

Quarter 1

1 July to 30 September 2021

# Manningham Quarterly Report

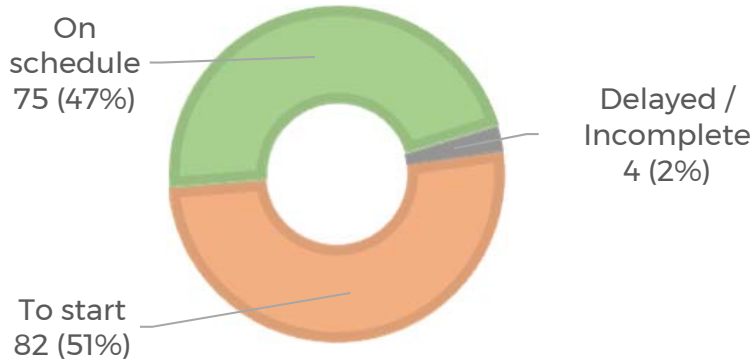
*Key information on our performance and governance*



Community Panel representatives with Council

# 1. Capital Works

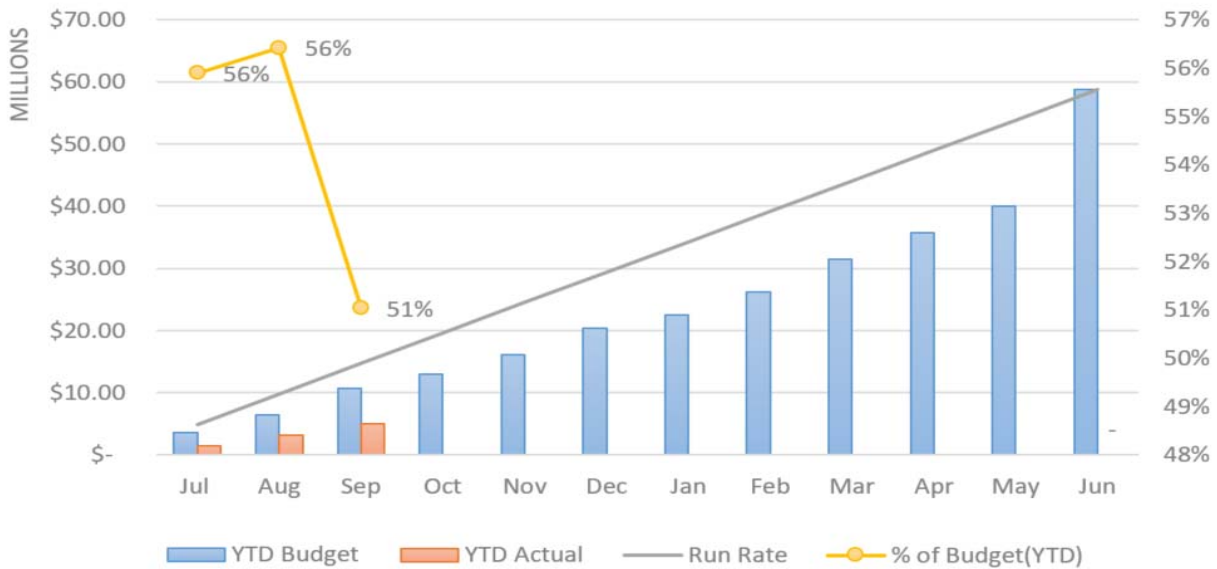
## Capital Works Projects (total 161)



<b>Adopted Budget</b>	<b>\$58.3m</b>
<b>Additional Funding</b>	<b>+\$0.5m</b>
<b>Updated Forecast</b>	<b>\$58.8m</b>

Program Complete	Projects Complete	Value of Capital Works	Capital Income & Grants
<b>8.50%</b>	<b>0%</b>	<b>\$5m</b>	<b>7.01%</b>

Overall Program September 2021



## Capital Spotlight

- The adopted 2021/22 capital budget of \$54.37 million in new funding plus \$3.92 million in carry forwards, has been supplemented by \$0.5 million in additional grants and user contributions, increasing the overall budget to \$58.8 million. This is a significant increase from previous years.
- Total capital expenditure as at the end of September 2021 was \$5 million, which equates to 8.5% of the total budget. Work on 75 of the 161 projects planned for 2021/22 has commenced during the first quarter. The other 82 projects are yet to start.
- COVID-19 is impacting the execution of the capital works program in several ways. Most projects have slowed due to a combination of the recent construction industry shutdown, long material procurement lead times, increasing material costs, low contractor and material availability and external approver bottlenecks, all attributable to COVID-19. To date, four significant projects including the re-cladding of MC<sup>2</sup> have been severely impacted and are unlikely to be completed this financial year as planned. Other projects are at some risk and will need to be monitored closely.
- Every effort is being made to pivot to projects less affected by COVID-19 where possible.

