognition of First Nation Peoples
  - Resources and information that link our community to understanding of and responses to family violence

Action	<ul style="list-style-type: none"> <li>▪ We have Health and Wellbeing cards developed with information and local support services for family violence, mental health, drugs and alcohol, gambling and homelessness.</li> <li>▪ We are running the Manningham Safe, Respectful and Inclusive Real Estate Project initiative of our Gender Equity Working Group to build awareness of the Residential Tenancies Act revisions with a focus on gender equity and the impacts family violence has on individuals, workplaces and the community. Six Manningham real estate agents are participating in activities including family violence awareness training, pre/post training surveys and an upcoming consultation session.</li> </ul>
--------	--

### 3. Council Plan 2021-2025

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

Progress



#### Liveable Places and Spaces

**Goals:**

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

#### 5. Strengthen our principles to guide responsible planning for new developments by:

- adoption of Liveable City Strategy and Environmental Strategy by 30 June 2022
- review the Manningham Planning Scheme (MPS) by 30 June 2022
- investigate enhanced planning controls to enhance the protection of our environment.

Action

- The Draft Liveable City Strategy (LSC) identifies a range of planning actions. These actions will inform the inclusion of recommendations to review relevant planning controls to be identified in the 2022 – 2026 - Manningham Planning Scheme Review.
- The public comment period for the Draft Liveable City Strategy (LCS) closed on 12 December 2021. Officers are currently considering submissions prior to Council considering the final version of the LCS. The consideration of submissions is scheduled for 28 June.

#### 6. Provide ways for people to connect by:

- prioritising grant funding to support community inclusion and connections
- deliver actions in our Transport Action Plan and Bus Network Review 2017 including contributing to the planning of the Suburban Rail Loop (SRL), Doncaster Busway, Bus Rapid Transits, bus network and service improvements and enhancing our walking and cycling network.

Action

- Grants are now currently being assessed with the new criteria. New criteria include priority areas that align to the Council Plan and Health and Wellbeing Strategy including community inclusion and connections.
- We made a submission to the Environmental Effects Statement for the SRL (Stage 1) to advocate for benefits for the Manningham community. In support, at a recent hearing of the Suburban Rail Loop East Inquiry and Advisory Committee an opening submission was made, and expert witness cross-examined.

#### 7. Upgrade our park and recreation facilities (as scheduled): including Petty's Reserve Sporting Development (Stage 2), Rieschiecks Reserve Pavilion Redevelopment and Deep Creek Reserve

Action

- We are progressing well on works at Petty's Reserve and Rieschiecks reserve for completion in Quarter 3.
- We have awarded the contract for Deep Creek and due to commence works at the beginning of 2022.

#### 8. Implement our Parks Improvement Program including creating a new open space on Hepburn Road, Ruffey Lake Landscape Masterplan, Waldau Precinct Plan and naming of Warrandyte Riverside Park

Action

- Naming of wonguim wilam, Warrandyte complete. New regional playspace due to open in August supported by a State Government grant of \$300,000
- We have completed demolition of 4 houses and are now preparing for construction tender, works planned to commence late 2022 The tender for the sculptural art piece has also been awarded.
- We are progressing the Ruffey Lake Park Landscape Masterplan and Waldau Precinct Masterplan with:
  - 2 fitness stations installed, one caters specifically for seniors and includes a trampoline
  - established a community reference group to assist in the redesign of the Victoria Street Regional Playspace
  - construction starting on the installation of a "Changing Places" high needs toilet facility at The Boulevard picnic area
  - new signage strategy completed, preparing for detailed designs and construction later in 2022
  - submitted a grant application for the redesign of the Disc Golf Course to a permanent 18 hole course

## 4. Council Plan 2021-2025

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

Progress



### Liveable Places and Spaces

#### Goals:

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

#### 9. Investigate use of our facilities and identify opportunities to develop or repurpose facilities and the use of Council land for multi-use purposes to meet changing community needs through:

