



WHITEHORSE

Quarterly Performance Report 2023/24

October – December 2023





Acknowledgement of Traditional Owners

Whitehorse City Council
acknowledges the Wurundjeri
Woi Wurrung people of the Kulin
Nation as the traditional owners
of the land.

We pay our respects to their
Elders past, present and
emerging.

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QUARTERLY HIGHLIGHTS



MUSIC IN THE MALL

The Freeza-Flying Pig Events Volunteer Committee coordinated a musical event during the Music in the Mall on November 22nd. The committee orchestrated a live music performance within the Box Hill Mall Red Activation pod. The experiences were shared by both the musicians and the 500+ community attendees.



MURAL PAINTINGS IN MARKET STREET, BOX HILL



In November, the completion of mural paintings decorated six retaining walls along Market Street in Box Hill. The artwork explores the theme of sustenance, capturing the essence of Box Hill's uniqueness through its diverse array of food, ingredients, and local food cultivation practices



WHITEHORSE GARDENS FOR WILDLIFE

On the 2nd of December, Whitehorse celebrated the achievements of the [Gardens for Wildlife](#) program, which recorded its highest number of visits on record, reaching 111 in 2023.

The program, initiated in 2017 with only 20 visits, has demonstrated exceptional growth. This performance is a testament to the dedication and effectiveness of the team involved.

HOME CYCLE PROGRAM



In 2023, Whitehorse collaborated with SCRgroup for [HomeCycle](#), a free service allowing residents to donate gently used household items to charities from home. The program concluded on December 6, 2023, collecting 53,470 kilograms in 48 weeks, with 95% reused and the rest recycled.



SPORT AND RECREATION AWARDS



On October 11th, Whitehorse hosted the Sport and Recreation Awards, attended by Councillors, members of the Whitehorse Sport and Recreation Reference Group, and award recipients. The event, overseen by the Mayor, drew an audience of 120 individuals.

QUARTERLY HIGHLIGHTS



OUR ANNUAL REPORT FOR 2022/23



We've shared our [Annual Report](#) for 2022/23, offering a peek into the lively happenings in our city and how we're keeping our promises!

Check out some highlights that reflect our commitment to serving our community:

- 57,062 attended events at Box Hill Community Arts Centre.
- Processed 33,368 online transactions.
- Diverted 18,000 tonnes of food and garden organics from landfill.
- Received 13,440 community submissions on YourSay.
- Successfully managed a \$216m budget, with a record-breaking \$91.8m spent on capital expenditure!



OUTDOOR GAME LIBRARY



New Outdoor Games collection has been launched at our libraries and was made possible in partnership with Whitehorse and Manningham Councils. Games available for hire include, badminton, volleyball, throw throw burrito, limbo, potato sack race and more. This collection strongly supports both Council's Municipal Public Health and Wellbeing Plan and Council Plan 2021-2025, while encouraging residents to have some outdoor fun!

OVERDUE LIBRARY CHARGES REMOVED



In the second half of 2023, overdue charges were removed for all library members. It is anticipated that the removal of a fine system will encourage wider membership, bring previous members back and remove barriers to joining for the socially and economically disadvantaged sectors of our community.



What a year! In December, we celebrated International Volunteer Day taking a moment to express our heartfelt gratitude to the amazing volunteers in Whitehorse. A big thanks to those who've dedicated their time and energy to create a positive impact in our community. We even handed out awards to volunteers with significant years of service across 12 different programs!

QUARTERLY HIGHLIGHTS



2023 SPRING FESTIVAL

On Sunday 15th of October, the Community enjoyed a wonderful time at the Whitehorse Spring Festival, where over 80 community stalls, music, and multiple stages for dancing created a day filled with rides, performances, and an abundance of fun activities.



215,535

Attendance at the Council-led arts programs



SNAP SEND SOLVE!

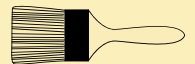


Whitehorse City Council was highly commended in the 'Collaboration and Partnership' category of the Municipal Association of Victoria's (MAV) Technology Awards in 2023.

Our successful partnership with Snap Send Solve helps residents report issues quickly and directly to Council.



FESTIVE SEASON ART



61 businesses across 2 retail precincts received festive season art that was created by local artists. The 2023 program was designed to encourage the community to linger and connect in our unique shopping strips.



WHITEHORSE CLIMATE RESPONSE STRATEGY AND PLAN



Council has adopted the Climate Response Strategy 2023-2030 and Plan 2023-2026, demonstrating our commitment to addressing climate change. Goals include corporate carbon neutrality, 100% renewable electricity for Council operations by 2025, net-zero corporate emissions by 2032, and aiming for net-zero community emissions by 2040, emphasizing our dedication to environmental sustainability.



OUR NEW ELECTED MAYOR!



Whitehorse extends its congratulations to Cr Denise Massoud, newly elected as Mayor, and Cr Andrew Davenport, appointed as Deputy Mayor. Council recognises and appreciates their commitment during the November Mayoral Election.

STRATHDON

HOUSE & ORCHARD PRECINCT



Strathdon House has seen 579 participants in the combined programming for the second quarter of the year with the September School Holidays being the most successful so far. Strathdon House has also seen over 1100 visitors this quarter, a 30% rise since the same time last year.

QUARTERLY PERFORMANCE REPORT

QUARTER 2 2023/24

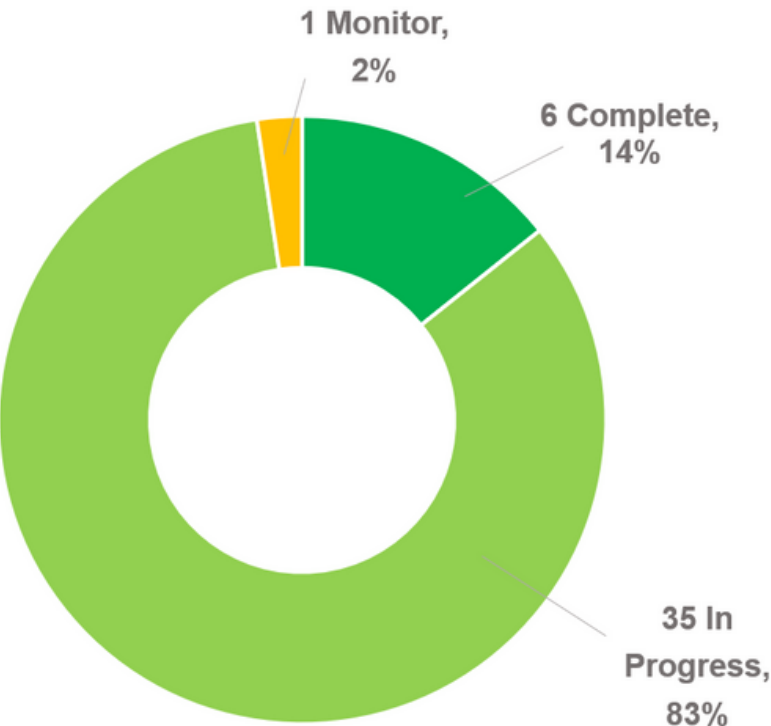
PERFORMANCE AGAINST OUR COUNCIL PLAN 2021-2025

Our Council Plan 2021–2025 outlines the seven (7) strategic directions and related objectives for Council to work towards over the next four years to achieve the Whitehorse 2040 Community Vision.

The Quarterly Performance Report provides transparency to our community by providing an update on Council’s activities and performance the quarter.



PROGRESS STATUS OF ACTIONS



In the 2023/24 Financial Year, Council will be reporting on 42 Actions.

This quarter reported:

Completed:	6
In Progress:	35
Monitor (at risk of/or is falling behind):	1
Deferred (on hold until further notice):	0
Not Started:	0
Closed:	0

Council Plan Actions– Annual actions that will directly contribute to the achievement of the objectives in the Council Plan 2021-2025

Council Plan Indicators - Our Council Plan Indicators measure our performance against the Council Plan 2021–2025

LGPRF Service Performance Indicators - These are a set of state-wide service performance indicators to promote Council transparency, accountability and monitoring our performance. This quarter we are providing a mid-year update.