## 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	112,965	112,910	(55)	(0.0%)	113,818	113,888	70
Statutory Charges, Fees & Fines	964	764	(200)	(20.8%)	4,163	3,765	(397)
User Charges	2,311	1,637	(674)	(29.2%)	9,049	8,241	(808)
Interest Received	94	91	(3)	(3.1%)	375	375	
Grants & Subsidies	2,601	2,810	209	8.0%	11,730	12,442	712
Capital Grants & Contributions	233	2,097	1,864	800.8%	7,160	7,160	
Other Income	1,676	2,027	351	20.9%	7,655	8,219	564
Net gain/(loss) on disposal of Property, Infrastructure, Plant and Equipment					133	133	
<b>Total Income</b>	<b>120,844</b>	<b>122,336</b>	<b>1,492</b>	<b>1.2%</b>	<b>154,083</b>	<b>154,223</b>	<b>140</b>
<b>2. Expenditure</b>							
Employee Costs	14,435	14,195	240	1.7%	56,259	56,681	(422)
Materials & Contracts	6,826	5,896	931	13.6%	29,799	31,882	(2,083)
Interest	9	3	6	67.1%	48	48	
Utilities	472	268	204	43.2%	2,135	2,135	
Other	6,840	7,289	(449)	(6.6%)	16,571	16,674	(103)
Depreciation	7,073	7,213	(140)	(2.0%)	28,292	28,292	
<b>Total Expenditure</b>	<b>35,655</b>	<b>34,863</b>	<b>792</b>	<b>2.2%</b>	<b>133,104</b>	<b>135,711</b>	<b>(2,608)</b>
<b>Operating Surplus / (Deficit)</b>	<b>85,189</b>	<b>87,473</b>	<b>2,284</b>	<b>2.7%</b>	<b>20,979</b>	<b>18,512</b>	<b>(2,467)</b>

### Executive Summary

At the end of September 2021, Council was \$2.28 million or 2.7% favourable compared to the year-to-date (YTD) adopted budget.

#### The key favourable variances include:

- \$1.86m favourable Capital Grants income ahead of schedule primarily related to a Department of Infrastructure grant
- \$240k favourable Employee costs due to a number of vacancies across the organisation
- \$931k favourable Materials and Contracts due to timing differences as a result of delays in activities due to lockdowns
- \$351k favourable Other Income mainly due to \$273K unbudgeted Quarry Royalty income as the quarry continues to operate into this financial year
- \$209k favourable Operating Grants income mainly from School Crossing Supervision grants received ahead of schedule.

#### These are partly offset by:

- \$674k unfavourable Fees and User Charges due to Leases & Licences commercial rental timing pending a decision by Council on rent/lease relief and lower than budgeted income from Community Venues and Arts & Culture due to ongoing lockdowns
- \$449k unfavourable Other Expenses, with Memberships for Legal, Governance & Risk being paid ahead of schedule and also early payment of library funding.
- \$200k unfavourable Statutory Charges, Fees & Fines mainly due to Parking Infringement activity being lower than budgeted due to ongoing lockdowns.

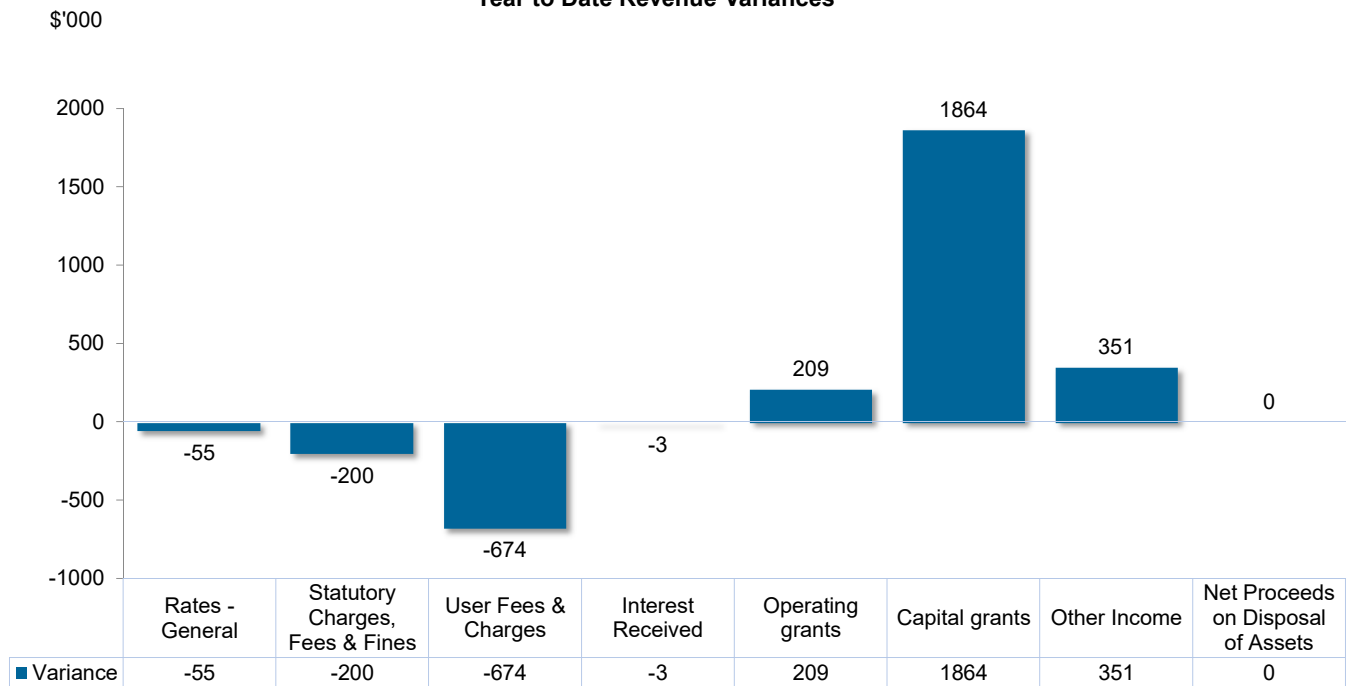
#### Impact of State Government restrictions associated with COVID-19

