



## 1. SUMMARY

QUARTER 2 (OCTOBER –DECEMBER) 2015

This report features a selection of activities, achievements and challenges at Council over the last three months of 2015, and into the near future. It includes performance results on service delivery in key areas. While not all of our activities are included, I hope this report gives a greater understanding of the breadth, quality and timeliness of the services we provide to the Manningham community.



Joe Carbone, CEO

## KEY STRATEGIC ACTIVITIES

- Manningham's motion to the Municipal Association of Victoria to advocate on behalf of residents for improvements in the Victorian Building Authority (VBA) with more than 90 per cent of Councils in support. The motion received print and radio coverage as well as a meeting with the head of the VBA, Prue Digby.
- Secured external funding including: Department of Justice & Regulation for Graffiti prevention at Doncaster Reserve (\$24,720), Living Rivers for Water Sensitive Urban Design) for Mullum Mullum Stadium (\$81,125) and Menzies Stronger Communities for four local community infrastructure projects (\$30,000)
- Following strong advocacy from the community, education and local government sectors, the State Government announced the continuation of School Focused Youth Service funding.
- **20 of the 24** Initiatives in the 2015/16 Strategic Resource Plan are on track for successful completion, including three initiatives that are tracking ahead of schedule. Five of the six major initiatives are on schedule for successful completion.
- Councillor Jennifer Yang was elected Mayor of Manningham for 2015/16 and Councillor Dot Haynes as Deputy Mayor. It will be Cr Yang's second term as Manningham Mayor having held the position in 2012/13 and Deputy Mayor in 2011/12.
- A submission has been made to Plan Melbourne Refresh as the guiding planning strategy for the State Government. The submission will be presented to the upcoming Council meeting and has included the need to:
  - Better address environmental climate change and affordable housing
  - Identify Doncaster Hill as a Major Activity Centre to provide greater opportunity/incentive to attract business activity job creation, and improved public transport
  - Improve public transport including a heavy rail line extension to Doncaster Hill.
- Council's submission to the Local Government Act review in December 2015 advocated for stronger support of Council operations, streamlining planning and reporting requirements, the role of local government and ways to strengthen partnerships with the State and Federal Government.
- Council staff participated in the Doncare's Christmas Food Voucher appeal raising \$1,176.60. The Food Voucher appeal allows families in need to have the dignity to choose their own food for Christmas and its funding is completely dependent on the donations made by the community'.

## SECTOR NEWS

- The Local Government (Fair Go Rate Cap) Act rate capping to be implemented for the 2016-17 financial year.

## 2. FINANCIAL REPORT

Detailed in Attachment 1

As preparation for the 2016/17 Budget and Strategic Resource Plan commences Council's financial position reflects an overall positive performance against the operating budget, particularly through the raising of additional revenues, with expenses and depreciation are favourable.

## 3. CAPITAL WORKS REPORT

Detailed in Attachment 2

The value of works completed at end of December is \$13.725 million, which is \$1.832 million (15.4%) above the YTD Budget of \$11.893 million and \$0.051 million (0.4%) above the YTD Forecast amount of \$13.674 million.

## Key Achievements – Quarter 2

- ✓ First issue of Invigorate, Manningham’s new seasonal health and lifestyle magazine includes the latest news on sport, recreation, health and wellbeing.
- ✓ Amendment C109 Improving Flood Management in Manningham has resulted in more than 432 submissions and more than 3,300 visits were recorded to Councils website.
- ✓ Annual Spring Outdoors and Walktober events were well attended.
- ✓ 78 premises received a 5 Star Food Safety Excellence Awards with the top 5 highest performers attending an award ceremony.
- ✓ Feedback received for the preparation of Management Plans for Lawford Reserve (34), Koonung Park (38) and Ruffey Creek Linear Park (278).
- ✓ Consultation on the draft Tunstall Square Streetscape Masterplan resulting in 103 submissions.
- ✓ Feedback received on proposed upgrades for Schafter Reserve (33) and Sharon Reserve (51) and on a new playspace at Westwood Reserve (34) as part of the Neighbourhood Park Development Program.
- ✓ Manningham Business Excellence Awards held with ‘Top to Toe Health’ overall Business of the Year 2015.



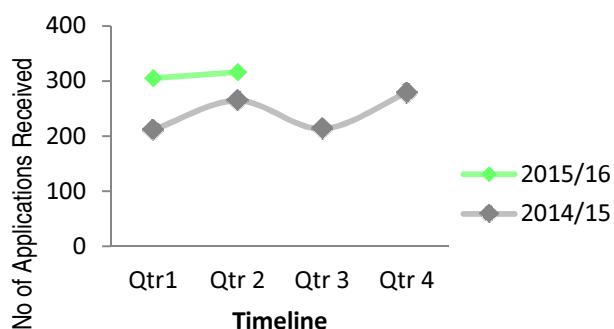
## Key Activities – Quarter 3

- Expression of Interest for management of the Warrandyte Market.
- Public exhibition of an Amendment to the Manningham Planning Scheme to introduce an Environmentally Sustainable Development Policy.
- Public exhibition of road closure of Beverley Street entrance to Tunstall Square Activity Centre
- Annual registration of animals with online payments available.

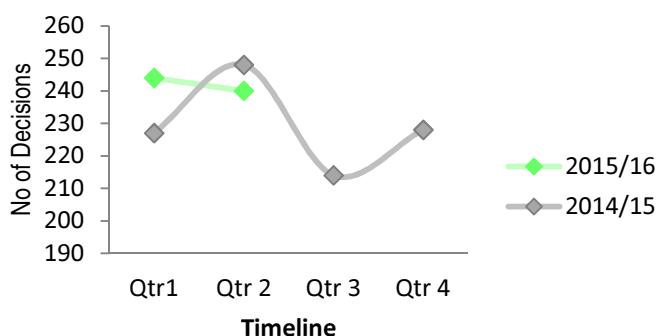
## Key Organisational Indicators

### STATUTORY PLANNING

1. Number of Planning Applications Received

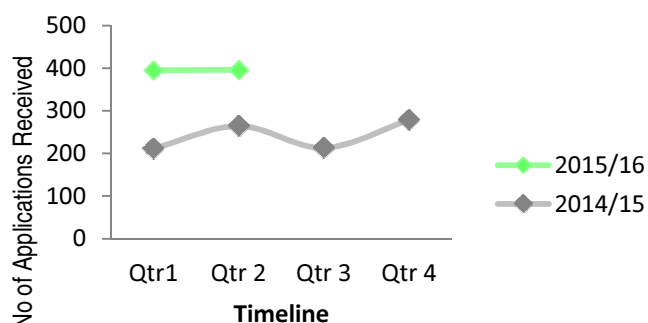


2. Number of Planning Decisions Made

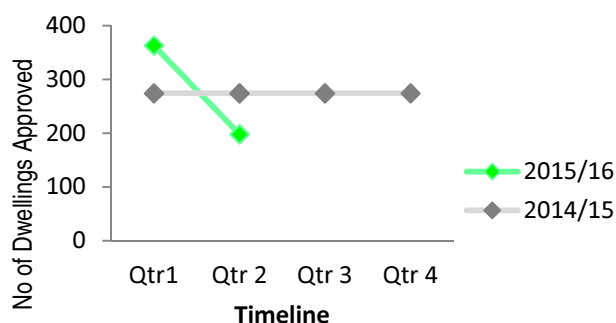


### BUILDING

3. Number of Building Permits Issued in the Municipality



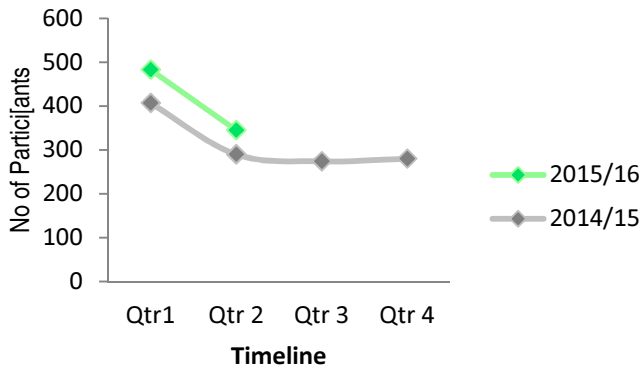
4. Number of Residential Dwellings Approved



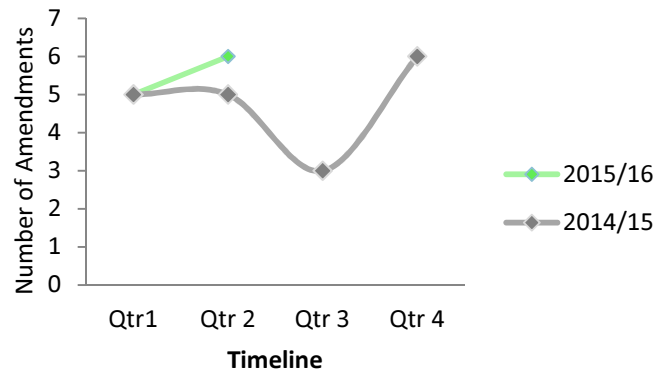
2014/15 is the annual figure.