Strategic Direction 1: Innovation, Transformation & Creativity

Our Strategic Indicators measure our performance against the Council Plan 2021-2025



71%

Percentage of 'green' in Victorian Auditor General's Office Financial Indicators.*



\$440,075

Financial savings through the Transformation program.



56

Community satisfaction survey results for 'Council decisions made in the interest of the community' service.*



12.73%

Council decisions made at meetings closed to the public.



69

Community satisfaction survey results for 'customer service.' *



7

Number of gender impact assessments completed for council policies, programs and services.

*Annual Figure reported in the 2022/23 Annual Report

LGPRF Service Performance Indicators

Service/ Indicator/ Measure	Results			2024 YTD	Comments
	2021	2022	2023		
Governance					
<i>Transparency</i>				12.73%	As at 31 December, a total of seven items were deemed confidential in accordance with s3(1) of the Local Government Act 2020 . Reasons for confidentiality include private commercial information, that if released, would unreasonably expose the business, commercial or financial undertaking to disadvantage, and personal information that would result in the unreasonable disclosure of information about any person or their personal affairs.
(G1) - Council decisions made at meetings closed to the public	5.94%	3.15%	7.14%		
<i>Consultation and engagement</i>				55.00	TARGET - 59 This result is from the 2023 Community Satisfaction Survey. Community Satisfaction with Council's consultation and engagement remains consistent with previous reporting periods. Council strives to continually develop and improve community engagement activities to further support the needs of the Whitehorse community.
(G2) - Satisfaction with community consultation and engagement	57.00	57.00	55.00		

Service Performance Indicators -

Service/ Indicator/ Measure	Results			2024 YTD	Comments
	2021	2022	2023		
Attendance (G3) - Councillor attendance at council meetings	100.00%	100.00%	100.00%	96.97%	Councillor attendance at Council meetings remains high for the first half of this financial year. As at 31 December 2023, there were two apologies for Councillor attendance at Council meetings and nil leave of absences.
Service cost (G4) - Cost of elected representation	\$41,804.56	\$44,873.18	\$49,073.18	\$26,855.45	Whitehorse City Council has 11 Councillors elected, this year-to-date cost of elected representation remains in line with budget to ensure we deliver cost effective governance.
Satisfaction (G5) - Satisfaction with council decisions	60.00	61.00	56.00	56.00	This result is from the 2023 Community Satisfaction Survey. Councillors are committed to making decisions in the best interests of the community and to following the adopted Governance Rules that promote improved decision making, transparency of decisions and achieving the best community outcomes.
Libraries					
Resource currency (LB2) - Recently purchased library collection	70.37%	69.83%	63.50%	63.36%	This mid-year result is consistent with results at the end of the 2022/23 period.
Service cost (LB5) - Cost of library service per population	\$24.05	\$25.86	\$26.43	\$13.83	Whitehorse Manningham Libraries offer a range of services via many different methods and formats to meet the diverse needs of the community. The costing as at 31 December 2023 is on track and aligned with the result from the same reporting period last year.
Utilisation (LB6) - Library loans per population	New indicator in 2023/24	New indicator in 2023/24	New indicator in 2023/24	4.78	This indicator is a new measure in 2023/24. The result demonstrates the number of library loans per population is continuing to increase since 2019/20. This increase is partly due to the diverse range of methods and formats available to the community.
Participation (LB7) - Library membership (Audited)	New indicator in 2023/24	New indicator in 2023/24	New indicator in 2023/24	N/A	This is a new measure in 2023/24 and has not been reported previously. Therefore, the percentage of library members will be available at the end of financial year.
Participation (LB8) - Library visits per population	New indicator in 2023/24	New indicator in 2023/24	New indicator in 2023/24	1.3	This indicator is a new measure in 2023/24. Vermont South Library was closed for two weeks during this reporting period. Despite the closure, visits to the libraries is on track to reach a similar result to last financial year.

1

Strategic Direction: An innovative Council that is well led and governed



Initiative	Transformation	IN PROGRESS
Undertake Organisational Service Planning and Review	<p>At the end of quarter 2, there were four active Service Reviews and one in planning stage. The Protection and Enforcement Service Review is developing future service options, the project timeline is expected to complete in May 2024.</p> <p>The Procurement Service Review is developing a final report and implementation plan. This is expecting to complete the review in March 2024.</p> <p>The Transport and Engineering Service Review recommenced in November 2023 and the current state assessment has been completed. The project plan has been re-baselined to be completed in July 2024.</p> <p>The Youth Services Service Review commenced in November 2023. This review is working through discovery and due to be completed in April 2024.</p> <p>Planning and preparation is underway at the end of quarter 2 for the Strategic Marketing and Communications Service Review which will commence in February 2024.</p>	
Implement year 3 of Council's Transformation Strategy 2021-2025	<p>At the end of quarter 2, the Continuous Improvement Program has seen 2 projects completed with a further 21 projects in progress attributing to \$440,075 in financial benefits and 4,032 hours in increased capacity.</p> <p>An Enterprise Change Management Framework has been established that will enable consistent and pragmatic tools to support change capability and change leadership development across Whitehorse.</p> <p>The Strategic Property program has commenced with an asset condition audit of key sites to guide future asset investments and to inform the Strategic Property Plan. The 'Reimaging Libraries' project has commenced using deliberative engagement to shape the future of libraries in Whitehorse including infrastructure needs.</p>	
Implement Year 1 of the Technology Transformation 4-year Program	<p>Council has reviewed the Technology Transformation Program management structure and processes this quarter. Ongoing initiatives include the telephony platform update and the contact centre system. Cyber security initiatives are underway to uplift internal security and threat management as well as identity and access management. Planning has commenced to establish Council's data architecture and forward work plan for data improvements.</p>	

1 Strategic Direction: An innovative Council that is well led and governed



Initiative	Finance	IN PROGRESS
Ensure our long term financial sustainability by preparing our Annual Budget (plus 3 consecutive years) incorporating key strategies to Council by 30 June 2024.	Council has made significant progress in quarter 2 towards developing the 2024/25 Annual Budget, linking this process with the Department Planning process to ensure an integrated approach. Council is working towards the budget's adoption scheduled for June 2024.	
	Corporate Planning & Performance	IN PROGRESS
Undertake the department planning process to further align Councils integrated planning	Council delivered their 2024-2025 Department Plans presentations to the Exective Leadership Team in November 2023 which considered key integrated planning elements such as services, budget, risks, priority projects and linkages to the Council Plan 2021-2025 and other key strategic documents. A survey was sent to officers to provide critical feedback on this integrated planning process with a view to continuously improve internal processes.	
	People & Culture	IN PROGRESS
Implementation of the Whitehorse Gender Equality Action Plan 2021-2025	The Cross-Organisational Taskforce is well established providing targeted oversight and leadership reflecting Councils commitment to the Gender Equality Action Plan (GEAP). The Program Advisor Gender Equality continues to work closely with the relevant officers across Council through the completion of Gender Impact Assessments(GIA) and to ensure newly developed policies and subsequent procedural practice reflects the Gender Equality Action Plan (GEAP). In preparation for Councils reporting obligations to the commission in early 2024, a framework has been developed to ensure the relevant data is accurate and readily accessible and to enable process development and improvement in data collection and analysis for future retirements.	

Strategic Direction 2: A Thriving Local Economy; Business, Employment, Education and Skill Development

Our Strategic Indicators measure our performance against the Council Plan 2021-2025



30.8%

Percentage of Council procurement from local businesses *



3

Number of programs facilitated in collaboration with local tertiary institutions.



- 0.01

Percentage gap between the Greater Melbourne and Whitehorse LGA unemployment rates



278

Number of incoming business enquiry responses.



2

Number of business support initiatives delivered in retail precincts.



1

Number of people participating in trainee apprenticeships at Council.