- Finalising the Community Infrastructure Plan by 30 June 2022 and implementing the 20 year Action Plan
  - Assessing and improving the way stadiums are used in conjunction with Stadium Managers
  - Improve access to sport and recreation facilities and spaces for broad community use and benefit
- Action
- We are finalising the Community Infrastructure Plan and 20 year action plan as scheduled for June.
  - We are developing masterplans for the Donvale Indoor Sports Centre, the Aquarena Outdoor Areas, Manningham Templestowe Leisure Centre, Anderson Park and Wonga Park Reserve to identify opportunities for diversifying their activities and spaces to improve community participation outcomes.
  - We are also reviewing management contracts for our major leisure facilities to identify, through benchmarking and stakeholder workshops, the best management model. So that now and into the future our facilities are providing inclusive and innovative programs and services to the community.
  - We are exploring potential upgrades and discussions for bowls in Manningham, cricket and netball facilities are also under consideration for future funding and capital scheduling. Master planning of Wonga Park precinct is underway to inform best use of the precinct for the community in future.

#### 10. We will continue to work to maintain to a high standard our roads, footpaths and drains.

- We have a detailed design for Tuckers Road, Jumping Creek Road, Porter/Anderson/James/Swilk/Union street in Templestowe, which all include road, drainage and footpaths.
- We are progressing Stage 2 road, drainage and footpath improvements in Knees Road, Park Orchards w
- We have secured \$1m dollars for works on Brysons Road from the Australian Government as part of the Local Road and Community Infrastructure Program. We are planning for delivery by June 2022 to improve road safety and road condition.
- We are tendering to expand our Customer Relationship Management system and replace the current maintenance management with the Field Service Application to assist with scheduling works and improve record keeping and programming reactive and programmed works across roads, footpaths and drains.



### Resilient Environment

#### Goals:

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

#### 11. Delivery of our Environmental Strategy to:

- Strengthen principles to protect the environment, biodiversity and wildlife
- Advocate to government and business on environmental issues
- Improve management practices of bushland maintenance, pest animal and environmental weed control and monitoring, evaluating and improvement mechanisms
- Explore biodiversity improvement or environmental community engagement programs for local public areas with the Wurundjeri Woi-wurrung Cultural Heritage Aboriginal Corporation, Melbourne Water and Parks Victoria
- Explore protection measures in our Community Local Law by 30 June 2022.

Action

- Our draft Environmental Strategy is on schedule to be considered by Council before 30 June.
- We have supported the environment and renewable energy to be included in the Eastern Regional Group of Council's regional advocacy agenda for the upcoming federal election.
- We are awaiting Wurundjeri's approval of the Reconciliation Action Plan (RAP) to explore opportunities for community engagement programs.
- Our draft local law on track for Council to consider findings of gender impact/equality lens and legal review and readiness of the draft local law for community feedback.

# 4. Council Plan 2021-2025

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

Progress



## Resilient Environment

### Goals:

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



### 12. Support and educate to connect inclusive and healthy communities (inclusive of our culturally diverse communities) through environment education and waste programs

Action

Our waste and environmental education and awareness program delivery in place and continues to be implemented as per program schedule for the year.



## Vibrant and Prosperous Economy

### Goals:

- Grow our local business, tourism and economy

### 13. Support local business through:

- Demonstrating leadership to increase procurement with Social Enterprises, Aboriginal Enterprises and Australian Disability Enterprises (collectively known as Social Benefit Suppliers) and local businesses.
  - Capacity building and support through the Business Development Program.
  - Exploring local opportunities to support local businesses to collaborate via a hub or co-working space
  - Implementing the recommendations in the Doncaster Hill Strategy and Economic Development Strategy to encourage and support tourism and employment opportunities
- Action
- The State Government funded Business Concierge and Hospitality program has been extended and we have secured two Business Liaison Officers until mid May 2022. These Officers are engaging directly with business on a range of issues including COVID regulations, business permits and business development program. Using the Business Engagement app on CRM we are establishing an increased understanding of the immediate needs of business and creating a support program to assist.
  - Our business mentoring and the development program continue to be delivered.
  - We have been working with Eastern Innovation Business Centre and Flexible Working Australia to take part in a regional Boosting Co-working program. We were successful in obtaining \$3,000 grant to support co-working, and local business can access a voucher of \$100 to be used at local co-working location.
  - We are continuing to implement our Doncaster Hill Strategy in support of tourism and employment opportunities through the mixed-used development as part of the Doncaster Church of Christ Development, and the Bunnings development, which includes a hotel.
  - Funding to develop an Economic Development Strategy is proposed in the 2022/23 budget for consideration