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

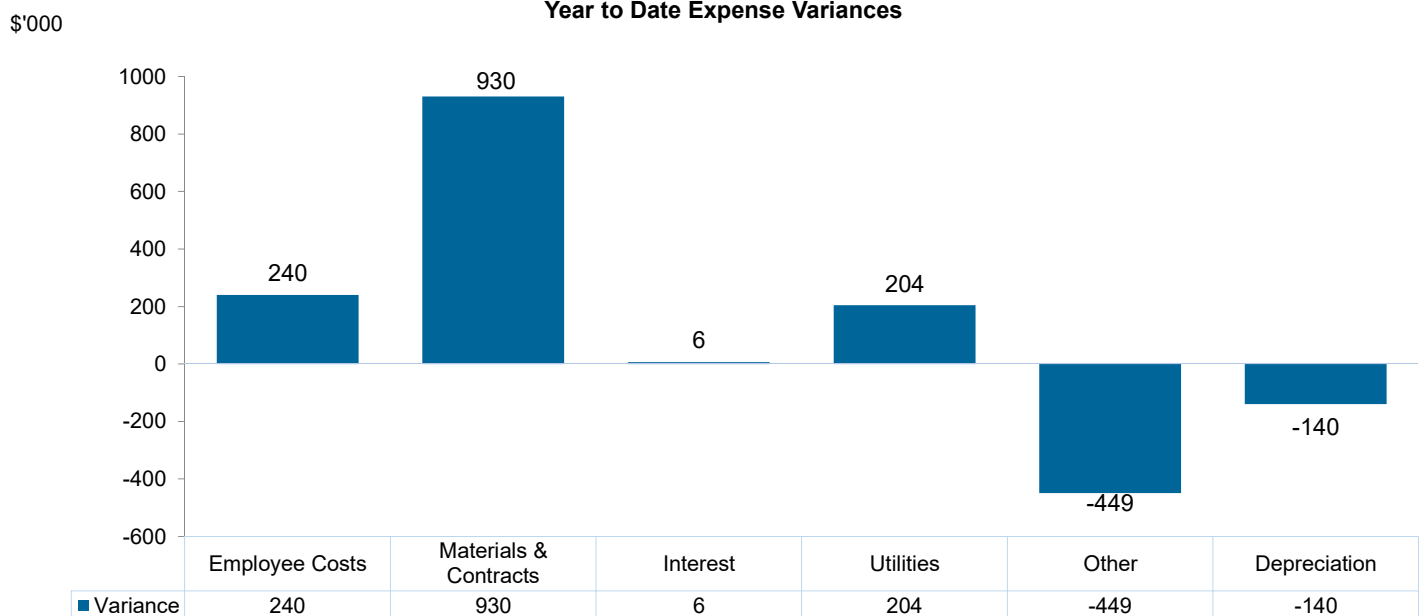
# 2. Financial Status

## Year to Date Income and Expenditure Variances by Category

Year to Date Revenue Variances



Year to Date Expense Variances



# 2. Financial Status

## Cash and investments

Council's cash and cash investments balance as at September 2021 is \$93.90 million.

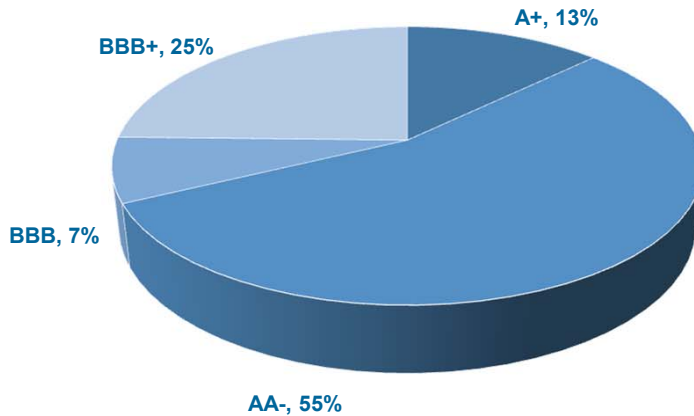
Council has a portfolio of \$88.50 million in term deposits. Investment options are regularly assessed for more profitable returns.

## Summary of Council's investments

Average Weighted interest rate	0.45%
Average monthly interest	30,276
Maximum interest rate earned	0.95%

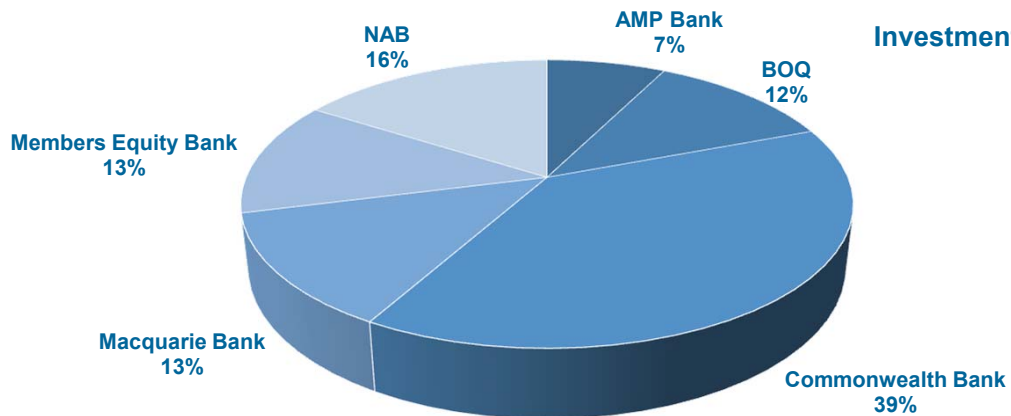
An S&P credit rating is a letter grade. The best is "AAA." This rating means it is highly likely that the borrower will repay its debt. The worst is "D," which means the issuer has already defaulted.