*Local businesses include those from neighbouring municipalities

2 Strategic Direction: A thriving local economy with high quality accessible education opportunities



Initiative	Community Engagement & Development	IN PROGRESS
Implementation of Social Enterprise Policy	Further progress has been made in quarter 2 to implement the Social Enterprise Policy with a third expression of interest (EOI) process identifying a preferred candidate for the Social Enterprise operations at the Mont Alert Heritage Station Building site. Lease negotiations have begun for both the Harrow Street Carpark Building and Nunawading Community Hub cafes.	
Implementation of Inclusive Employment Program	Council explored a partnership opportunity with Box Hill Institute to offer student placements for young people with disabilities in 2024. Council will meet with the Institute in February to discuss role opportunities at Council, arrange site visits, and tailor work experience based on students' needs.	
Support the resilience of the diverse local business community by promoting accessible information, resources and mentoring programs.	Council supported small businesses this quarter through mentoring clinics, buses, and vouchers, and has promoted resources such as the Digital Solutions program, Whitehorse Business Group events, awards, regional partnerships, and Council-led networking. Officers have also curated content, including 'Partners in Wellbeing' webinars and sustainable business programs, and made resources accessible in multiple languages for our diverse business community	
Promote safety and security to businesses.	Council continues to effectively promote Australian Cyber Security Centre resources through official Council platforms, including the Whitehorse Business Facebook page. Additional promotion included the changes to food safety standards that may impact businesses and to footpath trading requirements for businesses.	

Strategic Direction 3:

Our Diverse and Inclusive Community

Our Strategic Indicators measure our performance against the Council Plan 2021-2025



215,535

Attendance at the Council-led arts programs



229

Number of Translating and Interpreting



199

Number of Council volunteers

3 Strategic Direction: A culturally rich, diverse, creative and inclusive community.



Initiative	Arts & Cultural Services	IN PROGRESS
Deliver community arts programs to engage children and young people in creative activity	Box Hill Community Arts Centre provided activities for children in Term 4 with 112 sessions across an 8-week program. The centre also presented 3 seasonal family Christmas art programs. The Box Hill Community Arts Centre participated in Spring Festival where over 80 children explored the creative world of cubism and its illusion and trickery through their activation program.	
	Community Engagement & Development	IN PROGRESS
Deliver events and activities that celebrate community diversity and promote inclusion	Council held an international student event at Aqualinks Box Hill in partnership with Manningham and Boroondara councils to help students connect with their local community. Council is contuning to plan for "Culture Fest" on 24 March, a community event celebrating Multicultural Week and Harmony Week. Preparations have also began in quarter 2 for the International Day Against Homophobia, Biphobia, Intersexism and Transphobia (IDAHOBIT) Day event at Box Hill Mall scheduled for May 2024.	

3 Strategic Direction: A culturally rich, diverse, creative and inclusive community.



Initiative	Community Engagement & Development	IN PROGRESS
Implement priority volunteer actions in line with audit and review findings	Council Officers have reviewed and improved volunteer resources, including handbooks, web resources and Council's online volunteer portal, 'Better Impact'. A volunteer celebration on was held in December, and introduced years of service recognition badges to show appreciation for Council's volunteers and their commitment to enhancing the Whitehorse community.	
	Leisure & Recreation Services	IN PROGRESS
Development of the Strategic Partnerships Framework (Indoor Sports Facilities)	The Draft Strategic Partnerships Framework is now available. Officers are updating it alongside refreshing the Indoor Sports Facility Feasibility Study for the Table Tennis Feasibility Study project. The project brief and engagement plan are in progress with a view to launching Community engagement in late quarter 3.	
	Community Engagement & Development	IN PROGRESS
Implement the new Positive Ageing Service	Council continues to actively engage in promoting Positive Ageing through community engagement, team development, communications, and various initiatives, including the Digital Literacy portfolio, the Elder Abuse Network and program development with Whitehorse Manningham Libraries for 2024.	
	Leisure & Recreation Services	IN PROGRESS
Promote and support local Sports Clubs to implement gender equality initiatives.	Officers have collaborated with the Inclusive Clubs Project Working Group, an external working group in partnership with the City of Boorondara, Access Community Health, and Leisure Networks. This collaboration has shaped the 2024 program, Expression of Interest (EOI) process, and rollout. Notably, the inclusion of Whitehorse sporting clubs in this initiative is a first and is made possible through government funding.	

3 Strategic Direction: A culturally rich, diverse, creative and inclusive community.



Initiative	Community Engagement & Development	IN PROGRESS
Development of the Reconciliation in Whitehorse Action Plan	Council continued to work closely with the Wurundjeri Woi-wurrung Cultural Heritage Aboriginal Corporation and the Whitehorse Reconciliation Advisory Committee to update the Reconciliation Action Plan (RAP). A draft RAP has been developed and will be presented to Councillors in February for input before seeking a secondary review by Reconciliation Australia.	
	Community Engagement & Development	IN PROGRESS
Continue to build relationships and progress reconciliation with our local Aboriginal community	Council's relationship with Wurundjeri Woi-wurrung Cultural Heritage Aboriginal Corporation continued to strengthen in quarter 2 with ongoing engagement. Meeting dates for 2024 have been set for formal cultural consultation and 'Meet the Elders' discussions which will improve alignment with Council initiatives.	
	Community Engagement & Development	COMPLETE
Deliver the Preventing Homelessness Among Older Women Research Project	Quarter 2 saw completion of the 'Preventing Homelessness among Older Women' research project undertaken by the Eastern Affordable Housing Alliance, of which Whitehorse is a partner Council. This second phase of the project involved interviews and two Round Table discussions for a deeper investigation into two particular solutions that were identified through phase one of the project. With 147 participants, including 28 with lived experience, and 45 organisations, the final report suggests solutions such as utilising under-used homes and buildings, and incorporating affordable housing in retirement villages and independent living units.	
	Arts & Cultural Services	IN PROGRESS
Completion and opening of The Round	The Mayor officially opened The Round on 13 October 2023 with a vibrant event featuring local performing arts groups and artists. The opening weekend drew 20,000 people for the Spring Festival, including the opportunity for venue tours. Since then, The Round has hosted various events, launched its 2024 Season, and served as a venue for community and commercial clients. It's important to note that this project is currently still in progress and is in its defects and liabilities phase.	

Strategic Direction 4: Our Built Environment; Movement & Public Places

Our Strategic Indicators measure our performance against the Council Plan 2021-2025



64

Community Satisfaction survey results for sealed roads. *



97%

90% or above compliance with Council's Road Management Plan audits.



51

Community satisfaction survey results for planning and building permits. *



71

Community satisfaction survey results for 'Appearance of public areas.' *



Measure under review

Number of playgrounds with accessible play opportunities.



6

Number of community groups using Council sports pavilions for community activities.



67%

Percentage of play spaces delivering contemporary play experiences. (Playspace assets less than 20 years old)



93.28%

Asset renewal and upgrade expense.

*Annual Figure reported in the 2022/23 Annual Report

LGPRF Service Performance Indicators

Service/ Indicator/ Measure	Results				Comments
	2021	2022	2023	2024 YTD	
Statutory Planning					
Timeliness (SP1) - Time taken to decide planning applications				74.00	Whitehorse remains significantly lower than the average Metropolitan time to determine planning applications, due to a lower number of further information requests.
Service standard (SP2) - Planning applications decided within required time frames				63.00%	TARGET – 58% Whitehorse has consistently improved decision making times over the past quarter, primarily relating to an improvement in VicSmart decision timeframes.