**ECONOMIC DEVELOPMENT**

**5. Participation in Business Development Activities**



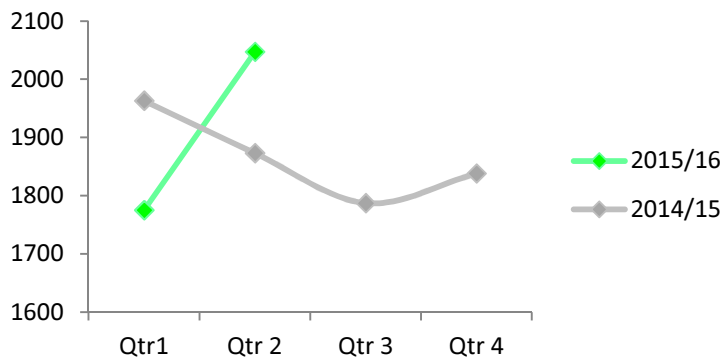
**6. Number of Planning Scheme Amendments in Progress**



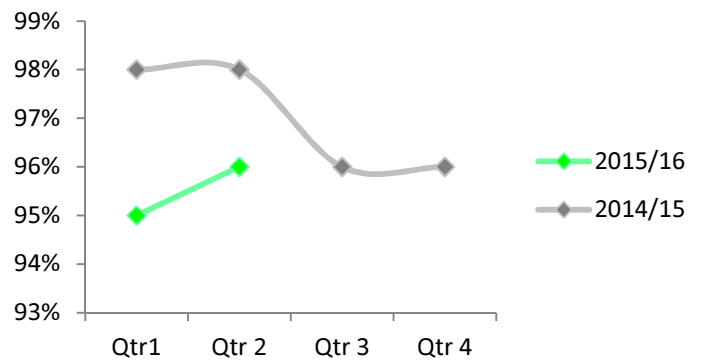
Over 14 events held including the Manningham Business Excellence Awards

**LOCAL LAWS**

**7a. Number of Local Law Requests Received**

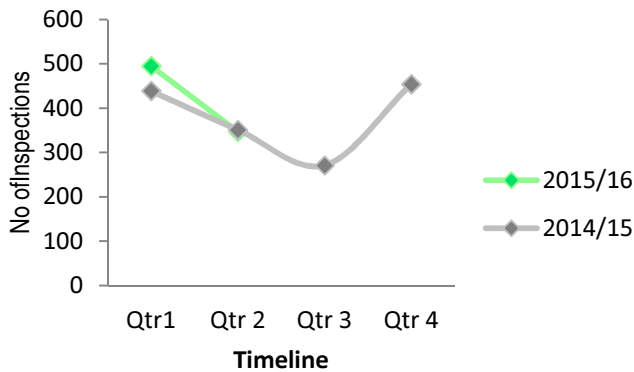


**7b. Percentage of Local Law Requests Resolved in Time**

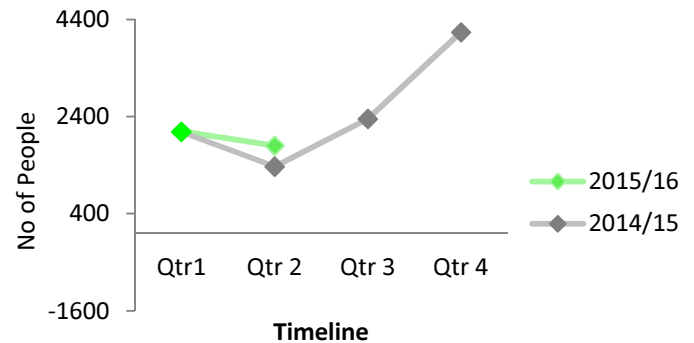


**ENVIRONMENTAL HEALTH**

**8. Number of Food Premises Inspections**

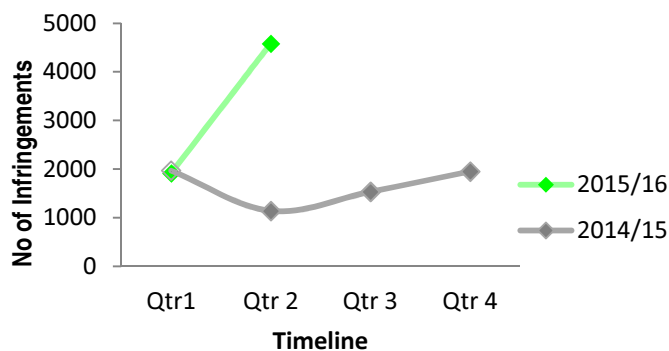


**9. Number of People Immunised**

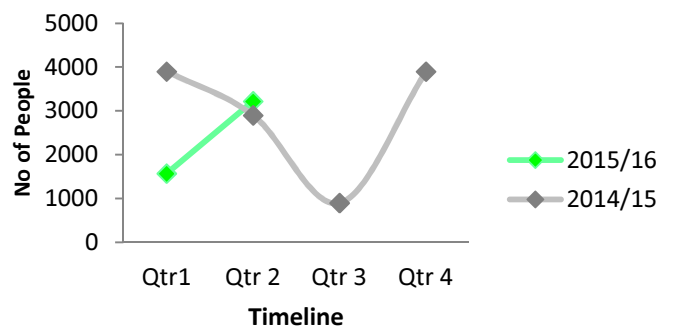


**ENVIRONMENTAL**

**10. Number of Parking Infringements Issued**



**11. Participation in Environmental Activities**



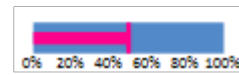
# Planning and Environment

## MAJOR INITIATIVES AND INITIATIVES

	Initiative	Progress	Target
	<b>1. Mullum Mullum Creek Linear Park (Major)</b> GOAL: <i>Commence construction of the final one kilometre section of the Mullum Mullum Trail between Park and Heads roads.</i>		
Action	Following the issue of the planning permit, the land along the creek is now undergoing transfer to Council. Native vegetation offset credits are purchased, approval of bridge crossing and in-stream works has been granted and the tender contract for construction awarded. Construction works are on schedule to commence at the Heads Road end in February 2016.		
	<b>2. Warrandyte township heritage plaques</b> GOAL: <i>Installation of at least five heritage plaques by June 2016.</i>		
Action	Two quotes have been obtained for the plaques. The Warrandyte Historical Society has confirmed properties that are the most appropriate for the plaques to be installed. The Historical Society will seek support from the business owners in the coming month, and prepare the content.		
	<b>3. Engagement, monitoring and management services to support a sustainable environment</b> 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>		
Action	<ul style="list-style-type: none"> <li>▪ <i>Natural Environment:</i> \$20,000 grant received for Threatened Species in partnership with Middle Yarra Landcare Network; continued with Nature Walks (Eucalypt Walk); Environment Seminars (Native Bees and 50 Years of Observations at 100 Acres). Landcare Spring plantings and Waterwatch training sessions for volunteers.</li> <li>▪ <i>Environmental Education</i> including Veggie Patch Kids'; Fish and Fungi Seminars; Wattles and Yarra Brae to Jumping Creek Nature Walks, Spring Outdoors program and 'Breakfast with the Birds' activity. Smart Living Program for 2016 decided. Better Living programs on composting and Worm Farms was attended by 120 people</li> <li>▪ Spring Outdoors with Nillumbik and Banyule Councils saw 150 people <i>stargazing</i> and Veggie Patch Kids sessions.</li> <li>▪ <i>Sustainability:</i> Ecofootprint aligned with Carbon Action Plan. Food Security Plan drafted and <i>Positive Charge</i> continues.</li> </ul>		
	<b>4. Implement the Open Space Strategy</b> 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>		
Action	Open Space Future Needs Plan has progressed significantly, and is now awaiting the findings of a consultancy regarding developer open space contributions and associated planning scheme amendment requirement: <ul style="list-style-type: none"> <li>▪ Open Space in Tullamore Development is progressing well and works have commenced on Stage 1</li> <li>▪ Consultation on the Lawford Reserve Development Plan has been completed and a design commenced.</li> <li>▪ Urban Plaza at Wetherby Reserve design has commenced and will be a collaboration between open space planning and urban design. Works to be funded over two financial years.</li> </ul>		
	<b>5. Environmentally Sustainable Design (ESD) Policy proposed Planning Scheme Amendment</b> 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>		
Action	The Environmentally Sustainable Design ESD Policy was considered by Council at the December 2015 meeting. Authorisation to exhibit the planning scheme amendment will be sought on 22 December 2015, and it is anticipated that the amendment will be placed on exhibition in mid-February 2016.		
	<b>6. Manningham Residential Strategy (2012) Implementation</b> GOAL: <i>Commencement or progression of 90% of short term actions by 30 June 2016.</i>		
Action	The short term actions of the Residential Strategy continue to be implemented. Amendment C110 was adopted by Council in October and forwarded to the Minister for Planning for approval on 30 October. The amendment proposes to review Clauses 22.04 and 22.05. Amendment C109, which seeks to update flooding overlays throughout the municipality was exhibited until 24 December 2015. Streetscape works are progressing in accordance with the Tunstall Square Structure Plan, and research has been undertaken to assist with determining an appropriate open space contribution.		

## 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



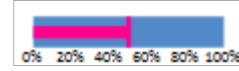
There has been a range of programs that have either commenced or continued. These have been well supported by the community and include:

- A fitness hub area with exercise stations, and seated exercises at the Plaza Park (in partnership with Vic Health). Programming has included fitness circuits facilitated by a qualified Aquarena instructor, Lawn Bowls games in partnership with Doncaster Bowls Club and modified sports games for kids during the school holidays.
- Initial planning has commenced for Domeney Reserve Management Plan and Koonung Reserve Management Plan including a site visit, development of a site context plan and scoping for the initial community consultation.
- Walktober was successful with a \$10,000 from Vic Health to implement a range of Walk to School activities to increase the numbers of children and families walking and riding to school. Activities included a Walk to School Video developed with support from Serpell and Park Orchards Primary Schools, and available on social media.