### 3. Council Plan 2021-2025

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

Progress



#### Well Governed Council

**Goals:**

- A financially sustainable Council that manages resources effectively and efficiently
- We value our customers and community in all that we do

**14. Maximise public value through the systematic planning and review of our services and effective early and broad engagement on our projects**



Action

- Service planning embedded into the 2022/23 budget planning cycle, to maximise the value for our community, aligning our resources with our service priorities.
- Continued focus on early and broad engagement with the community continues. One example this quarter is the early engagement to assist with the location of the racism not welcome signs.

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



Action

Engaging the organisation in different ways to report on our Council Plan actions to enhance the way we report against outcomes. Plans in train to capture customer experience and community outcomes with interview, focus groups and case studies.

**16. Ensure our long term financial sustainability by preparing our Budget and 10-year Financial Plan incorporating key strategies to Council by 30 June 2022**



Action

- Draft 2022/23 Budget and updated 10-year financial plan almost finalised.
- Early engagement with community to inform draft on Your Say Manningham
- Early engagement with Councillors in October, November 2021, and February and March 2022 with another session in mid-April 2022.
- Final adoption planned for 28 June 2022 after a period of community engagement.

**17. Improve our customer experience to better understand and meet their specific needs**



Action

See Customer Experience Section of this report.

**18. Explore different ways to improve community satisfaction with our communications on local community issues, services and activities**



Action

- Extending ways for community conversations to continue on our projects through social media
- Launched new website making it easier for our community to access and find information
- Developing a strong advocacy campaign on priority issues for upcoming federal election
- Earlier involvement in capital works and other projects to improve timely communications

**19. Commence gender equality impact assessments on significant Council policies, services and programs for equitable, inclusive and accessible improvements for prominent issues**



Action

- We are undertaking gender quality impact assessments on policies, services and programs as they are reviewed. Gender Impact Assessment in progress on our 10 year Asset Plan.

**20. Continue to advocate, influence and respond to the North East Link Project (NELP) authority for improved mitigation measures and environmental outcomes, particularly around urban design and to reduce the construction impact of the project on the community**



Action

- Continue to advocate, influence and respond to NELP. Have recently reviewed design packages for various aspects of the project and have made submissions for the Bulleen Park masterplan.

# 4. Chief Executive expenses

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

	Travel	Food and beverage	Conferences and seminars	Gifts declared	Misc.	Total Qtr	Total Year
A. Day	\$49.09	\$0.00	\$0.00	\$0	\$0	<b>\$49.09</b>	<b>\$573.73</b>

## **Notes:**

*All costs are GST exclusive*

### **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 (\$50.00) that the CEO is required to declare as per the Token Gift Policy.

#### **Miscellaneous**

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

# 5. Councillor Expenses

An allocation of \$13,091 for each Councillor and \$14,870 for the Mayor is budgeted each financial year to reimburse Councillors for expenses incurred while carrying out their official roles.

Significant demands are placed on Councillors in carrying out their civic and statutory roles attending community meetings and events, capacity building and advocacy meetings in pursuit of the best outcomes for the municipality. The Mayor has a slightly higher allowance as they are required to carry out additional civic and ceremonial duties.

The Council Expenses Policy guides the reimbursement of Councillor expenses. This budget is all inclusive and covers conferences and training, travel, child minding and information and communications technology expenses. As part of Council's commitment to remaining accountable and transparent, these expenses will be presented to the community each quarter.