LGPRF Service Performance Indicators

Service/ Indicator/ Measure	Results				Comments
	2021	2022	2023	2024 YTD	
Service cost <i>(SP3) - Cost of statutory planning service</i>	\$2,175.56	\$2,248.74	\$2798.11	\$2,729.09	The cost of the statutory planning service has decreased due to a recalculation of the cost of the service in line with the LGPRF Guidelines.
Decision making <i>(SP4) - Council planning decisions upheld at VCAT</i>	47.06%	47.06%	52.63%	53.00%	This result is consistent with the trend across many previous years, demonstrating consistent policy application by officers.
Roads					
Satisfaction of use <i>(R1) - Sealed local road requests</i>	78.49	96.70	151.81	59.02	There has been a decrease in the number of requests compared to the same period last year.
Condition <i>(R2) - Sealed local roads maintained to condition standards</i>	98.59%	98.59%	98.52%	98.25%	TARGET – 98.48% The result is slightly lower than the target due to minor changes in road segment lengths. No new condition data has been collected during this reporting period. The end of year figure will not reach the target of 98.48% as the adjusted segment lengths have now been corrected and no further changes are expected.
Service cost <i>(R3) - Cost of sealed local road reconstruction</i>	\$211.37	\$204.71	\$493.10	\$265.63	This figure is a mid year result, the current estimated yearly expenditure for this indicator is estimated to be \$3 million. This amount is inclusive of contingencies, provisional items and project management fees noting that contingencies and provisional items may not be fully expended or expended at all. As at the 31 December 2023, the scope of works included road rehabilitation of the existing sealed road at Monash St, Box Hill South.
Service cost <i>(R4) - Cost of sealed local road resealing</i>	\$28.82	\$24.89	\$29.28	\$29.50	The road resealing program is continuing. The cost of scheduled resealing for local roads has remained consistent this year, aligning with previous years and staying within the budget.
Satisfaction <i>(R5) - Satisfaction with sealed local roads</i>	71.00	68.00	64.00	64.00	This result is from the 2023 Community Satisfaction Survey. Council continues to work through our road maintenance programme to ensure we are improving the condition of sealed local roads throughout the municipality.

4

Strategic Direction: A built environment that encourages movement with high quality public places



Initiative	Engineering & Investment	IN PROGRESS
Implementation of Easy Ride routes	In quarter 2, Surrey Park designs were under review. Easy Ride Routes were promoted at the Whitehorse Spring Festival in October 2023. Looking to Quarter 3, officers will finalise Slater Reserve designs and initiate a traffic study for Box Hill North.	
	City Planning & Development	IN PROGRESS
Update the Nunawading, Megamile East and Mitcham Structure Plan	Feedback on the Built Form technical report was provided in November 2023 with the final draft received by Council in mid-December and is currently being reviewed by Officers.	
	City Planning & Development	IN PROGRESS
Implementation of Infrastructure Developer Contributions Plan	Amendment C241 is now live, making the Development Contributions Plan Overlay (DCPO) applicable across our entire municipality. This significant change enables Council to collect levy's from development toward much needed infrastructure for the Whitehorse community. Considerable work was undertaken during the quarter on Council's systems, website and information across the organisation and to the development industry to prepare for the approval of the new DCPO.	
	Engineering & Investment	IN PROGRESS
Implementation of Box Hill Integrated Transport Strategy 2020	Construction on Station/Ashted Street commenced in November 2023, finishing by late December 2023. Constructon on Station/Oxford Street is now scheduled for January 2024. Plans for Nelson Road are being finalised after further consultation including Box Hill Hospital. Rutland Road has in-principle support given from PTV, and community consultation was complete by the end of December 2023 with affected residents. Progress on a 40km/h speed limit around the Hospital Precinct has been granted from the Department Transport and Planning, with further planning underway for the speed zone changes.	

4

Strategic Direction: A built environment that encourages movement with high quality public places



Initiative	Engineering & Investment	IN PROGRESS
Engage with State Government on North-East Link and Level Crossing Transport projects	Throughout quarter 2, all 'Big Build' projects (North-East Link Project 'NELP', Suburban Rail Loop Project 'SRLP', and Level Crossing Removal Project 'LXRP') in Whitehorse are progressing well. LXRP is 90% complete, with minor rectification works underway. SRLP is in early stages, with tram terminus relocation ongoing. Public consultation for Box Hill's visioning Public Realm document is complete. Council advocates for SRL precinct planning and submitted feedback on NELP's Urban Design and Landscape plan. Council continues its ongoing advocacy efforts for community-oriented outcomes across all projects.	
Implementation of the Play Space Renewal Program	Project Delivery & Assets	IN PROGRESS
	During quarter 2 the Play Space Renewal Program continues to be implemented. In 2023/24 the focus is on play space renewals in Slater Reserve and Elgar Park, both funded by the North East Link Project. Community engagement on the proposed design for each site was undertaken in quarter 2, and we anticipate construction works to commence in quarter 3 for completion by the end of the 2023/24 financial year.	
Review Play Space Strategy	Project Delivery & Assets	COMPLETE
	The review was undertaken to further integrate Council's planning, and it was determined that a stand alone Play Space Strategy would not be required. The actions associated with Play Space will now form part of the Play and Social Recreation Action Plan.	

Strategic Direction 5: Sustainable Climate & Environment Care

Our Strategic Indicators measure our performance against the Council Plan 2021-2025



63

Community satisfaction survey results for Environmental Sustainability. *



74

Community satisfaction survey results for performance of waste management services. *



56.21

Kerbside waste collection diverted from landfill above previous year.



1,000

Council planting a minimum of 2,500 street trees annually.



11,500

Council planting greater than 30,000 plants annually.



400

A net increase of at least 500 trees per annum on Council managed land.

*Annual Figure reported in the 2022/23 Annual Report

LGPRF Service Performance Indicators

Service/ Indicator/ Measure	Results			2024 YTD	Comments
	2021	2022	2023		
Waste Collection					
Service standard (WC2) - Kerbside collection bins missed	5.00	6.97	7.25	6.29	There has been a decrease in missed bins since the last reporting period and compared to the same time last year. Driver and resident education is ongoing and is resulting in improvements in this area.
Service cost (WC3) - Cost of kerbside garbage bin collection service	\$106.27	\$120.84	\$119.14	\$61.98	The introduction of the food and garden organics (FOGO) service has stabilised, resulting in the amount of garbage being consistent with the previous reporting period. Despite a similar amount of tonnes collected, the cost of garbage collection and disposal across the State continues to increase.
Service cost (WC4) - Cost of kerbside recyclables collection service	\$30.03	\$33.96	\$35.80	\$24.38	The cost of the kerbside recycling service has continued to rise across the State. The cost increase compared to the previous period is due a substantial increase in the cost of processing recyclables.
Waste diversion (WC5) - Kerbside collection waste diverted from landfill	52.32%	51.46%	56.32%	56.21%	TARGET – 60% The proportion of waste diverted from landfill remains consistent with the previous reporting period.

5 Strategic Direction: Sustainable climate and environmental care



Initiative	City Services	COMPLETE
Council endorse Climate Response Strategy 2023 (formally Sustainability Strategy 2030)	Council endorsed the Climate Response Strategy 2023-2030 in quarter 2, coupled with the strategic Climate Response Plan 2023-2026. This achievement reflects Council's commitment to proactive climate action and for impactful initiatives in the coming years.	
Council to achieve carbon neutral status for its operations for financial year 2022/23 by 30 June 2024	Council's technical evaluation of corporate emissions for 2022/23 is nearing completion. This will be followed by Climate Active verification. Contract preparations are underway for purchase carbon offsets following the Request for Tender.	IN PROGRESS
Develop a final Transition Plan to a 4-bin kerbside waste and recycling system, in line with the State Government's Recycling Victoria Policy	Development of the Transition Plan continued this quarter, aiming for service initiation in 2026. This includes consistent collaboration with the Victorian Government's Department of Energy, Environment, and Climate Action (DEECA) and the Recycling Victoria kerbside reform team.	IN PROGRESS

Strategic Direction 6: An Empowered, Collaborative Community

Our Strategic Indicators measure our performance against the Council Plan 2021-2025



36

Increase Whitehorse subscribers by 500 annually.



109

Registered users on Your Say Whitehorse who identify as a person with disability or lived experience of mental illness.



55

Community satisfaction survey results for community engagement. *



58

Community satisfaction survey results for 'informing the community.' *



63

Registered young people (aged 12-25) on Your Say Whitehorse.



119

Registered users on Your Say Whitehorse from a non-English speaking background.