Action

## 8. Economic Strategy Implementation

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



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

- Council has partnered with the six other Councils of Melbourne East to form the Melbourne East Regional Economic Development Group. This initiative has support from both State Government and Regional Development Australia Melbourne East Committee. The goal of MEREDG is to support the Regional Investment Attraction Strategy and help to unite and develop Melbourne East in alignment to its strengths.
- Council brokered a partnership with Deakin University to establish work experience opportunities for creative arts students. These projects created marketing and promotional material for Tunstall Square traders. This model is planned to be replicated to other centres in the municipality into the future.
- The redeveloped Manningham Business website is almost complete. The website aims to increase the capability of Council to communicate with business broadly and promote the wide ranges of services available in the City.
- A Tourism Forum was held in November and included guest presentations from Destination Melbourne and Yarra Ranges Tourism. This was the initial stage of creating increased opportunities to work with Tourism operators and destinations in Manningham.

Action

## Key Achievements – Quarter 2

- ✓ The Plaza Park community space activation project, funded by VicHealth, continued in Quarter 2 with five key events delivered, including large collaborations with the Australian Ballet and Circus Oz, that saw approximately 2700 people attend. A number of Community-led events, supported by Council, were also delivered during this quarter, including the Onemda Association's 'pARTicipate' International Day of People with Disability' event and activities in recognition of Mental Health Week.
- ✓ In celebration of the Victorian State Government's National Seniors Week, the annual Seniors Morning Tea and a music concert were delivered that attracted a total of 470 people.
- ✓ Despite the cold weather, approximately 6,000 people attended the annual Carols by Candlelight event at Ruffey Lake Park.
- ✓ The annual White Ribbon event, attended by approximately 150 people, highlighted the prevalence of violence against women in the community and specifically the impact of violence against women with a disability and the importance of advocating for their rights.
- ✓ Launch of INVIGORATE a quarterly health and lifestyle newsletter providing information and news on how the community can become involved, connected and active in the community.
- ✓ There were 174 businesses who attended an Inclusion@Work Business Breakfast which featured a number of employers and recruitment services who highlighted opportunities to increase employment for people with disabilities.
- ✓ The School Focussed Youth Service provided a number of professional development workshops for teachers and youth workers to support vulnerable and at risk young people.
- ✓ The Maternal and Child Health Service introduced Circle of Security Groups an eight week program for parents to enhance and strengthen their relationship and interactions with their children



## Key Activities – Quarter 3

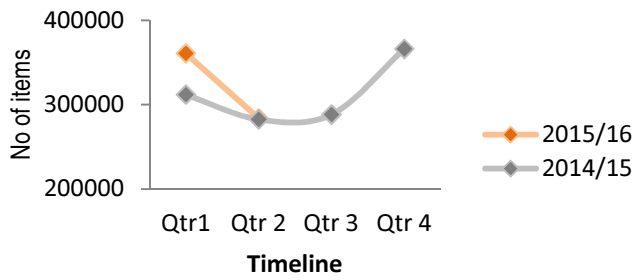
- In celebration of Australia Day, a community event will be held on Tuesday 26 January featuring live Aussie music, farmyard animals, free barbeque and kid's entertainment.
- Supported by the Australia Day Council (VIC), Manningham Council will announce and make presentations to the successful recipients of the 2016 Manningham Citizen and Young Citizen of the Year Awards at its Australia Day Citizenship Ceremony.
- In partnership with the Federation of Chinese Associations (VIC) a free community event in celebration of the Chinese Lunar New Year will be 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 to be delivered in February.
- The annual International Women's Day event, with this year's theme 'Women inspiring Women', will be held on Sunday 6 March featuring key note speaker Professor Gillian Triggs, President of the Australian Human Rights Commission.
- The Manningham Art Gallery will host a ceramic exhibition by one of Australia's most significant ceramic artists, Ted Secombe, from 2 to 24 March.



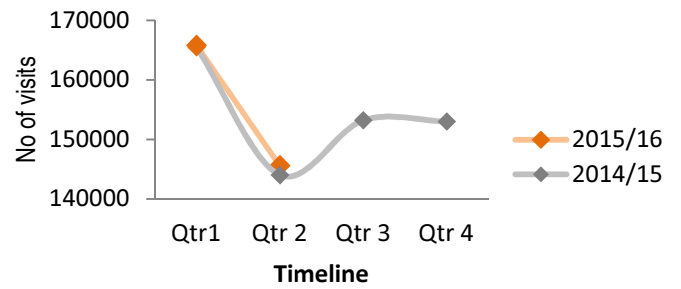
# Key Organisational Indicators

## LIBRARIES

14. Number of Items Borrowed

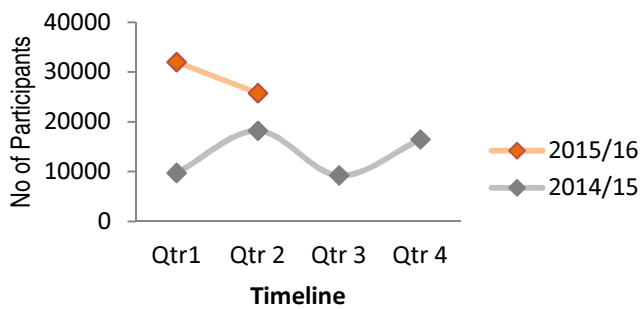


15. Number of Library Visits



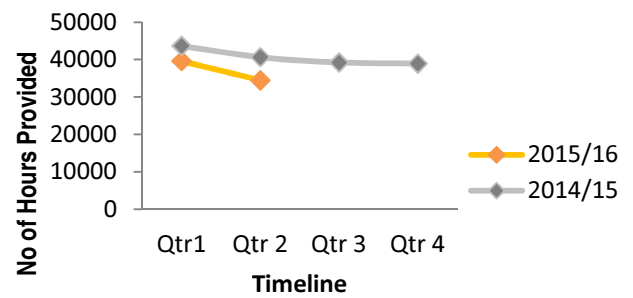
## CULTURAL SERVICES

12. Participation in Cultural Programs and Events



## AGED & DISABILITY SERVICES

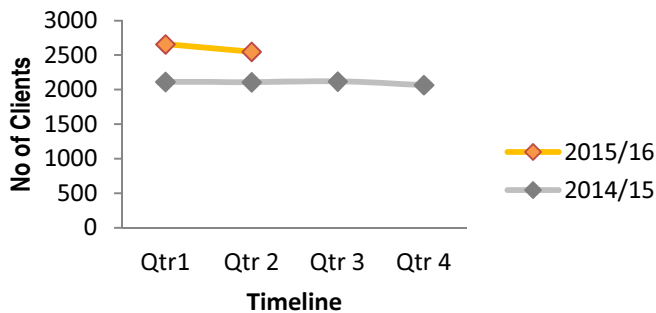
16. Hours of Services Provided



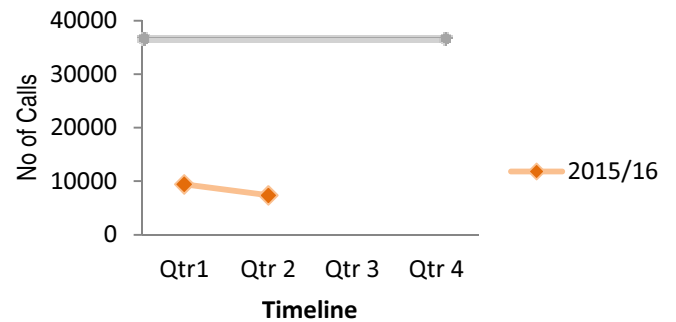
Decrease due to reduced service levels in December and also reduced service activity for PAG Core and high service closure.

## AGED & DISABILITY SUPPORT SERVICES

17. Total Number of ADSS Clients



18. Number of Aged Care Contact Calls Received

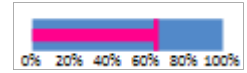


2014/15 is annual figure. 2015/16 is the Quarter 1 and 2 result.  
Note: This indicator number for Qtr 1 was previously misprinted.

	Initiative	Action	Target
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**9. Implementation of Live Well in Bulleen Community Strengthening Project (Major)**

GOAL: *Project preparation of a research paper and implementation of one local community strengthening initiative by 30 June 2016.*

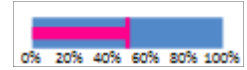


**ACTION** Action Plan developed including review of relevant Council plans and strategies, internal consultation liaison with relevant Council Service units and key community stakeholders. Ongoing liaison with Hub@ Ajani Reference Group on activating the precinct with ideas including community events and funding opportunities. Exploring opportunities for community services presence at Bulleen Plaza.

**10. Home and Community Care (HACC) Program Transition and Review**

GOAL: *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:*

- *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.*

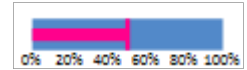


**ACTION**

- Proposed Regional Assessment Services - the requirement for a RAS model is being redeveloped by the State Government following significant issues emerging from a State/Municipal Association of Victoria trial. However, Manningham continues to collaborate with Eastern Region Councils on transition issues and approach.
- Aged and Disability Support Service Review commenced and presented to CEO and Director, Community Programs.
- Following regional information sessions, continuing to work with Commonwealth and State Governments on full transition scheduled for July 2016.