Categories include: Travel (including accommodation, cab charges), Car Mileage, Childcare, Information and Communication Technology, Conferences and Training (including professional development, workshops), General Office Expenses (including meeting incidentals), Formal Attendances (including community events and functions) and Other (publications).

Councillor	Travel	Car Mileage	Childcare	Information Communication Technology	Conference & Training	General Office Expense	Formal Attendance	Other	Total Qtr	Year to Date	Allowance (Financial Year)
Cr A Chen	\$0	\$289	\$0	\$0	\$0	\$0	\$0	\$0	\$289	\$429	\$13,091
Cr A Conlon	\$0	\$0	\$0	\$0	\$0	\$0	\$70	\$0	\$70	\$70	\$13,703
Cr D Diamante (Deputy Mayor)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$442	\$13,091
Cr G Gough	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$273	\$13,091
Cr M Kleinert (Mayor)	\$0	\$0	\$0	\$118	\$0	\$0	\$181	\$0	\$299	\$567	\$14,257
Cr C Lange	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$464	\$13,091
Cr T Lightbody	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$13,091
Cr L Mayne	\$0	\$0	\$0	\$77	\$0	\$0	\$0	\$0	\$77	\$77	\$13,091
Cr S Mayne	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$13,091

## Notes for the Quarter

1. Cr Michelle Kleinert was sworn in as Mayor at Council's Annual Meeting on 4 November 2021. Allowances for Cr Kleinert and outgoing Mayor, Cr Andrew Conlon have been adjusted for the remainder of the financial year on a pro-rata basis

# 6. Well Governed

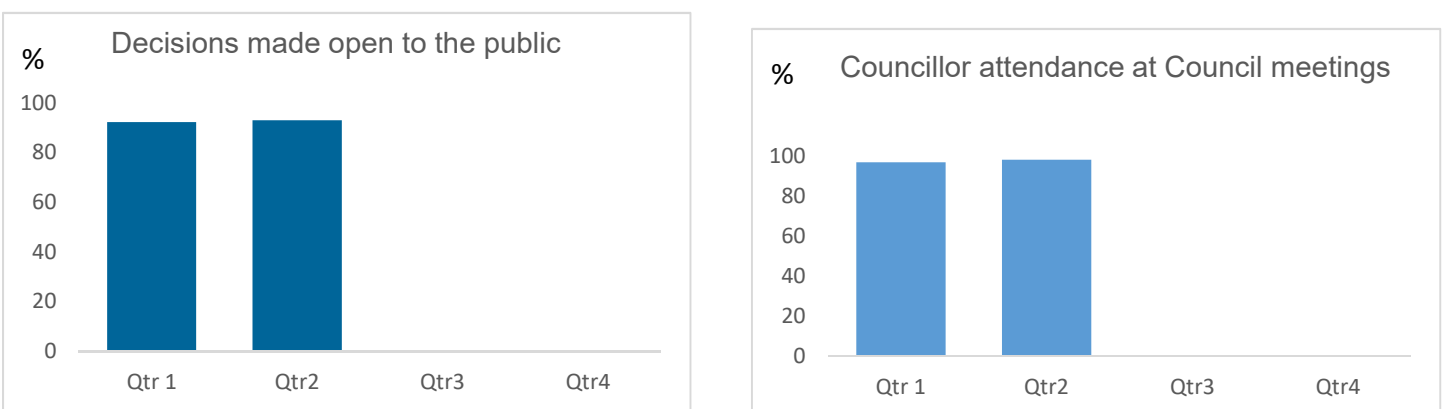
The indicators below are focus areas from the Local Government Performance Reporting Framework. Full data is available on the Know Your Council website

## Statutory Planning



A reduction in *applications made within time* is due to COVID-19 Omicron, staffing and backfill.

## Decision Making



There were two Council meetings during the quarter:

- 95.5% decisions or resolutions were made open to the public, with 1 out of 22 resolutions being confidential as it related to contractual matter.
- There was 100% attendance by Councillors.