*Annual Figure reported in the 2022/23 Annual Report

6

Strategic Direction: An empowered, collaborative community



Initiative	Community Engagement & Development	COMPLETE
Development of Engagement Framework (How to Guide) for Community Organisations to undertake their own community engagement activity	Council created a public version of our Community Engagement Handbook - a comprehensive guide as a resource for community organisations, small businesses, or individuals engaging in activities like applying for government funding or grants. The guide covers stakeholder identification, engagement methods, key messaging, and includes a significant section on reaching culturally and linguistically diverse (CALD) groups, suggesting channels and partner organisations. The public version of the Community Engagement Handbook will be available for community to use in quarter 3.	
	Finance	COMPLETE
Undertake Community engagement on the 2024/25 Council Budget	Throughout quarter 2, Council initiated community engagement activities at 6 live sites across the municipality prior to the 2024/25 budget development. These activities took place in September and October 2023, and the insights gathered from our community have identified crucial themes that are currently shaping the development of the 2024/25 budget.	
	Community Engagement & Development	IN PROGRESS
Conduct community engagement at public open spaces.	Council conducted 14 successful engagement activities across strategic public spaces, including Box Hill Mall, Vermont Shopping Centre, and Burwood Brickworks. Notably, our 'Conversations with Council' stall at Spring Festival featured engagements on Positive Ageing, the 2024/25 Budget, Whitehorse Libraries, and the Play Space and Social Recreation Action Plan. Festival visitors received a 'passport' for participation, with successful engagement earning stamps toward a free coffee or chocolate. The stall saw significant participation, with activities like Play Space receiving 785 votes from 196 children and Social Recreation garnering 875 votes from 175 participants.	

6

Strategic Direction: An empowered, collaborative community



Initiative	Arts & Cultural Services	IN PROGRESS
Engage the community in planning and delivering health and wellbeing activities at the Strathdon House and Orchard Precinct.	Strathdon House and Orchard Precinct actively engage the community by organising monthly cooking demonstrations, promoting a produce share program, and conducting workshops on effective produce cultivation. Volunteers, who are community members themselves, facilitate these programs. They also curate comprehensive term and holiday programs focused on various aspects of healthy living, fostering environmental awareness, and promoting regular exercise. The aim is to empower individuals to lead healthier lives and contribute to the overall wellbeing of the community. Hosting the now regular monthly Repair Cafe in conjunction with healthAbility has brought hundreds of new community members to the site to connect with the ethos of Strathdon House and Orchard Precinct and learn about repurposing, recycling, and repairing	
Establish the Whitehorse Positive Ageing Forum to improve engagement with key community stakeholders	Goals and objectives for the inaugural Positive Ageing Forum have been established, with this forum now scheduled for February 2024. Invitations have been circulated to the community, as at 31 of December 2023, 27 bookings have been received.	Community Engagement & Development IN PROGRESS

Strategic Direction 7: Health & Wellbeing

Our Strategic Indicators measure our performance against the Council Plan 2021-2025



63

Community satisfaction survey results for family support services. *



11,228

Number of participants in organised club sport, and Council leisure and recreation programs.



67.08%

Participation in the Maternal Child Health Service.



80.23%

Participation of Aboriginal children in the Maternal Child Health service.



100%

Compliance with Community Emergency Risk Assessments.



15%

Percentage of females participating in organised club sport.

*Annual Figure reported in the 2022/23 Annual Report

LGPRF Service Performance Indicators

Service/ Indicator/ Measure	Results				Comments
	2021	2022	2023	2024 YTD	
Aquatic Facilities					
Service standard (AF2) - Health inspections of aquatic facilities	2.00	1.00	0.50	0.00	Council conducts daily pool water quality testing at each of our Aquatic Facilities to ensure water quality is satisfactory. A health inspection is undertaken at the discretion of Council based the results of regular water testing or other factors such as public health. As at 31 December 2023, there were no health inspections undertaken at Council's aquatic facilities.
Utilisation (AF6) - Utilisation of aquatic facilities	3.08	4.70	7.86	3.64	The indoor pool at Aqualink Box Hill was closed from July to October 2023 due to retiling works. Despite this closure, the overall utilisation result for Council's two aquatic facilities remains consistent with the same time last year.
Service cost (AF7) - Cost of aquatic facilities	\$6.17	\$3.65	\$0.62	\$0.75	Council operates two aquatic facilities, Aqualink Nunawading and Aqualink Box Hill and this result reflects positive utilisation rates.

LGPRF Service Performance Indicators

Service/ Indicator/ Measure	Results			2024 YTD	Comments
	2021	2022	2023		
Animal Management					
Timeliness (AM1) - Time taken to action animal management requests	1.31	1.20	1.15	1.14	Council aims to action animal management requests on the same day, however requests that are raised after hours are actioned the following working day. This year-to-date result demonstrates that Council is currently aligned with community and Council expectations.
Service standard (AM2) - Animals reclaimed	57.44%	51.76%	54.76%	54.55%	Council is proud to have a high number of animal registrations, which assists in reuniting lost or impounded animals with their owners. The year-to-date result is considered positive, with over half the animals collected as at 31 December 2023 returned with their owners.
Service standard (AM5) - Animals rehomed	19.01%	20.94%	17.16%	34.29%	Council has contracted Animal Aid as the pound service provider, who facilitate the rehoming of unclaimed animals. As at 31 December 2023, 24 unclaimed animals were rehomed through this service. Council continues to work closely with the provider to ensure as many unclaimed animals are rehomed as possible.
Service cost (AM6) - Cost of animal management service per population	\$4.18	\$4.27	\$3.98	\$1.25	Council provides a comprehensive animal management service that includes community education, pound management by Animal Aid, ownership compliance matters and the provision of extended hours and proactive patrols outside of business hours. The year-to-date figure remains on track to continue delivering a cost effective service for the community.
Health and safety (AM7) - Animal management prosecutions	100%	100.00%	100.00%	100%	Council has successfully prosecuted two Animal Management court matters for this year-to-date period. We only move to prosecute cases that can't be resolved with both parties outside the court system.

Service Performance Indicators -

Service/ Indicator/ Measure	Results			2024 YTD	Comments
	2021	2022	2023		
Food Safety					
Timeliness (FS1) - Time taken to action food complaints	1.51	1.47	1.53	1.51	Council's target for responding to food complaints is 2.5 days, and with complaints typically responded to by the next business day, the result as at 31 December 2023 is well within target.
Service standard (FS2) - Food safety assessments	93.61%	100.00%	97.87%	100%	This is a calendar year result, and as such the final result for the 2023/2024 year. As of 31 December 2023 there were 910 registered Class 1 and 2 Food premises, including mobile food premises. The total number of registrations fluctuate during the course of the year depending on the number of new and closed registrations. All Class 1 and 2 registered Food premises requiring an assessment had an Annual Food Safety Assessment or a Final Inspection in the case of a new premises.
Service cost (FS3) - Cost of food safety service	\$562.27	\$565.74	\$570.23	\$272.66	As of 31 December 2023 there were 1,398 registered/notified food premises, including temporary/mobile food premises. The total number of registrations fluctuate during the course of the year depending on the number of new and closed registrations. The direct cost is based on 75% on operating expenditure for the Environmental Health Operations Program
Health and safety (FS4) - Critical and major non-compliance outcome notifications	100.00%	100.00%	100.00%	100%	This is a calendar year result, and as such the final result for the 2023/2024 year. There were 19 assessments/inspections resulting in Major/Critical non-compliance this year, and all were followed up during the reporting period.
Health and safety (FS5) - Food Safety Samples	New indicator in 2023/24	New indicator in 2023/24	New indicator in 2023/24	121.53%	This is a calendar year result, and as such the final result for the 2023/2024 year. The number of food samples Council is required to complete is determined by the State Government and published in the Victorian Government Gazette. The total gazetted number of food samples for the 2023 calendar year is 209. Council exceeded the target with 254 food samples obtained, 111 of these obtained from July to December 2023.