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



Standard & Poor's uses multiple letters (sometimes accompanied by pluses or minuses) to indicate strength. In total, there are 17 ratings, even though Standard & Poor's only uses four different letters. 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).

Letter Grade	Grade	Capacity to Repay
AAA	Investment	Extremely strong
AA+, AA, AA-	Investment	Very strong
A+, A, A-	Investment	Strong
BBB+, BBB, BBB-	Investment	Adequate



### Investment summary

# 2. Financial Status

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

	Opening Balance at 1 July 2021	YTD Actual Income at 30 Sep 2021	Forecast Expenditure for 2021/22	Projected Reserve Balance (accounting for Forecast expenditure)
Open Space Reserve	11,768	1,578	6,380	6,966
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
Malcolm Crescent, DONCASTER	51,000
Montgomery Place, BULLEEN	29,400
Manningham Road, TEMPLESTOWE LOWER	78,400
Manningham Road, BULLEEN	120,000
Mitcham Road, DONVALE	89,600
Boyd Street, DONCASTER	70,000
Manningham Road, DONCASTER	264,000
Boronia Grove, DONCASTER EAST	69,500
Wilson's Road, DONCASTER	55,000
Chippewa Avenue, DONVALE	56,000
Elgar Road, DONCASTER	104,000
Ireland Avenue, DONCASTER EAST	69,000
Parker Street, TEMPLESTOWE	104,000
Old Warrandyte Road, DONVALE	175,000
Thompsons Road, BULLEEN	88,000
Valentine Street, BULLEEN	79,000
Nauru Court, DONCASTER	76,500
<b>Total Year to Date</b>	<b>1,578,400</b>

## 2. Financial Status

### Balance Sheet

	September 2021 (\$)	June 2021 (\$)	Movement (\$)
<b>Assets</b>			
<b>Current Assets</b>			
Trade and Other Receivables	91,566,673	15,908,770	75,657,903
Accrued Income	865,818	548,754	317,064
Cash and Cash Equivalents	5,400,507	2,805,106	2,595,401
Other Financial Assets	82,500,020	74,086,656	8,413,364
Prepayments	52,265	1,275,030	(1,222,765)
Trade and Other Receivables	10,646,825	169,853	10,476,972
	<b>191,032,108</b>	<b>94,794,169</b>	<b>96,237,939</b>
<b>Non-Current Assets</b>			
Other Financial Assets - Non current	5,999,473	11,030,002	(5,030,529)
Investments in associates	2,826,117	2,826,117	0
Sundry Debtors - Non Current	609,519	616,286	(6,767)
Equipment	2,195,847,791	2,203,285,841	(7,438,050)
	<b>2,205,282,900</b>	<b>2,217,758,246</b>	<b>(12,475,346)</b>
<b>TOTAL ASSETS</b>	<b>2,396,315,008</b>	<b>2,312,552,415</b>	<b>83,762,593</b>
<b>LIABILITIES</b>			
<b>Current Liabilities</b>			
Trade and Other Payables	27,896,608	26,779,839	(1,116,769)
Provisions	14,227,778	14,149,304	(78,474)
Trust Funds and Deposits	13,436,962	13,444,291	7,329
	<b>55,561,348</b>	<b>54,373,434</b>	<b>(1,187,914)</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>59,023,370</b>	<b>57,835,456</b>	<b>(1,187,914)</b>
<b>NET ASSETS</b>	<b>2,337,291,638</b>	<b>2,254,716,958</b>	<b>82,574,680</b>
<b>EQUITY</b>			
Reserves	1,465,161,419	1,465,161,419	0
<b>TOTAL EQUITY</b>	<b>2,337,291,638</b>	<b>2,254,716,958</b>	<b>82,574,680</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 30 September 2021, 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 per cent of Council's non-current assets.

As at 30 September 2021, the total non-current assets 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 30 September 2021, the total current liabilities have increased compared to 30 June 2021 primarily due to the timing of payments made to creditors (trade and other payables).

**Non Current Liabilities:** As at 30 September 2021, the total non current liabilities are in line with 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 30 September 2021, the increase in Equity compared to 30 June 2021 is essentially related to the Year to Date Surplus in 2021/22.

# 3. 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

Goals for each theme were developed 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. There are 19 major initiatives and initiatives to progress our 2021-25 Council Plan. At the end of Quarter 1, 25% completion is expected. Full details of previous years progress can be found in our Manningham Annual Report available on the Manningham website.

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

Progress



## Healthy Community

Goals:

- Healthy, Safe and Reliant
- Inclusive and Connected

**Improve the range of accessible support and services available to young people in Manningham,**

1 exploring a youth hub, advocating for improved mental health resources and working collaboratively with youth agencies.

Action

- Liaison with Access Health & Community about additional mental health resources.
- Completion of research document into funding models, benchmarking with headspace services in Melbourne's East
- Attraction of additional one day per week headspace service and one day per week Youth Engagement & Treatment Team Initiative (YETTI) service into Manningham Youth Services.

2

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

Action

information that will inform the Community Infrastructure Plan, due for completion in December 2021:

- Part one of the Library Review and Strategy has been submitted to the Library Board.
- Part two, the financial modelling is currently underway with a delivery date of December 2021.