# 7. Community Engagement

## Live engagement projects for the period:



### Sport Facility Development Plans

A review of existing sporting facilities to understand whether they are fit for purpose and determine what we need to do to ensure there are adequate facilities to cater for current and future participation



### Schramms Reserve Modular Sports Pavilion

The upgrade to Schramms Pavilion is an exciting project undertaken by Manningham in partnership with the Victorian Government



### Flood Mapping

In August 2018, an independent panel was appointed by the Minister for Planning to consider submissions to Amendment C109 to the Manningham Planning Scheme



### Manningham Templestowe Leisure Centre Masterplan

Help shape the future direction of the facility. The Masterplan will provide direction on future use and future facility requirements, including providing infrastructure to support a Regional Netball facility

## Some of what you told us for what is proposed:

### Sport Facility Development Plan

#### Plan for Growth

"Currently we have 60 Members. We will be aiming for 300+ members"

6 code / club responses

### Manningham Templestowe Leisure Centre Masterplan

"Make this venue a space that motivates our young women and keeps them playing netball, building confidence, resilience and improved wellbeing."



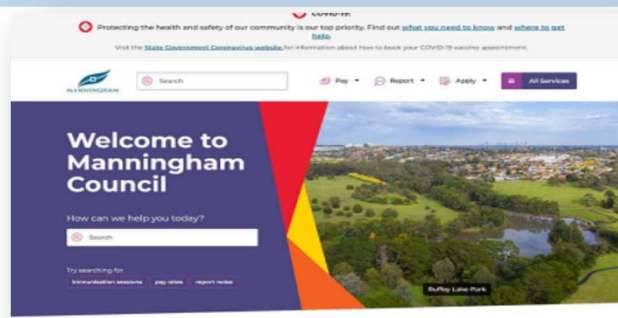
"This facility needs an urgent upgrade! The players and spectators are at risk of injury due to the degraded condition of the courts, debris falling from nearby trees, poor drainage and spectator areas being slippery and uneven"

20 responses

## Progress on recent engagements:

- Feedback is now being considered on the Templestowe Leisure Masterplan. As the master plan progresses to draft stage for community comment on the proposals being considered.
- The draft Anderson Park Master plan is being finalised for Council in May. We have listened to community priorities and included more bins, more appropriate fencing in a number of areas and new play area.
- The team is sifting through extensive feedback on Liveable Cities Strategy and preparing for Council endorsement in June 2022.

## Spotlight: Manningham website: [www.manningham.vic.gov.au](http://www.manningham.vic.gov.au)



### We have made our information even easier to access and find out how to have your say on the new Manningham website

- read in your own language using google translate
- print and download important translated information
- more ways to give us feedback.

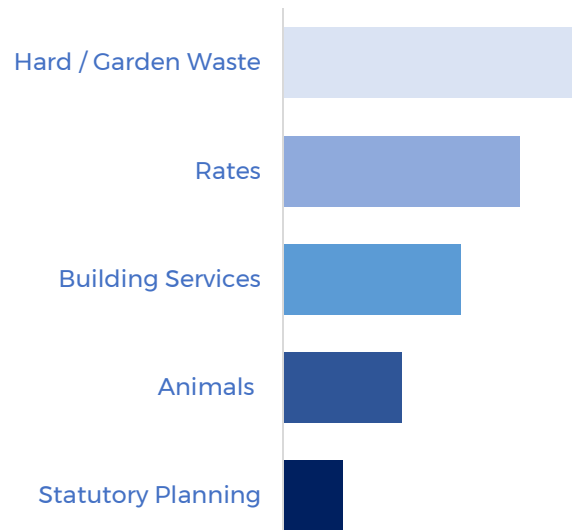
*We understand that improving access to information will help you to have a say on Council decisions that matter to you*

**Register to have your say on upcoming projects at [yoursay.manningham.vic.gov.au](http://yoursay.manningham.vic.gov.au)**