Service Performance Indicators -

Service/ Indicator/ Measure	Results			2024 YTD	Comments
	2021	2022	2023		
Maternal Child Health					
Service standard (MC2) - Infant enrolments in MCH service	101.06%	100.82%	101.05%	100.29%	Council continues to see high infant enrolments in the Maternal and Child Health Service, despite the decline in overall birth notifications throughout the municipality. The percentage is above 100% due to babies born outside the municipality moving into Whitehorse prior to their enrolment in the service.
Service cost (MC3) - Cost of MCH service	\$92.86	\$91.38	\$81.16	\$80.28	Council continues to provide a cost effective Maternal and Child Health service for the Whitehorse community, with education and support services for all families with children from birth to school age. Council's half-yearly result in line with previous reporting periods and with the service budget.
Participation (MC4) - Participation in the MCH service	78.22%	77.03%	\$77.55%	67.08%	Council continues to see a relatively stable participation rate in the Maternal and Child Health (MCH) Service for the first half of the financial year. This is based on the number of children attended in the period of a year, so a mid-year figure is not able to be provided. The figures provided are based on an automatic MCH CDIS report.
Participation (MC5) - Participation in MCH service by Aboriginal children	86.54%	85.71%	93.41%	80.23%	The Whitehorse municipality has a small number of Indigenous Australian children registered as part of the Maternal and Child Health (MCH) service. The participation rate remains reasonably high as Council maintains the responsiveness of the Enhanced MCH Program.
Satisfaction (MC6) - Participation in 4-week Key Age and Stage Visit	96.30%	95.63%	95.95%	95.07%	Council continues to see a stable participation rate in the Key Age and Stage visits as part of the Maternal and Child Health service, aligned with the high infant enrolment rates for the service.

7 Strategic Direction: A safe and healthy community



Initiative	People & Culture	MONITOR
Implement year 2 actions from the Whitehorse Council Child Safe Standards Action Plan 2022 – 2026	Progress continues into the review of Council's Child Safe Standards Compliance, through this work actions are also being reviewed to reflect the current state and requirements for responsible officers. The Cross-Organisation Taskforce has provided oversight and leadership of actions to be prioritised. In quarter 2 this included a new Child Safe Incident Reporting system for immediate application, and process developed in support of its effectiveness.	
	Leisure & Recreation Services	COMPLETE
Review the Recreation Strategy	The Social and Community Infrastructure Plan is progressing on track. As a result of the review, it was determined that the Recreation Strategy will form part of the Social and Community Infrastructure Plan. In quarter 1, the preferred consultant has been selected for the Plan and asset data collection is in progress by officers. Next steps include the contract award, project inception and background research.	
	Leisure & Recreation Services	IN PROGRESS
Collaborate with local sports clubs and other community groups to increase community participation	Council Officers distributed the AllSports Newsletter and facilitated connections between clubs and various initiatives aimed at capacity building, such as partnering with Ambulance Victoria to provide free health education sessions including defibrillator training. Furthermore, a Club Development Forum session was conducted, catering to over 15 clubs, focusing on strategies for effective volunteer engagement and retention.	
	Leisure & Recreation Services	IN PROGRESS
Implement the Victorian Fair Access Roadmap Policy to improve the access to, and use of, community sports infrastructure for women and girls.	Council Officers received the draft background paper and draft policy from the Eastern Region Council Group appointed consultant. Internal work continued to provide input to and finalise these documents from a Whitehorse City Council perspective.	

7 Strategic Direction: A safe and healthy community



Initiative	Community Safety	IN PROGRESS
Deliver emergency management education through community events to assist residents to prepare for emergencies.	During quarter 2, Officers collaborated with VicSES and the Rotary Club to actively participate in an Emergency Management risk awareness event at Aqualink Box Hill, with a special focus on raising awareness among international students. Our commitment to fostering a safer community extends to events like these, where essential emergency readiness education is shared in a friendly and professional manner.	
In partnership, implement awareness raising campaigns that address prevention of family violence, violence against women and elder abuse.	Council partnered with Nadrasca and FVREE to hold a workshop for '16 Days of Activism against Gender-based Violence' campaign. The workshop, held in December, promoted the Champions of Change program (a Council Community Grant recipient) to a range of stakeholders and service providers. The Champions of Change program aims to equip people with a disability with the necessary skills, confidence, and knowledge to use their voices, identify local issues, and develop projects aimed at addressing inequality and fostering respect in their community. Respect Victoria contributed \$1500 towards the costs of the workshop	IN PROGRESS
Development of the Municipal Public Health and Wellbeing Plan (MPHWP) 2025-2029	Council Officers have produced a draft Health and Wellbeing Profile which will contribute to, and inform the development of, the Municipal Public Health and Wellbeing Plan (MPHWP) for 2025-2029	IN PROGRESS

LGPRF Governance and Management Checklist

This checklist is correct as at 31 December 2023

No.	Governance and Management Items	Comments	
1	Community Engagement Policy (policy under section 55 of the Act outlining Council's commitment to engaging with the community on matters of public interest)	Developed and endorsed by Council on 24 October 2022 in accordance with section 55 of the Act	✓
2	Community Engagement Guidelines (guidelines to assist staff to determine when and how to engage with the community)	Developed and endorsed by Council on 24 October 2022	✓
3	Financial Plan (plan under section 91 of the Act outlining the financial and non-financial resources required for at least the next 10 financial years)	Adopted 18 October 2021 in Accordance with section 91 of the Act	✓
4	Asset Plan (plan under section 92 of the Act setting out the asset maintenance and renewal needs for key infrastructure asset classes for at least the next 10 years)	Adopted in accordance with section 92 of the Act Date of adoption: Roads 14 June 2022 Buildings 14 June 2022 Bridges 14 June 2022	✓
5	Revenue and Rating Plan (plan under section 93 of the Act setting out the rating structure of Council to levy rates and charges)	Adopted 26 June 2023 in accordance with section 93 of the Act	✓
6	Annual Budget (plan under section 94 of the Act setting out the services to be provided and initiatives to be undertaken during the budget year and the funding and other resources required)	Adopted 26 June 2023 in accordance with section 94 of the Act	✓
7	Risk Policy (policy outlining council's commitment and approach to minimising the risks to council's operations)	Date of commencement of current policy: 1 October 2022	✓
8	Fraud Policy (policy outlining council's commitment and approach to minimising the risk of fraud)	Date of commencement of current policy: 6 June 2023	✓
9	Municipal Emergency Management Plan (policy outlining Council's commitment and approach to minimising the risks to Council's operations)	Prepared 28 August 2023 and maintained in accordance with section 60ADB of the Emergency Management Act 2013	✓
10	Procurement Policy (policy under section 108 of the Act outlining the principles, processes and procedures that will apply to the purchase of goods and services by the Council)	Adopted 18 October 2021 in accordance with section 108 of the Act	✓
11	Business Continuity Plan (plan setting out the actions that will be undertaken to ensure that key services continue to operate in the event of a disaster)	Adopted 1 February 2022	✓
12	Disaster Recovery Plan (plan setting out the actions that will be undertaken to recover and restore business capability in the event of a disaster)	Date of operation of current plan: 21 June 2022	✓
13	Complaint Policy (policy under section 107 of the Act outlining Council's commitment and approach to managing complaints)	Developed and adopted on 13 December 2021 in accordance with section 107 of the Act.	✓
14	Workforce Plan (plan outlining Council's commitment and approach to planning the current and future workforce requirements of the organisation)	Developed on 14 December 2021 in accordance with the section 46 of the Act.	✓
15	Payment of rates and charges hardship policy (Policy outlining Council's commitment and approach to assisting ratepayers experiencing financial hardship or difficulty paying their rates)	Date of commencement of current policy: 24 August 2020	✓