3

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

Action

- We connected with the above groups to finalise our new Health and Wellbeing Strategy 2021-2025. The Strategy pursues 8 areas: social and emotional wellbeing, healthy eating, active lifestyle, adaptation to the health impacts from climate change, injury and harm and prevention of all forms of family violence.
- The Health and Wellbeing Action Plan is now being developed with key partners.

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 the understanding of and responses to family violence.

Action

- The draft RAP is awaiting endorsement from the Wurundjeri Woi wurrung Corporation.
- Traditional Owners involved with NAIDOC week celebration, new Council signage with Wurundjeri Woi-wurrung Country" inclusive language guide and Acknowledgement of Country.
- Family violence is a priority in the new Health and Wellbeing Strategy.
- Further consultation offered to family if disclosure or concern about family violence during Maternal Child Health visits
- Wellbeing Support Cards were translated into Persian and Chinese languages.

**Acknowledgment of Country (updated)**  
Manningham Council acknowledges the Wurundjeri Woi-wurrung people as the Traditional Owners of the land and waterways that is now known as Manningham.  
Council pays respect to Elders past, present and emerging, and values the ongoing contribution to enrich and appreciate the cultural heritage of Manningham. Council acknowledges and respects Australia's First People's as Traditional Owners of lands and waterways across Country, and encourages reconciliation between all.



# 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

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

- 5
- Adoption of Liveable City Strategy by Dec. 2021 and Environmental Strategy by 30 June 2022
  - Review the Manningham Planning Scheme by 30 June 2022
  - Investigate enhanced planning controls to enhance the protection of our environment.

- Action
- Draft 2040 Liveable City Strategy is being readied for public comment. The draft includes a range of planning actions, which will assist to identify any recommendations to relevant planning controls in the 2022 26 Manningham Planning Scheme review.

### Provide ways for people to connect by:

- 6
- Prioritising grant funding to support community inclusion and connections.
  - Delivered actions in our Transport Action Plan and Bus Network Review 2017 including contributing to the planning of the Suburban Rail Loop, Doncaster Busway, Bus Rapid Transits, bus network and service improvements and enhancing our walking and cycling network.

- Action
- Provided feedback to the *Victorian Suburban Rail Loop Bill 2021* to be debated in State Parliament.
  - Advocated for Bus Rapid Transit along Doncaster Road corridor through the Eastern Transport Coalition.
  - Forwarded a Bus Review Paper to Minister for Transport for consideration.
  - New draft Transport Action Plan has been prepared and circulated for internal review.

- 7
- ### Deliver upgrades to our parks and recreation facilities (as scheduled):
- including Petty's Reserve Sporting Development (Stage 2), Rieschiecks Reserve Pavilion Redevelopment and Deep Creek Reserve

- Action
- Petty's Reserve: Sportsfield practically complete with only commissioning works to be undertaken. Change rooms complete. Social area and ar park construction underway, landscaping works planned for September/October. Planning work for play space in progress.
  - Rieschiecks: modular fabrication offsite has commenced and modular delivered to site and currently being fitted out.
  - Deep Creek: design underway. We are working through approval with Melbourne Water. Construction delayed until December 2021 to allow for funding opportunities and social area increase and we are liaising with sport clubs to identify timing and any funding constraints.

- 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
- Adopted Wonguim wilam: as the new name for Warrandyte Riverside Park, locally formally known as Lions Park.
  - Tender awarded for demolition of houses in Hepburn Rd, with works starting shortly and construction in the new year.
  - Planning is well underway on the Ruffey Lake Landscape Masterplan. Two exercise stations will be installed in December with landscape and safety improvements at the Boulevard to follow that will assist with new paths. Planning for signage, tree planting and prioritising path works/upgrades in the park. Scoping continues for the Ruffey Lake Park caf , looking for preferred site and delivery model.
  - Waldau Precinct Plan has started with scoping for the upgrade of the Victoria Street playspace. Concept design are to be developed for community consultation and engagement.

### Wonguim wilam: new name for Warrandyte River Reserve



wonguim wilam

The upgraded park along the Yarra River in Warrandyte, locally known as Lions Park, has been given an official Woi-wurrung name to reflect the language, culture and heritage of the local Wurundjeri Woi-wurrung people. Wonguim wilam (pronounced WON-GOOM WIL-LUM), meaning boomerang place , has been officially endorsed by Council in September and submitted to Geographic Names Victoria.

Driven by our commitment to reconciliation, and consultation was undertaken with key stakeholders including the *Wurundjeri Woi-wurrung Cultural Heritage Aboriginal Corporation*, Lions Club of Warrandyte and the Masterplan Community Reference Group and the Wurundjeri Woi-wurrung Cultural Heritage Aboriginal Corporation on the official name.

Further upgrades in the park will feature significant signage taking visitors on a journey through its history and the involvement of the Warrandyte Lions Club.

# 3. Council Plan 2021-2025

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

Progress



## Liveable Places and Spaces

### Goals:

- Well utilised and maintained community infrastructure

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

- 9
- Finalising the Community Infrastructure Plan (CIP) by 31 December 2021 and implementing the 20 year Action Plan
  - Assessing and improving the way stadiums are used in conjunction with Stadium Managers
  - Improving community access to sport and recreation facilities and spaces for broad community use and benefit

Action

- The Community Infrastructure Plan is on track, managing delays to facility inspections due to COVID-19 restrictions and considering intersecting interests with related projects such as the Library Review and Strategy.
- Sportsground Allocations Policy updated and endorsed, which has enabled improvements to the management of allocations of open space sportsgrounds and recreation facilities to be community aware and broad in its application, where possible.