# 8. Customer Experience

<p><b>1103</b> Customers chose to connect with us through Live Chat</p>	<p>Average response time 11 seconds</p> <p>2 seconds from last quarter</p>
<p><b>13,783</b> new customer requests lodged</p>	<p><b>153 new cases</b> per day average</p>
<p><b>647 cases</b> lodged via Snap, Send, Solve</p>	<p><b>calls answered within 30 seconds</b></p> <p><b>47%</b> (KPI is 80% or more)</p>
<p><b>25,623 incoming calls</b> to Council's main number</p>	

## Top 5 Customer Requests



## Our projects to improve our customer's experience

We are continuously working to improve our customer's experience with projects including:

**Single View of our Customer:** continuing our Customer Experience journey, we have completed the proof of concept for a single view of the customer. The solution will unify customer/citizen data from a number of systems into a single view to unlock meaningful insights towards our customer-centric strategy. This is anticipated to go live next quarter.

**Live Chat/ChatBot:** living the principles of agile and continuous improvement, the project team identified the functional and financial benefits of providing live chat/ chatbot services for our digitally savvy customers. This integrated solution will further enhance our customer experience, and is anticipated to live on our website next quarter.

**Customer Data Enhancements:** the last two years have seen Citizen Connect centralise and automate customer transaction data in a Power BI dashboard. This data is available to all managers across the organisation to put the customer at the heart of decision making. This quarter we have significantly improved this data to predict peak periods and subsequent resourcing challenges to better manage demand for our services and meet our customers expectations.

**CRM Automation Enhancements:** we have completed automatic customer relationship management (CRM) case creation from external sources such as Snap Send Solve, Contact Us and other online forms. This will reduce administrative handling and streamline case resolution for our customers. In the next quarter we will secure a vendor to partner with to build and implement for anticipated launch in June.





# 9. Chief Executive KPIs


Agreed by the Council as key focus areas for the Chief Executive, Andrew Day to deliver by September 2023.

**on track**  **monitor**  **complete** 

A Council approved Streetscape Management Plan and Nature Strip Policy by 30 June 2022. 


Emissions targets are set by 30 December 2021 and progress reported back to Council at least annually.  
*Targets adopted by Council in November 2021.* 


FOGO implemented to the Manningham community in 2022/23. 


90% of the Council Plan Major Initiatives and Initiatives are on track at the end of the financial year. 


90% completion of annual capital works program implemented 


Service Management Framework is resourced and implemented. 


Workforce Plan completed by 31 December 2021 and implementation of annual actions as detailed in the Plan.  
*Workforce Plan complete* 

Asset plan to be presented to Council and adopted by 30 June 2022 and actions from 2022/23 to be implemented as per the action plan. 

Finalise the Community Infrastructure Plan by 30 June 2022 and implement the Action Plan. 

Completion of the Gender Equity Action Plan (GEAP) in line with legislative requirements and implementation of annual actions. 

Improved consultation and engagement satisfaction results, from the previous year, in the Community Satisfaction Survey (or equivalent).  
*This survey is managed by the Victorian Government. 2021/22 results are due in May.* 

Implement a program of Community Engagement training for officers.  
*Delayed while a new Engagement and Research Advisor is appointed. New Advisor to start mid April, when plans can resume.* 

Delivery of the milestones and timelines as agreed in the advocacy plan for 2021/22 and 2022/23. 

## Manningham Council

 Manningham Council, 699 Doncaster Road, Doncaster, 3108

 9840 9333

 [manningham@manningham.vic.gov.au](mailto:manningham@manningham.vic.gov.au)

 [manningham.vic.gov.au](http://manningham.vic.gov.au)

## CONNECT WITH US

 [twitter/@manninghamcc](https://twitter.com/manninghamcc)

 [facebook/manninghamcouncil](https://facebook.com/manninghamcouncil)

 [instagram/@CityofManningham](https://instagram/@CityofManningham)



Interpreter service **9840 9355**

普通话 | 廣東話 | Ελληνικά | Italiano | عربي | فارسی