**11. Feasibility study for the future relocation of the Bulleen Library.**

GOAL: *Completion of the feasibility study report by 30 June 2016.*



**ACTION** A Library Feasibility Reference Group meeting was held in December 2015. A Terms of Reference was adopted and the Draft Project Plan and Consultants Brief presented to participants for feedback. The next meeting will be held in February 2016.



## Key Achievements – Quarter 2

- ✓ Construction of the proposed multi-use stadium at Mullum Mullum Reserve moves beyond planning stage.
- ✓ A number of shared pathways were completed to promote community health and safety and connectivity including a shared pathway in Doncaster Reserve, safe crossing point on George Street and connecting shared paths to Ruffey Lake Park and linking the Ruffey Creek Trail and Doncaster Hill.
- ✓ Awarded the new Waste Collection Service to SOLO Resource Recovery to commence 1 July 2016, resulting in significant savings in waste collection and transportation cost of approx \$1.1 M during next financial yr and 5.0 M over the 4yr SRP period.
- ✓ Works to the Aquarena facility are continuing to schedule with all former pools now in operation in time for summer.
- ✓ Public Transport Users Association award to the Doncaster Rail Community Advocacy Steering Committee
- ✓ Successful delivery of fire awareness community forum in partnership with PORA and CFA
- ✓ Stage 1 plans and scope for Fire Display Garden complete. Implementation scheduling underway.
- ✓ Heatwave and summer season awareness briefing delivered in partnership with ADSS.
- ✓ Warrandyte summer awareness forum delivered in partnership with Nillumbik, WCA, Vic Roads, CFA, Victoria Police and EMV.

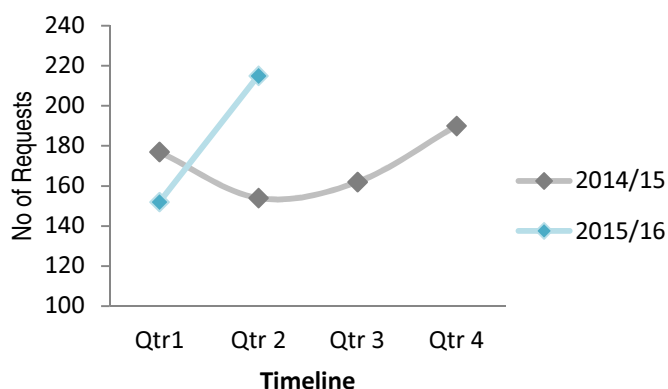
## Key Activities – Quarter 3

- 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 Highball Stadium planning permit submission period closes.
- Mullum Mullum Reserve Management Plan Stage 1 works to commence.
- 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.
- Award contract for new Asset Management System.
- On-site verification of around 450 submissions to the proposed Land Subject to Flooding Overlay.

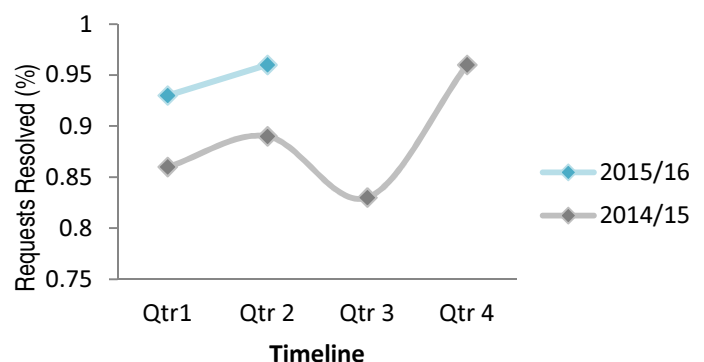
## Key Organisational Indicators

### ROADS

21. Number of Roads Service Requests

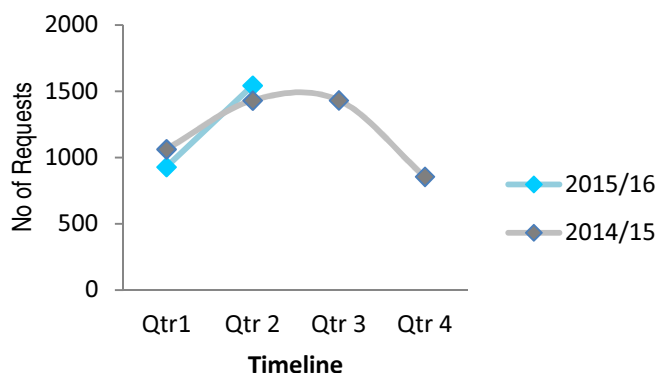


22. Percentage of Roads Service Requests Resolved in Time

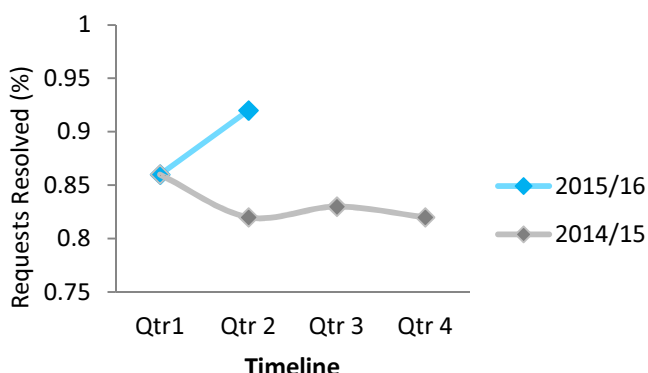


**PARKS**

**23. Number of Parks Service Requests**

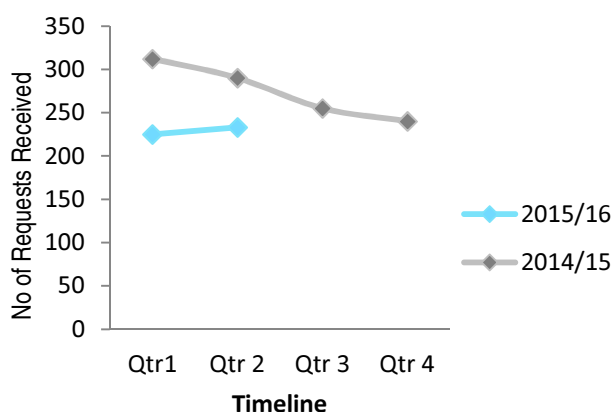


**24. Percentage of Park Service Requests Resolved in Time**

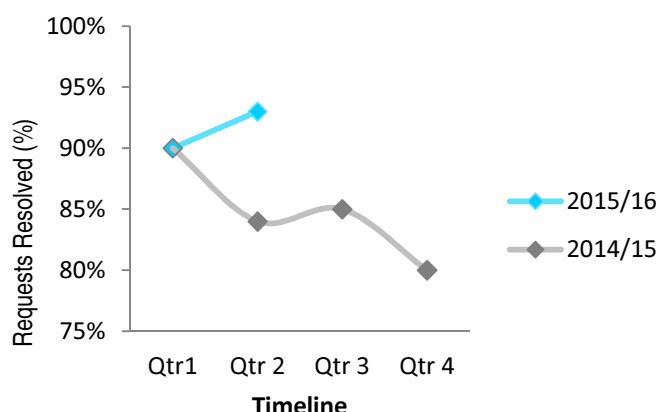


**DRAINS**

**25. Number of Drain Service Requests**

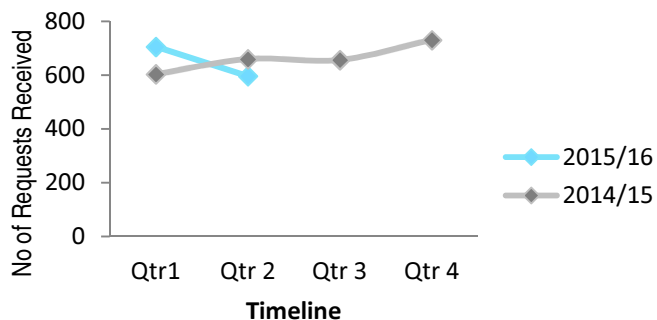


**26. Percentage of Drain Service Requests Resolved in Time**

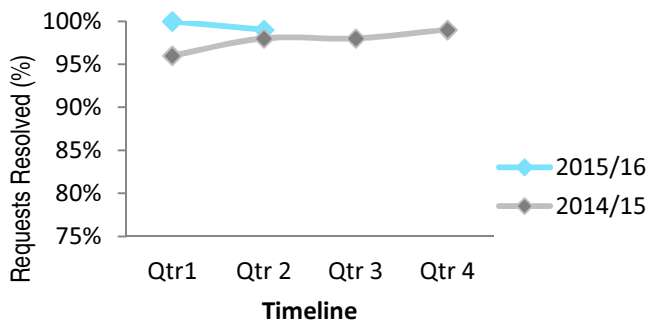


**BUILDING**

**27. Number of Building Service Requests**

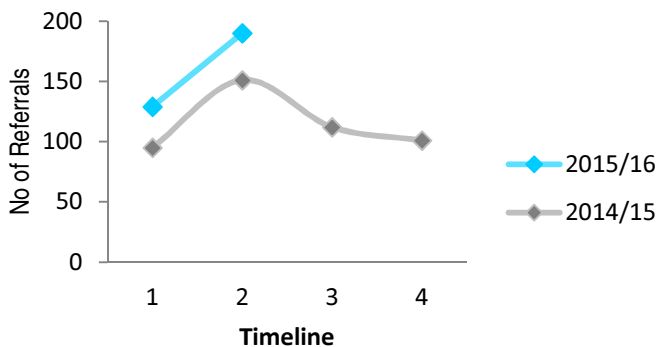


**28. Percentage of Building Service Requests Resolved in Time**

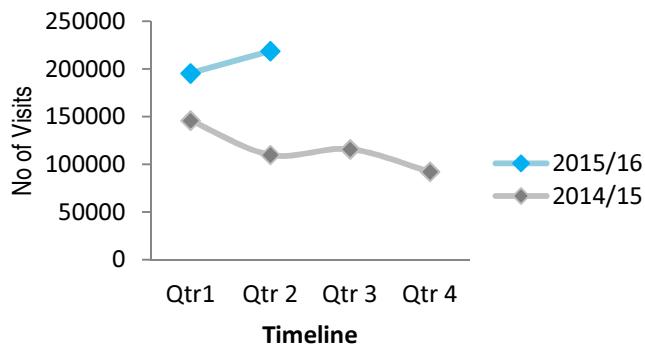


**AQUATIC FACILITIES**

**29. Planning Applications Referred to Engineering**



**30. Number of Visits to Aquatic Facilities**



Redevelopment over 14/15 has impacted access to the facility.