## Resilient Environment

### Goals:

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

Delivery of our Environmental Strategy to:

- 10
- 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

- Draft Environmental Strategy is currently being prepared for community consultation in early 2022, alongside our Climate Action Plan.
- Bushland Management Strategy review has started to inform a mid-2022 tender to improve the approach to management of our bushland areas, incorporating pest management, monitoring and evaluation into the future.
- Draft Local Law is being considered through a gender equality lens and legal review, before being considered by Council for community comment in March 2022.

- 11
- Support and educate to connect inclusive and healthy communities (inclusive of our culturally diverse communities) through environment education and waste programs**

Action

Waste and environmental education and awareness program delivery in place. Some delays incurred due to COVID-19 lockdown and restrictions on delivery of some programming.



## Vibrant and Prosperous Economy

### Goal:

- Grow our local business, tourism and economy

Support local businesses through:

- 12
- 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

- Launched a Local Business Database and guidelines to support local businesses and achieve sustainable procurement outcomes. Staff workshops held to raise awareness and a forum was held to connect and show case how to tender with Council.
- Business Development Program continued to support 31 local businesses (program slowed due to restrictions).
- Four one-on-one mentoring and Google My Business sessions held for key businesses, with nine participants.
- Worked with Flexible Work Australia and the Eastern Innovation Business Centre to provide vouchers for local businesses to use nearby co-working spaces. The program will run in November and December.

# 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

13 Maximise public value through the systematic planning and review of our services and effective, early and broad engagement on our projects

Action

- The Service Management Framework was finalised in April 2021, and our service plans are currently being implemented. The integration of the Framework with the 2022/23 Budget development process has commenced.
- Investigation into embedding engagement into our project planning system, and engagement and capital teams working closely together to identify 'fit for purpose' engagement opportunities at early stages of projects.
- Improvements to the use of Your Say Manningham to increase opportunities for the community to engage with us.

14



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

Action

- 2021-2025 Council Plan was adopted on 24 August 2021. Since then, we have revised this report to reflect Council Plan priorities and embedded actions into business plans for delivery and regular monitoring.
- We're developing a paper to explore the way we can enhance our reporting across our outcomes

15 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

- We have started planning for our 2022/23 Annual Budget and long term financial plan cycle including early engagement with Councillors which will commence in October 2021.

16 Improve our customer experience to better understand and meet their specific needs

Action

We are looking at a range of improvements (see page 12 of this report for details)

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

Action

- Different engagement techniques were used on the Your Say Manningham engagement portal
- Increased the cross-channel communication to make it easy to sign up to Your Say Manningham updates
- Added more references to some open engagements in Manningham Matters.

18

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

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

Action

Our commitment to gender equality is included in our Council Plan 2021-2025. As we develop our plans, strategies and services we are working to consider the gender, equality and diversity of all people in our community.

19 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 liaise with NELP on various aspects of the Link, including:
- We're preparing a response to Melbourne Water's concerns associated with the upgrade of Bulleen Park
  - Early work about the Yarra East Main Sewer along Bulleen Road, and the service relocations along the Eastern Freeway corridor and the Bulleen Park and Ride facility, including traffic, open space, walking cycling impacts, and amenity on residents.

# 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	\$238.94	\$0.00	\$0.00	\$0	\$0	<b>\$238.94</b>	<b>\$238.94</b>

**Notes:**

## Expense categories

### Travel

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

### Food and Beverage

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

### Conferences and seminars

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

### Gifts declared

Any gifts that exceed the token gift threshold (\$50.00), that the CEO is required to declare as per the *Token Gift Policy*.

### Miscellaneous

Any other costs associated with the CEO role that is 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	Conferences & Training	General Office Expenses	Formal Attendances	Other	Total Qtr	Year to Date	Allowance (Financial Year)
Cr A Chen (Deputy Mayor)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$13,091
Cr A Conlon (Mayor)	-\$213	\$0	\$0	\$0	\$0	\$0	\$0	\$0	-\$213	-\$213	\$14,870
Cr D Diamante	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$13,091
Cr G Gough	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$13,091
Cr M Kleinert	\$0	\$0	\$0	\$105	\$0	\$0	\$0	\$0	\$105	\$105	\$13,091
Cr C Lange	\$0	\$0	\$0	\$273	\$0	\$0	\$0	\$0	\$273	\$273	\$13,091
Cr T Lightbody	\$0	\$48	\$0	\$0	\$0	\$0	\$0	\$11	\$59	\$59	\$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