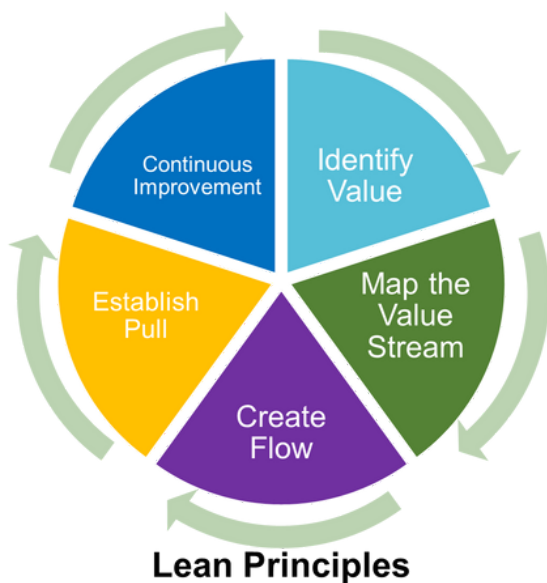
No.	Governance and Management Items	Comments	
16	Risk Management Framework (framework outlining council's approach to managing risks to the council's operations)	Date of commencement of current framework: 1 October 2022	✓
17	Audit and Risk Committee (advisory committee of Council under section 53 and section 54 of the Local Government Act whose role is to monitor the compliance of Council policies and procedures, monitor Council's financial reporting, monitor and provide advice on risk management, and provide oversight on internal and external audit functions)	Date of establishment: 24 August 2020	✓
18	Internal Audit (independent accounting professionals engaged by the council to provide analyses and recommendations aimed at improving council's governance, risk and management controls)	Previous date of engagement: 24/08/2020 Date of engagement of current provider: 1 July 2023	✓
19	Performance Reporting Framework (a set of indicators measuring financial and non-financial performance, including the performance indicators referred to in section 98 of the Local Government Act 2020)	Date of adoption of current framework: 24 October 2022	✓
20	Council Plan Reporting (report reviewing the performance of the council against the council plan, including the results in relation to the strategic indicators, for the first six months of the financial year)	Q4 Annual Report 2023: 23 October 2023 six-monthly report: 27 February 2023	✓
21	Quarterly budget reports (Quarterly reports presented to Council under section 97 of the Local Government Act 2020, comparing actual and budgeted results and an explanation of any material variations)	Reports presented to the Council in accordance with section 97 of the Local Government Act 2020 Date reports presented: Q2 27 February 2023 Q3 26th June 2023 Q4 Annual report 23rd of October 2023 Q1 27th November	✓
22	Risk Reports (6-monthly reports of strategic risks to Council's operations, their likelihood and consequences of occurring and risk minimisation strategies)	Date of reports: 20 March 23 and 20 November 2023	✓
23	Performance Report (6-monthly reports of indicators measuring financial and non-financial performance, including the performance indicators referred to in section 98 of the Local Government Act 2020)	Date of reports: 23 October 2023 and 27 February 2023	✓
24	Annual Report (annual report under sections 98, 99 and 100 of the Local Government Act 2020 containing a report of operations and audited financial and performance statements)	Presented at a meeting of the Council in accordance with section 100 of the Act Date presented: 23 October 2023	✓
25	Councillor Code of Conduct (Code under section 139 of the Act setting out the standards of conduct to be followed by Councillors and other matters)	Reviewed and adopted on 22 February 2021 in accordance with section 139 of the Act	✓
26	Delegations (documents setting out the powers, duties and functions of Council and the Chief Executive Officer that have been delegated to members of staff, in accordance with sections 11 and 47 of the Act)	Reviewed in accordance with section 11(7) of the Act and a register kept in accordance with sections 11(8) and 47(7) of the Act Council to CEO delegations adopted 26 June 2023 CEO to Staff delegations adopted 21 December 2023	✓
27	Meeting Procedures (Governance Rules under section 60 of the Act governing the conduct of meetings of Council and delegated committees)	Meeting procedures local law developed in accordance with section 60 of the Act Adopted by Council on 12 December 2022 and effective from 1 January 2023	✓



CONTINUOUS IMPROVEMENT

Our Continuous Improvement Program aims to provide a consistent customised methodology to support an engaged organisational culture of continuous improvement with reportable benefits for our Community.

Our Continuous Improvement Program offers training to staff customised for Whitehorse based on primarily Lean Principles that provide a consistent methodology and framework adaptable to the diversity of services Council offers.



The existing 28 Whitehorse improvement champions have an active ongoing commitment to our Continuous Improvement Program to identify and improve processes, embed the technology made available through the Digital Technologies, increase capacity through hours saved and overall improve the customer experience. This approach increases our capacity to deliver ongoing business improvements embedded within business units with reportable benefits to our community.

Ongoing improvement to service delivery for our community continued to see positive benefits as it relates to our three types of efficiencies: improving customer experience; making the process easier and faster; and financial savings.

Improvement benefits for the October 2023 to December 2023 period are shown in the summary diagram.

Summary of Benefits Year-To-Date October 2023 - December 2023



Improving Customer Experience



1,542 Days of Improved Customer Responses



2,994 Apply & Pay Online Transactions



12,500 Rate Notices Email subscriptions



12,179 Snap/Send/Solve requests received



Making Processes Easier and Faster



4,032 Hours Saved



Increased capacity



Adds to Financial Benefits



\$440,075 Dollar Benefits from improvement activities

Continuous Improvement Projects linked with the core streams: Quarter 2 2023/24 Status

30 Current Projects

38 Prior Completed and Under Monitoring



Undertaken by Improvement Champion



Improving Customer Experience



Making Processes Easier and Faster



Adding to Financial Benefits

21 In Progress

16

17

10

9

7 On Hold

7

7

6

0

2 Completed

2

0

2

1

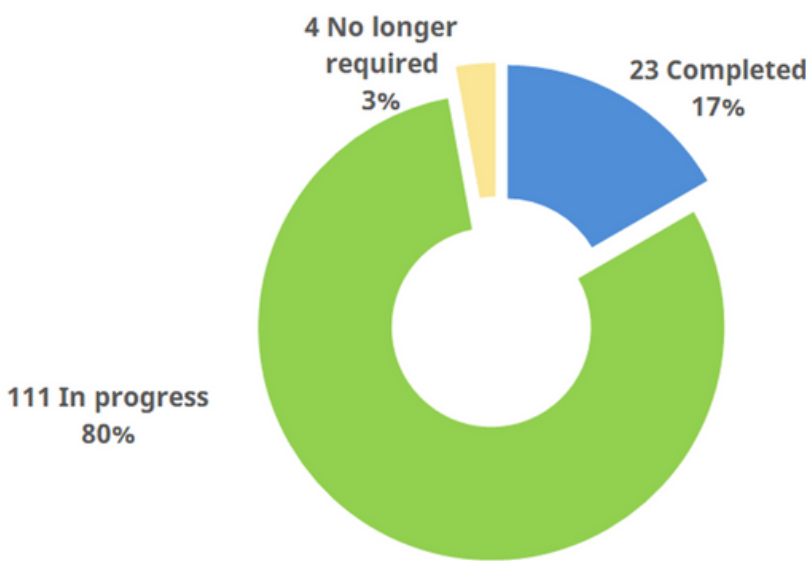
*Some projects are linked with multiple streams



CAPITAL WORKS

The 2023/24 Capital Works Program includes 138 projects and programs to be delivered over the financial year. The adopted capital expenditure budget is \$50.23M. As at 31 December, the forecast capital expenditure for 2023/24 has been revised to \$57.08M following the inclusion of \$13.84M carry forward funding from 2022/23, \$1.19M of funds brought forward from 2024/25 or future years, and a net increase of \$257k from grants and other adjustments, and reduced by \$8.44M of funding which has been identified for carry forward into 2024/25 or future years due to delays in the scoping and design or supply chain delays for nine projects.

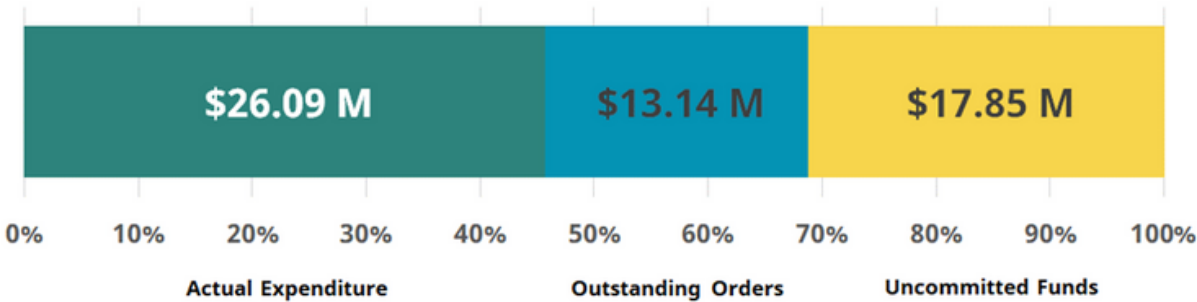
Capital Works Program Project Status Snapshot