# Assets and Engineering

## MAJOR INITIATIVES AND INITIATIVES

No.	Initiative	Progress	Target
<b>Transport Advocacy (Major)</b>			
12.	GOAL: 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.		
ACTION	Advocacy on Doncaster Rail is continuing with investigation of potential improvements to the bus network, in cooperation with the bus operator, Transdev, and a potential Bus Rapid Transit (BRT) proposal for Doncaster for delivery by 2019. A new Integrated Transport Advisory Committee (ITAC) will be established in March 2016 to continue community advocacy.		
<b>Aquarena Aquatic and Leisure Centre (Major)</b>			
13.	GOAL: Implementation of the Aquarena Masterplan, Stages 4 to 6 to be completed by 30 June 2016		
ACTION	The implementation of stages 4, 5 & 6 of the Aquarena Aquatic and Leisure Centre Master Plan is progressing well with key milestones met. In October 2015, the indoor pool hall reopened after closure in Term 3 for extensive renovation works with all pools now in full operation. The outside cladding is constructed and internal 'fit out' works are well underway. Work to the external forecourt has commenced and will continue over the next 3-4 months.		
<b>Mullum Mullum Stadium (Major)</b>			
14.	GOAL: Have obtained planning approval, and have publically tendered the construction contract for the Stadium by 30 June 2016		
ACTION	The planning permit for the Mullum Mullum building and associated car park works has been issued with no as there were no submissions received by VCAT during the 28 day submission period. The project design is continuing in parallel with the detailed design documents currently under review. The project remains slightly ahead of schedule.		
<b>Emergency Management Prevention and Preparedness Education Program</b>			
15.	GOAL: The development of an enagement/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.		
ACTION	Delivery of community forums in Park Orchards and Warrandyte. Continue to update website and VMS messaging, Fire Garden project signage developed and Stage 1 works scheduled. Resilience research complete including attendance at 2 forums to develop a working strategy/framework for Manningham via the setting up (initially) of a new sub-committee of the MEMPC specifically for community resilience works in Manningham. Communications for Summer include a radio campaign with Eastern FM and Maroondah Council as well as media releases.		
<b>Bolin Bolin Billabong Integrated Water Management Project</b>			
16.	GOAL: Construction to be completed by 30 June 2016. *subject to receiving grant funding		
ACTION	The tender assessment with the Project partners has been completed and the report will be tabled for approval following Council approval to proceed with the project partner agreement and Committee of Management. Council is in receipt of a draft funding agreement from DELWP. Awaiting final comment from the City of Boroondara on the Project Partner agreement. The Council report has been prepared and will be considered by Council at the end of January 2016		
<b>Revised Drainage Strategy</b>			
17.	GOAL: Strategy to be presented for Council endorsement by 30 November 2015.		
ACTION	Working in conjunction with Melbourne Water and Department of Environment, Land, Water and Planning so analysis is consistent with broader government policy. Aim to present conceptual methodology internally by February to determine Council direction.		
<b>Doncaster Hill Mode Shift Plan</b>			
18.	GOAL: 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.		
ACTION	Background analysis completed for internal presentation so broad directions can be set and solutions developed for sub areas.		

## Key Achievements – Quarter 2

- ✓ IT Firewall implementation - Civic Centre and Depot firewall implementation was completed with the Civic Centre upgraded to an externally managed device and a firewall being installed at the Depot building primarily for disaster recovery purposes.
- ✓ Maternal and Child Health Services database upgrade – completed the migration of the Maternal and Child Health Services (MACHS) database from an internally managed solution to a sector wide, externally managed, Cloud based solution called CDIS.
- ✓ Privacy Review – A comprehensive review was undertaken of Council’s management of information privacy to assess compliance in each of the 10 privacy principles. Currently 95 per cent completed
- ✓ Completion of 2015/16 Mid Year Review on time. Report will be presented to Council on 2 February 2016.
- ✓ 598 supplementary valuations (Supp 2-2015, including cancelled assessments) have been completed and certified by the Valuer General Victoria on 2/12/2015
- ✓ Completion of Employee Survey - feedback and action planning implemented.

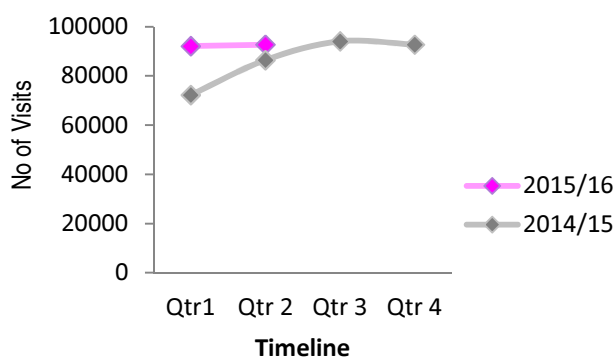
## Key Activities – Quarter 3

- The return of 2016 General Valuation with anticipation all submissions that will be finalised by the end of April 2016.
- The Land Tenure Management projects are ongoing with the numbers of projects expected to increase in 2016.
- 2016/17 Budget and Financial Statements for Strategic Resource Plan preparation
- Formation of the IT Transformation team and progress of PC & Technology Refresh Project.