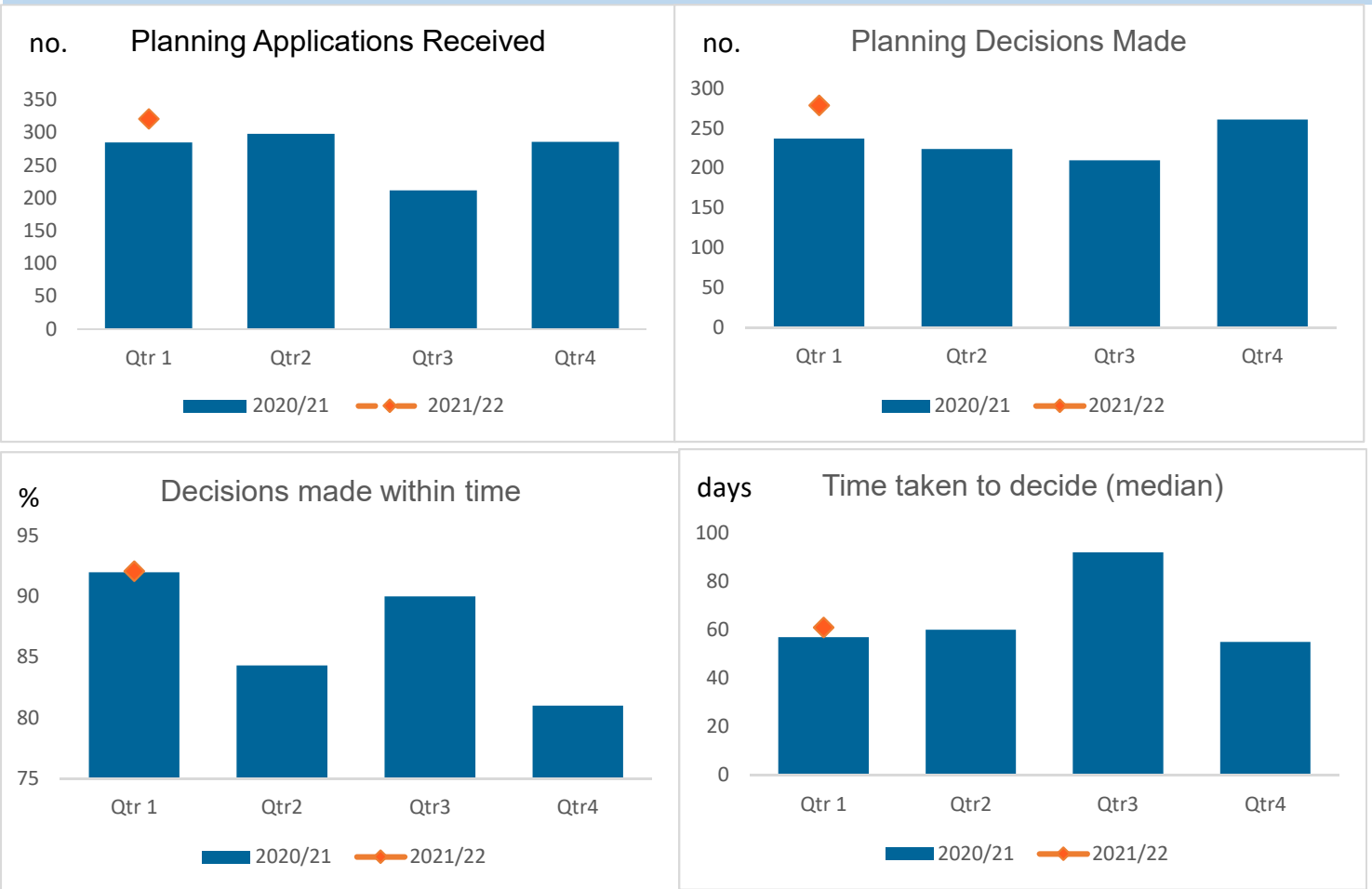
**Notes:**

- \$-213 is an adjustment to correct last quarter's figures

# 6. Well Governed Spotlight

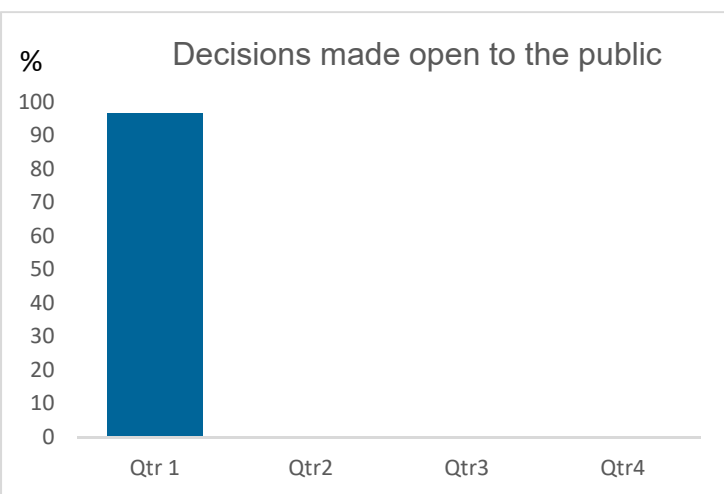
The indicators below are focus areas from the Local Government Performance Reporting Framework. Full data is available on the Know Your Council website.

## Statutory Planning



Statutory Planning has continued to process a high percentage of all applications within statutory time frames (92%)

## Decision Making



- 96.7% decisions or resolutions were made open to the public, with 2 out of 60 resolutions being confidential as they related to contractual matters.
- There was 100% attendance by Councillors at Council meetings this quarter

# 7. Community Engagement

## Some of what we you told us:

**Swilk Reserve Upgrade**  
 **79%** respondents support or strongly support

 **Blackburn Dirt Jumps**  
 **24 ideas**




**23% respondents** travel to **Aquarena** from outside Manningham



**Top 3 outdoor activities**  
**@Aquarena**  
**yoga/mindfulness**  
**outdoor group training**  
**an adult playground.**

### Ideas for Anderson's Park

 **bins, fencing,**  
**play areas and toilets.**

## Progress on recent engagements:

- Council Plan 2021-2025 endorsed by Council after extensive engagement with community
- Annual Budget 2021/22 and 10 Year Financial Plan adopted
- Wonguim Wilam endorsed as the new name of the playspace and picnic area along the riverbank in Warrandyte
- Jumping Creek Road concept plans finalised after feedback from Community Reference Panel
- Macedon Square upgrade endorsed by Council after concept plans were developed with traders
- Andersons Park feedback informs conversations with soccer club and others in preparing draft Masterplan

## Live engagement projects for the period:



09 Sep 2021

### Road Management Plan

The Road Management Plan guides how Manningham Council responds to and schedules inspections and maintenance work on our roads. It's now time to review the plan, to ensure our road infrastructure continues to...