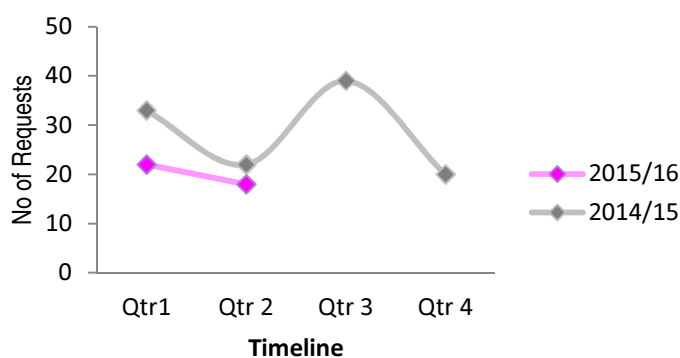
## Key Organisational Indicators

### COMMUNICATIONS

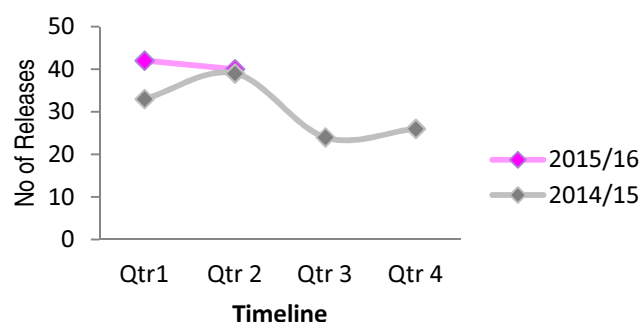
38. Number of Visits to Council Website



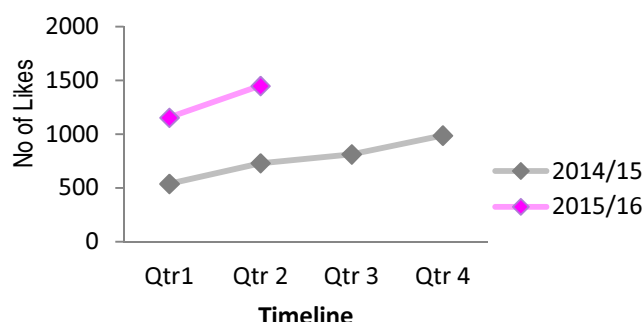
39. Number of Media Requests



40. Number of Media Releases

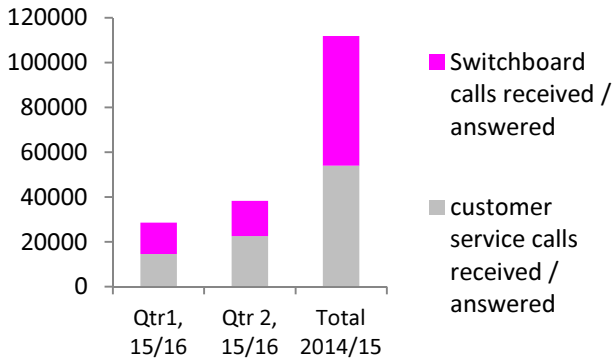


41. Total Number of Facebook ‘Likes’

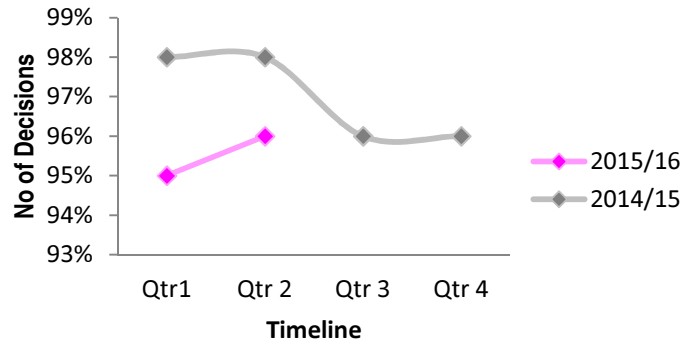


CUSTOMER SERVICE

42. Volume of Calls into Council



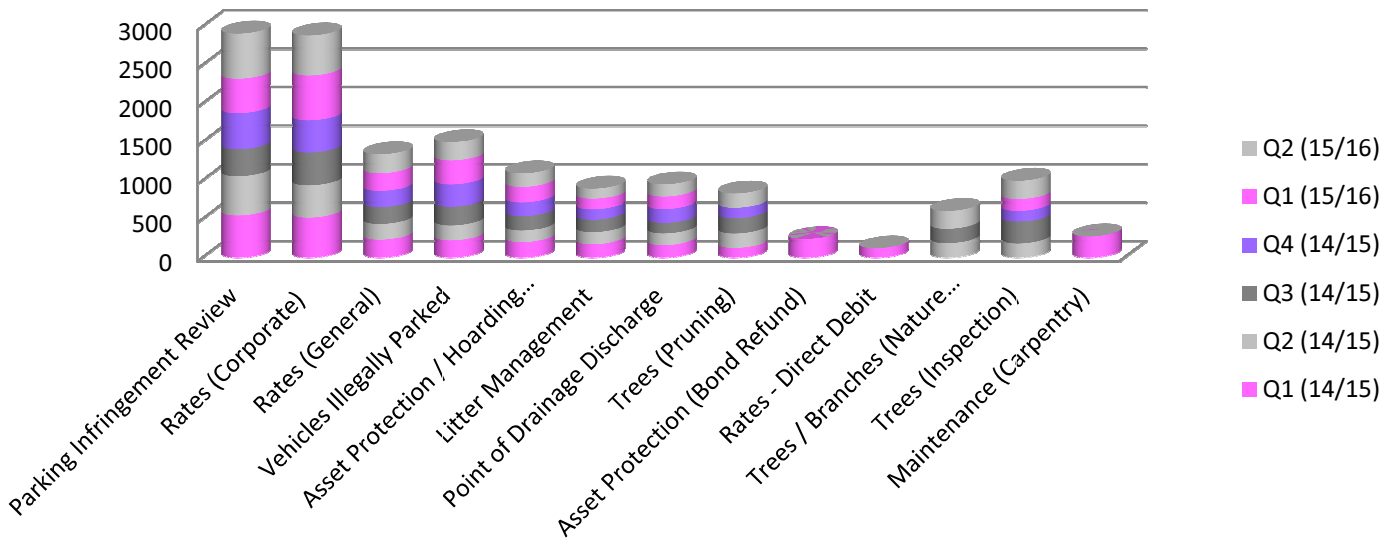
43. Percentage of Calls into Council Closed in Time



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

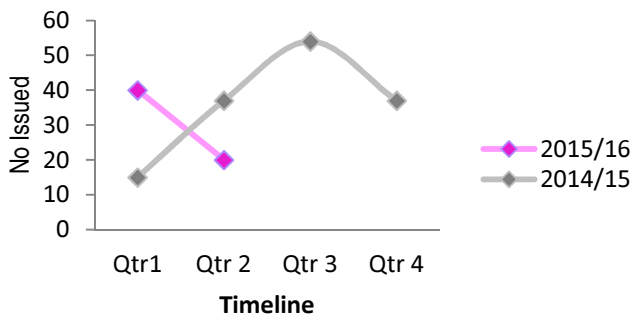
'In Time' figures reflects the number of CFS requests that have been 'Closed - In Time' during the period specified