14 Sep 2021

### Draft Governance Rules

Our Governance Rules are currently being reviewed. The Rules guide the conduct of our Council meetings and decision making. They also cover the form and availability or meeting records, how the Mayor and Deputy ...



19 Jul 2021

### Placemaking at the Civic Precinct

Spoonville at MC Square About Placemaking Placemaking helps us to re-imagine and reinvent our public spaces in Manningham. We want to hear about what you, our community, value about your local neighbourhoods and...



01 Jul 2021

### Council Plan 2021-2025

Thank you to all the contributors to our new Council Plan 2021-2025! We asked what you wanted us to focus on and you answered. Over 2,600 people from all over Manningham have contributed to developing the Council...



29 Jul 2021

### Blackburn Dirt Jumps

Mountain biking is hugely popular in Manningham. And we want to support places for trails and jumps that are safe, accessible and permanent. We're sorry we have to remove the Blackburn dirt jumps. Unfortuna...

[Bicycle](#) [Bike](#) [Open Space](#)



01 Jul 2021

### Proposed 10 Year Financial Plan

We asked what you wanted the future of Manningham to look like and you answered. For the first time, 44 locals across various demographics, came together as a Community Panel to discuss what the future of Mannin...



01 Jul 2021

### Proposed Closure of Arundel Road, Park Orchards

Traffic safety on Arundel Road We want to update you on the outcome of our Council meeting held on Tuesday, 28 September 2021. Manningham Council resolved: That Council defer consideration of this item until ...



08 Jul 2021

### Anderson Park Masterplan

We know that Anderson Park is a much loved area for the local community, and that's why we are planning for its future. With significant use of its 2 full sized soccer fields (and 1 small sided soccer field...



28 Jul 2021

### Health and Wellbeing Strategy 2021-2025




The draft Health and Wellbeing Strategy 2021-2025 expands on the Council Plan 2021-2025, by focusing on improving the health outcomes of the community. Here are the changes we want to see by 2025: A healthy, safe

## Your Say Manningham Improvements

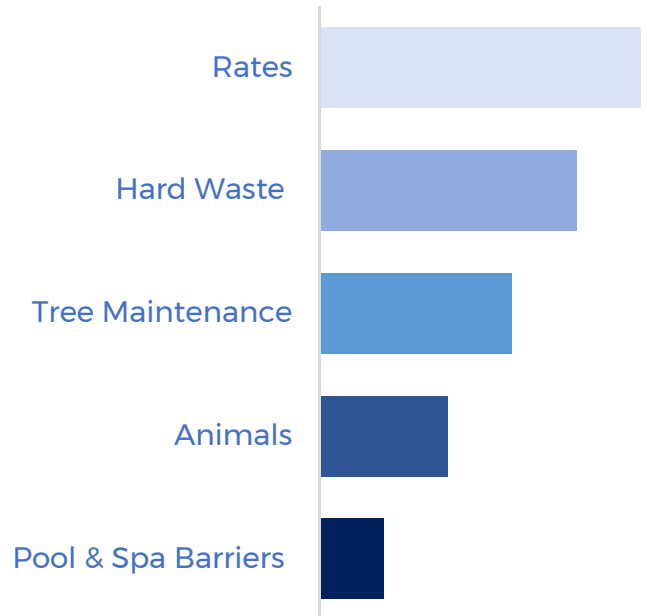
- Acknowledgement of Country
- Add your general feedback banner

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

# 8. Customer Experience

<p><b>1,690</b> Customers chose to connect with us through Live Chat</p>	<p>Average response time 60 seconds</p> 
<p><b>21,000</b> new customer requests lodged</p>	<p><u>179 new cases</u> per day average</p>
<p><b>855 cases</b> lodged via app, Send, Solve</p> 	<p><b>65% of calls</b> answered in <b>30 seconds</b></p> 
<p><b>36,513 incoming calls</b> to the Customer Service Team</p>	

## Top 5 Customer Requests



### Our projects to improve our customer's experience

**Improving our overall customer experience** - work has commenced on developing a Customer Experience Action Plan for 2022-2024. This will outline specific initiatives that will focus Council's efforts on improving our customer's experience.

**Voice of customer program** - we are creating a consistent, ongoing customer feedback loop that will provide us with immediate customer feedback. This will guide Council's approach on where to focus our improvements to our customer's experience.

**Single view of customer transactions** - preparing to launch in early 2022 our Customer Service team will be able to see all of our customers' requests from one location. This will help Council staff to serve customers faster and better engage by understanding their particular needs.

## Our Customer Promise



**Make it easy**

We strive to make the complex simple. And we make sure you know what to expect along the way.



**Celebrate choice**

We value diversity of people. And we celebrate choice. We do our best to interact with you in a way that you prefer.



**Serve consistently**

No matter who you speak to or how you contact us, we try to be consistent, helpful and friendly.



**Respond proactively**

We respect you and your needs. And when you interact with us we are open, upfront and responsive.



## 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