44. Top Ten Topics – Customer Enquiries

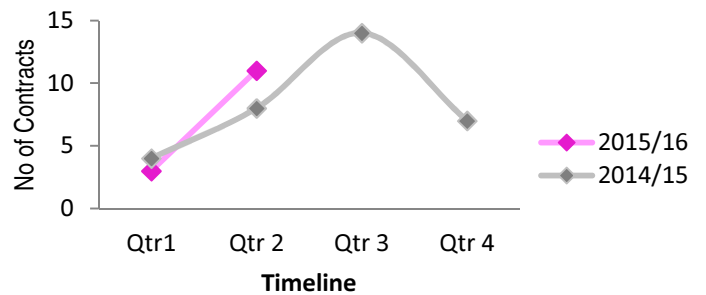


PROCUREMENT

45. Number of Tenders and Quotations Issued

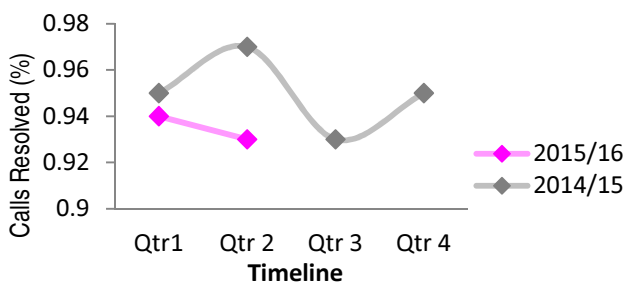


46. Number of Contracts Entered Into

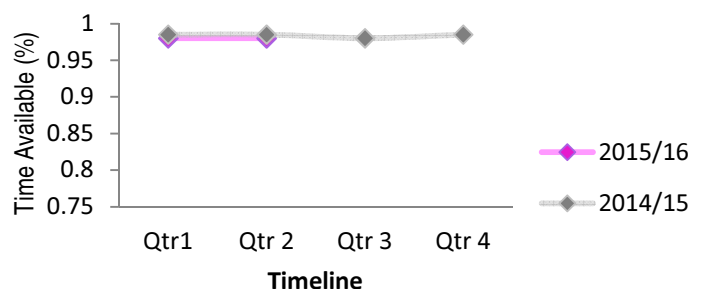


INFORMATION TECHNOLOGY

32. Percentage of HelpDesk calls Resolved in Time

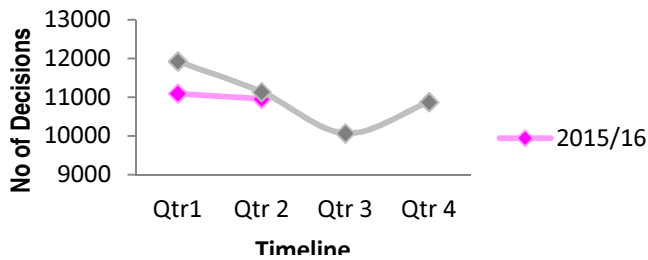


33. Network Availability

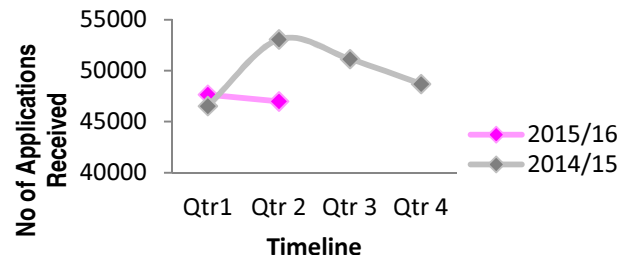


RECORDS

34. Volume of Incoming Mail

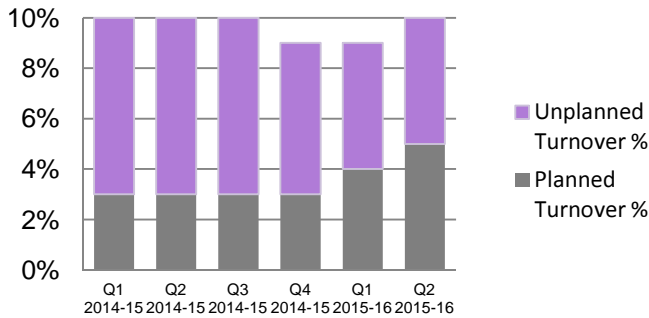


35. Volume of Outgoing Mail

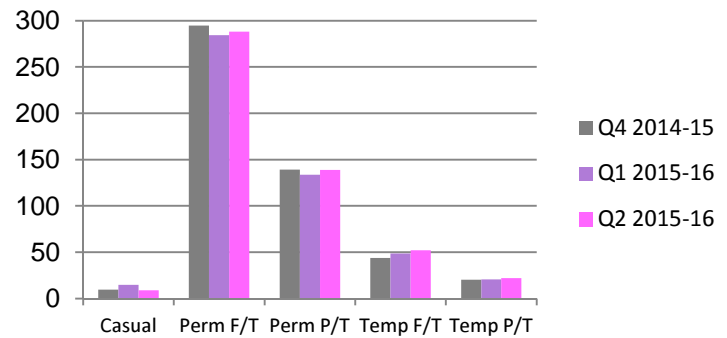


HUMAN RESOURCES

36. Percentage of Planned and Unplanned Staff Turnover



37. Number of FTE by Employment Status



Shared Services

MAJOR INITIATIVES AND INITIATIVES

No.	Initiative	Progress	Target
19.	<b>Customer Service Improvement Opportunities (Major)</b> GOAL: <i>The Roadmap for customer service improvements and moving to a centralised call centre will be completed by 30 June 2016.</i>		
ACTION	Options for independent customer service health check investigated and final partner selected along with scope of project works to be undertaken January to April 2016 to inform roadmap for improving customer service.		
20.	<b>Identification and Resolution of Council Land Ownership Issues</b> GOAL: <i>A plan to address high priority actions has been developed by 30 June 2016.</i>		
ACTION	Underway and appointed officer is preparing files on the land tenure matters with the priority matters have been identified and subject to actioning.		
21.	<b>IT Major Project Management and Implementation</b> GOAL: <i>Implementation of Invoice Scanning, an Asset Management System and a Project and Contract Management System by 30 June 2016.</i>		
ACTION	Preliminary work has been undertaken to understand the scope of the project. A review is scheduled to commence in February 2016. The implementation of the Project and Contract Management System is likely to be delayed due to resource constraints.		
22.	<b>IT Infrastructure Strategic Review</b> GOAL: <i>Review to be completed by 30 June 2016.</i>		
ACTION	Preliminary work has been undertaken on the scope of the project. A review is scheduled to commence in February 2016		
23.	<b>Cloud Readiness Review</b> GOAL: <i>Review to be completed by 30 June 2016.</i>		
ACTION	Preliminary work has been undertaken to understand the scope of project. Review is scheduled to commence Feb 2016		
24.	<b>Participation in Municipal Association of Victoria Procurement LEAP Program</b> GOAL: <i>Cost and process improvement opportunities identified by December 2015 for implementation by the end of December 2016.</i>		
ACTION	Preliminary work has been undertaken to understand the scope of project. Review is scheduled to commence Feb 2016		



## Overview

This Financial Status Report covers the period ending 31 December 2015. Variances are reported against the annual budget adopted by Council on 23 June 2015.

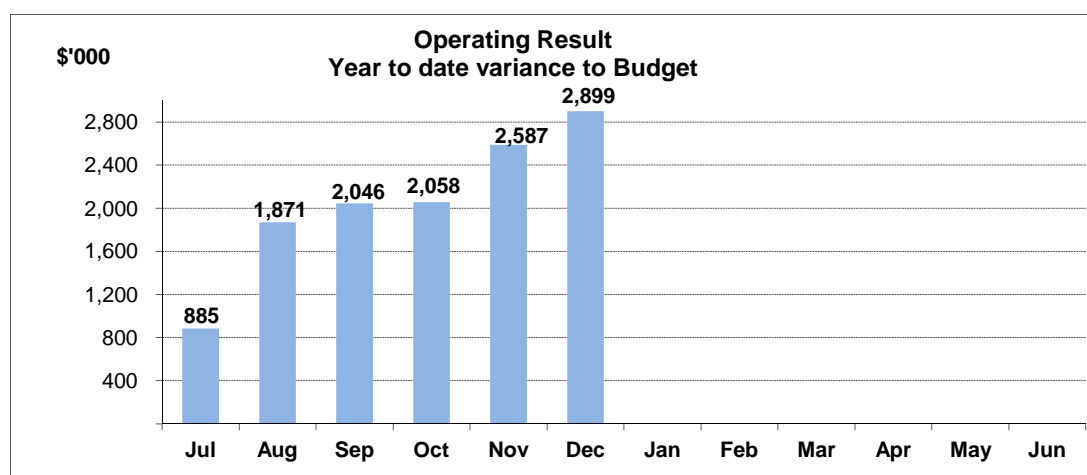
### Operating Surplus

	Year to 31 December 2015				
	Adopted Budget \$'000	Actual \$'000	Variance \$'000	Favourable / Unfavourable	Variance %
Revenues	106,346	108,990	2,644	Favourable	2.5%
Expenses	54,933	54,678	255	Favourable	0.5%
<b>Operating surplus</b>	<b>51,413</b>	<b>54,312</b>	<b>2,899</b>	Favourable	<b>5.6%</b>

### Commentary

Council's financial position reflects an overall positive performance against the operating budget, particularly through the raising of additional revenues. The key revenue increases include \$921,000 in additional rate income, the receipt of \$1,078,000 of unbudgeted capital grants to December, a high level of favourable user charges of \$362,000 - including Statutory Planning fees \$201,000, favourable operating grants of \$183,000.

On the expenses side, other expenses and depreciation are currently favourable by \$202,000 and \$117,000 respectively.



### 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.

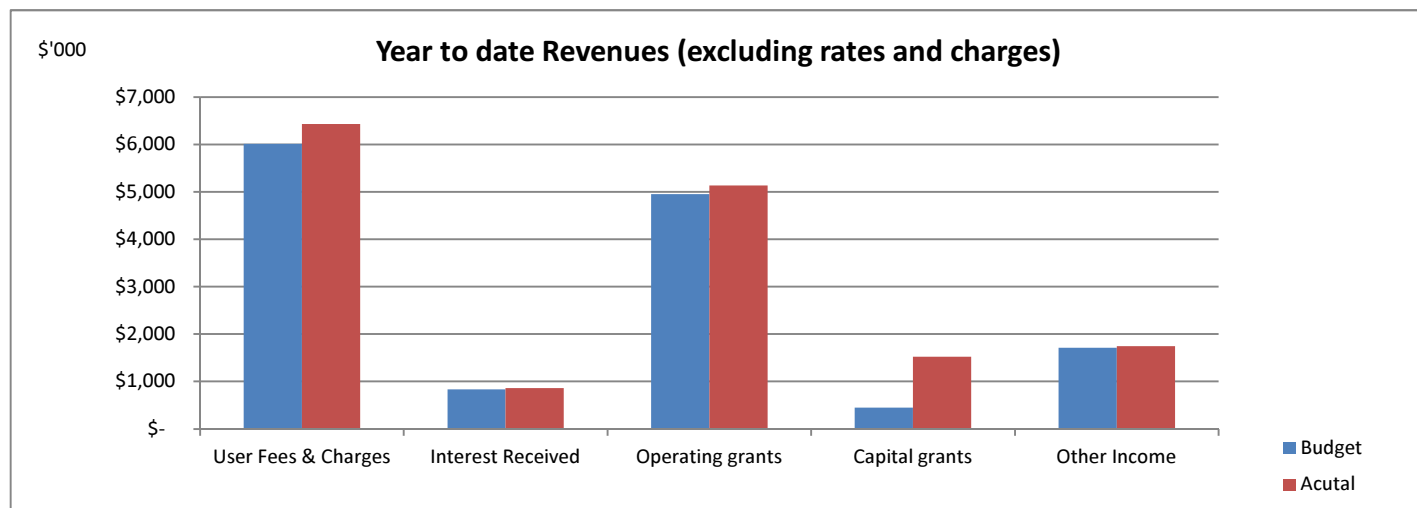
	Adopted Budget \$'000	Actual \$'000	Variance \$'000	Variance %
<b>Operating surplus</b>	<b>51,413</b>	<b>54,312</b>	<b>2,899</b>	<b>5.6%</b>
less/(add) capital grants & contributions	446	1,524	1,078	242%
less/(add) developer contributions	1,384	1,384		
less/(add) net gain or loss on disposal of assets	196	181	(15)	(7.7%)
add/(less) depreciation	10,229	10,113	116	1%
add/(less) other adjustments	89	20	69	78%
<b>Underlying surplus</b>	<b>59,705</b>	<b>61,356</b>	<b>1,651</b>	<b>2.8%</b>

### Other Indicators

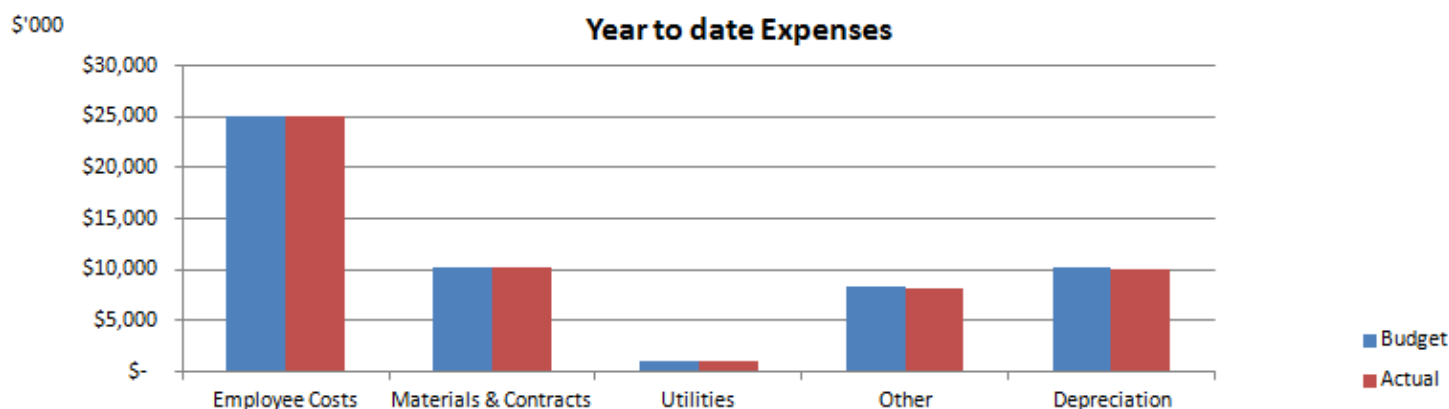
Cash and investment balance	\$56.53 million
Unrestricted cash	\$25.27 million
Rates and charges debtors	\$48.54 million (55.43% of the \$93.022 m raised in 2015/16 have been

## 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.



The 2015/16 annual Rates and charges totalling \$93.022 million were raised in July 2015. This revenue group is excluded from the graph above as the high value relative to other revenue categories would distort the graph.



Reason for year-to-date variances	Action required/taken
<p><b>1 Rates General \$921,000 Favourable</b></p> <ul style="list-style-type: none"> <li>* Ten years worth of back rates were raised on the former Eastern Golf Club site following the sale and subsequent change in use of the property. This raised \$1.90 million in rate revenue compared to a budget of \$1.20 million.</li> <li>* The first supplementary rate run for 2015/16 raised an extra \$150,000 rates revenue above budget forecasts due to an increased number of properties being rated for the first time.</li> <li>* During August, Thea/Boronia Grv special rates scheme established (raised \$82,000).</li> </ul>	<p>The full revenue associated with the former Eastern Golf Club is not guaranteed, despite being paid in full, as the owner's lawyers have showed intention to object to the application of the Cultural and Recreational Lands Act 1963.</p>
<p><b>2 Capital Grants and Contributions \$1,078,000 Favourable</b></p> <p>Unbudgeted capital contributions have been received for following projects:</p> <ul style="list-style-type: none"> <li>* Manningham Recreation Association for Highball Facilities \$663,000</li> <li>* Wonga Park Tennis Club upgrade \$95,000</li> <li>* Montessori Pre School upgrade and refurbishments \$88,000</li> <li>* Stride Early learning Centre upgrade and refurbishments \$83,000</li> <li>* Wonga Park Sportsground refurbishment (State Gov't grant) \$61,000</li> <li>* Melbourne Water grant for Mullum Mullum Highball \$53,000</li> <li>* Bus stop at Springvale Rd and Leslie St, Donvale \$15,000</li> <li>* Centre wickets construction \$13,000</li> </ul>	<p>Unbudgeted revenue has been included in the capital works program and will be included in updated forecasts as part of the Mid Year Review.</p>

## Conclusion

The December 2015 financial results indicate that Council is performing better than year to date forecasts. Any material variation since the budget was adopted in June 2015 has been reflected in the Mid Year Review.

This Status report covers the period ending 31 December 2015. Variances are reported against the Adopted Budget and YTD Forecast Outcome. The value of works completed at end of December is **\$13.725 million**.

- ✗ YTD Completed Works \$1.83 million unfavourable to the YTD Adopted Budget <sup>1</sup>
- ✗ YTD Completed Works \$0.05 million unfavourable to the YTD Forecast <sup>1</sup>

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

<sup>1</sup> This represents the financial outcome after accruing for works completed.

## Financial Performance

**Attachment A and B** to this summary report provides a chart of financial performance for both Capital Works Expenditure and Income to end of December. 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	EoY Forecast	YTD Budget	YTD Forecast	YTD Actual	YTD Variance	YTD Variance	Fav / Unfav
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	%	
<b>A. Compared to Adopted Budget</b>								
Budget YTD Outcome	37,616	39,225	11,893		13,725	(1,832)	-15.4%	<b>U</b>
<b>B. Compared to Forecast outcome</b>								
Budgeted works:	33,572	33,572	9,125	10,483	10,573	(90)		
Budgeted carry forwards	4,044	4,044	2,406	2,406	1,957	449		
Additional carry forwards from 2014/15		937	712	712	758	(46)		
New Works:								
Grants & Income received in advanced (Refer Table B)		171	-	95	91	4		
Additional grants and income (Refer Table C)		2,661	-	328	346	(18)		
Other Adjustments:								
Grants & Income removed from the budget (Refer Table D)		(1,210)	-	-	-	-		
Proposed carry forwards to 2015/16 (Table E)		(950)	(350)	(350)	-	(350)		
Forecast YTD Outcome	37,616	39,225	11,893	13,674	13,725	(51)	-0.4%	<b>U</b>
<b>C. Income (Table A)</b>								
Budget including plant sales	5,085	5,085	2,408	2,324	2,351	57		
Grants & Income received in advanced (Refer Table B)		171	-	171	171	(171)		
Additional grants and income (Refer Table C)		2,661	-	831	837	(837)		
Grants & Income removed from the budget (Refer Table D)		(1,210)	(600)	(600)	(600)	-		
Forecast YTD Outcome	5,085	6,707	1,808	2,726	2,759	(951)	-52.6%	<b>F</b>

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

At the end of December, 36.5 per cent of the total adopted budget allocation has been delivered (on ground value). Compared to the EoY forecast, 35.0 per cent of the total program allocation has been completed.

Of the \$13.725 million of works completed at the end of December, the value of budgeted works completed, excluding the carry forward projects and new post budget adoption projects is \$10.573 million. The completed value of the carry forward projects that were delayed from 2014/15, including those in the 2015/16 adopted budget, is \$2.715 million. The value of new post budget adoption projects is \$0.437 million.

## Program Status and YTD Profile

A year end expenditure of \$39.225 million is currently forecast against the adopted budget total of \$37.616 million. The net difference being an increase in grants and income of \$1.622 million, plus additional carry forwards/adjustments of \$0.937 million that was not part of the 2015/16 Adopted Budget, less proposed carry forwards of \$950 million to the 2016/17 financial year.

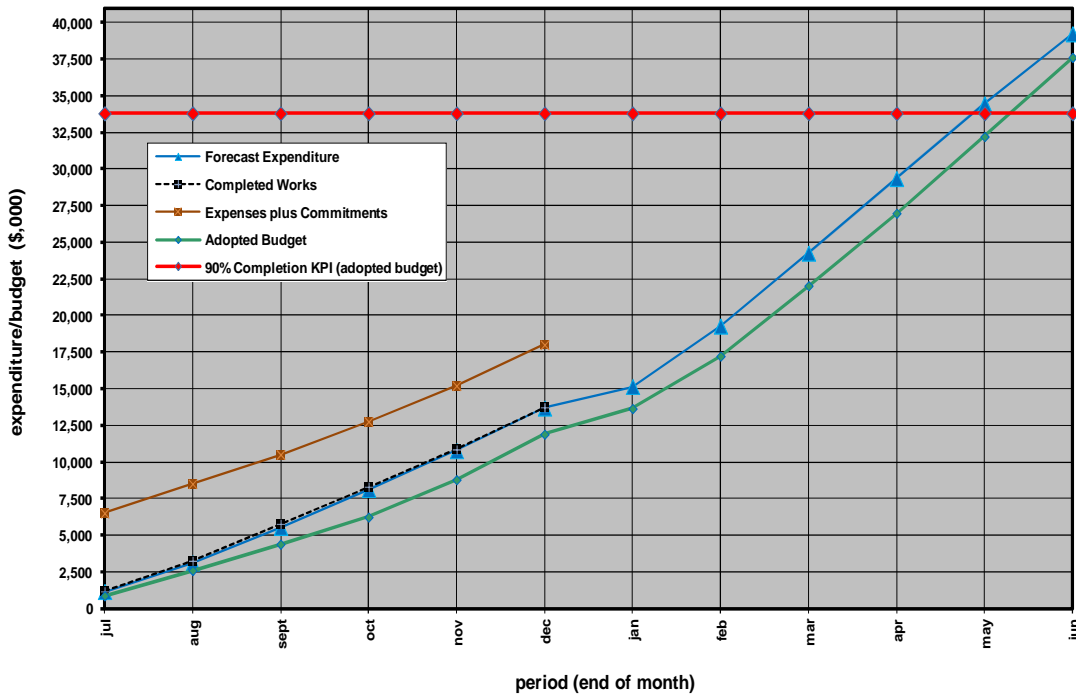
The value of works completed at end of December is \$13.725 million, which is \$1.832 million (15.4%) above the YTD Budget of \$11.893 million and \$0.051 million (0.4%) above the YTD Forecast amount of \$13.674 million.

## Capital Works Program 2015/16 (continued)

The variance of \$1.832 million against the YTD budget can be attributed to a number of ongoing projects that were incomplete as at 30 June 2015 and carried forward to the 2015/16 financial year, or further advanced than originally planned. These projects are currently committed under a formal procurement arrangement and some of the more significant projects include; Aquarena Master Plan Implementation, New Footpath Construction (Bowmore Ave and Springvale Road), Road Management Strategy Traffic and Road Use (Heads Road), Drainage Strategy (Delatite Court), and Asset Management Strategy (Road Resurfacing).

The following provides a chart of financial performance for Capital Works Expenditure to end of December.

### Capital Expenditure



### Capital Income

Capital Income received is ahead of YTD budget income at end of December with a variance of 52.6%.

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

It can be noted that an EoY forecast total of \$39.225 million is currently stated with the following variances and adjustments:

Summary of Variances	\$'000
Grants and Income Received in Advance	171
Additional Grants and Income	2,661
Grants and income removed from the budget	(1,210)
Carry Forwards/Budget Adjustments from 2014/15	937
Savings (end of December)	Nil
Approved Deferrals/Transfers	1,041
Proposed Deferrals/Transfers	2,028
Proposed Carry Forwards to 2016/17	950

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.