Capital Works Program Expenditure Snapshot

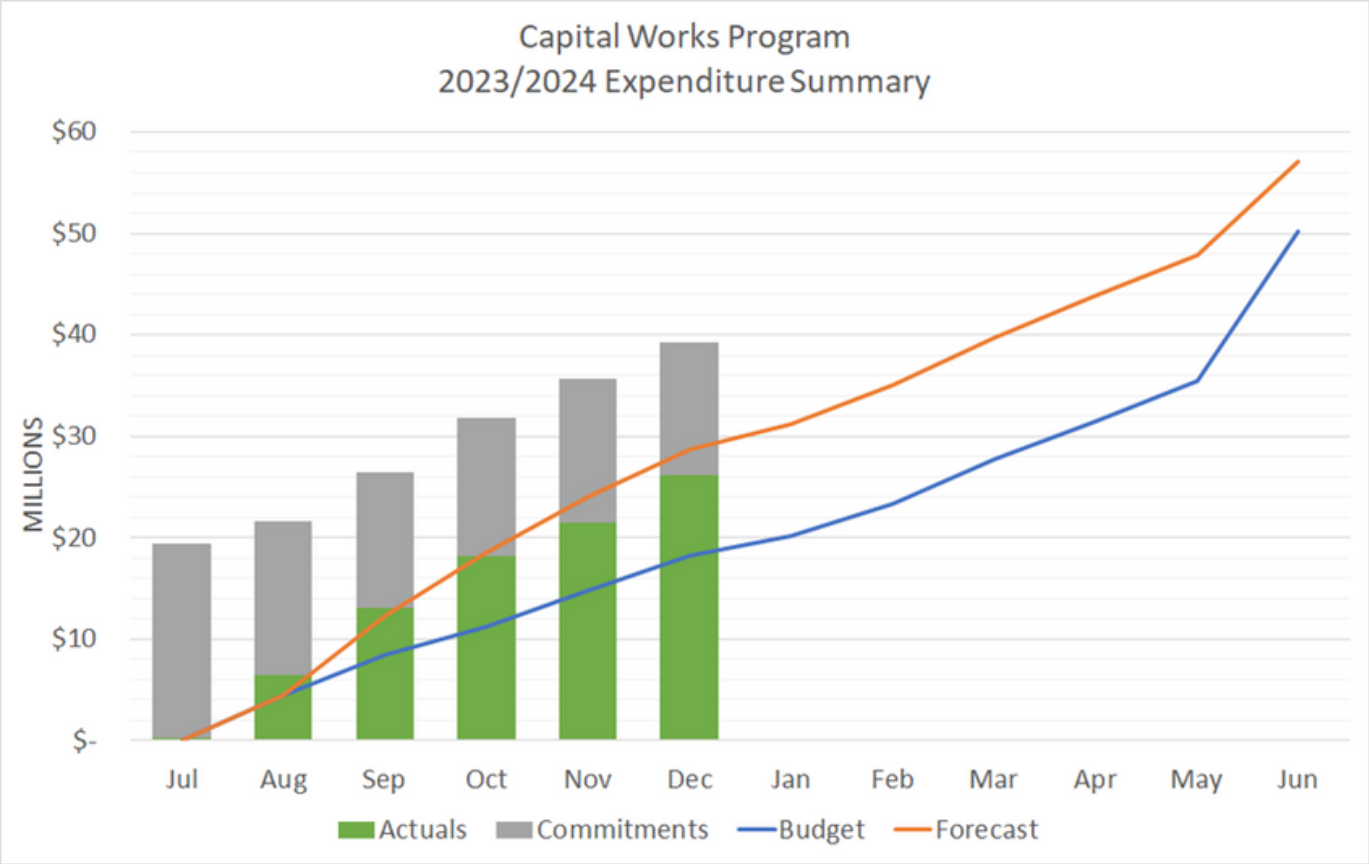
As at 31 December 2023

\$57.08m Full Year Expenditure Forecast



Capital Expenditure

At 31 December, year to date expenditure was \$26.09M, which was \$7.79M ahead of the budgeted expenditure of \$18.29M. This variance is predominantly due to carried forward expenditure from 2022/23 on the redevelopments of The Round (\$4.72M), Morack Golf Course (\$1.91M), and the Vermont South Bowls Club extension (\$642k), as well as earlier than planned footpath renewal works (\$878k). There was \$39.23M in project commitments at the end of the second quarter, as shown by the December column on the graph below.



The blue line indicates the cumulative adopted budget expenditure for the year, totalling \$50.23M. The orange line indicates the cumulative revised forecast expenditure of \$57.08M, which includes \$13.84M funding carried forward from 2022/23 projects, \$1.19M of funds brought forward from 2024/25 or future year allocations, and \$972k of additional grants and contributions income. These increases are partly offset by a \$8.44M reduction due to funds identified to be carried forward to 2024/25 or future years, a \$150k reduction in vehicle sales, \$65k of funding transferred to the operating budget and \$500k savings expected across the program.

Capital Expenditure by Asset Category

ASSET CATEGORY	YTD ACTUAL 000's	YTD BUDGET 000's	YTD VARIANCE 000's	ANNUAL BUDGET 000's	NEW ANNUAL FORECAST 000's	Q1 FORECAST CHANGE 000's	NOTES
PROPERTY							
Land	-	-	-	3,000	3,000	-	
Buildings	14,097	7,407	(6,690)	13,087	20,102	197	1
Buildings Improvements	2,097	2,495	398	4,837	5,970	595	2
TOTAL PROPERTY	16,194	9,902	(6,292)	20,924	29,072	792	
PLANT & EQUIPMENT							
Plant, Machinery and Equipment	869	1,147	278	4,813	3,491	(1,536)	3
Fixtures, Fittings and Furniture	174	452	278	656	660	(6)	4
Computers and Telecommunications	578	554	(24)	1,235	1,410	(30)	
TOTAL PLANT & EQUIPMENT	1,621	2,154	533	6,704	5,561	(1,572)	
INFRASTRUCTURE							
Roads	1,372	1,594	221	5,480	6,282	(27)	5
Bridges	-	25	25	50	-	-	
Footpaths and Cycleways	2,751	1,465	(1,286)	4,477	4,468	(28)	6
Drainage	934	735	(199)	2,200	2,255	55	7
Recreational, Leisure and Community Facilities	2,362	1,504	(858)	5,803	5,080	(879)	8
Parks, Open Space and Streetscapes	749	741	(8)	3,673	3,412	-	
Off Street Car Parks	103	175	72	920	950	-	9
TOTAL INFRASTRUCTURE	8,272	6,239	(2,033)	22,603	22,449	(879)	
TOTAL	26,086	18,294	(7,792)	50,232	57,081	(1,659)	

Capital Expenditure by Asset Category (cont.)

Notes:

- (1) **Buildings** expenditure was \$6.69M higher than YTD budget predominantly reflecting carried forward expenditure from 2022/23 for the redevelopments of The Round (\$4.72M) and Morack Golf Course (\$1.91M), and the Vermont South Bowls Club extension (\$642k).

The full year forecast has increased by \$197k during the second quarter reflecting additional expenditure on the Morack Golf Course redevelopment, which is funded by third party contributions.

- (2) **Building Improvements** expenditure was \$398k lower than YTD budget primarily due to timing differences in the Mechanical Plant Replacement Renewal Program (\$159k), Buildings Refurbishment and Component Renewal Program (\$147k), and the Pre-School Refurbishment Upgrade Program (\$103k). All three programs are expected to be fully expended by 30 June.

The full year forecast has been increased by \$595k during the second quarter mainly reflecting funding brought forward from future years to enable earlier delivery of works. This includes \$275k brought forward from the Private Buildings Renewal Program and \$103k from the Hazardous Material Removal and Replacement Program to enable works at four scout halls to be completed in one year instead of two. A further \$174k has been brought forward for works at the Council Operations Centre.

- (3) **Plant, Machinery and Equipment** expenditure was \$278k lower than YTD budget mainly due to delays in the anticipated delivery of vehicles in the Heavy Plant Renewal Program (\$305k) resulting from supply chain delays.

The full year forecast has been decreased by \$1.54M during the second quarter, reflecting decreases in the:

- Heavy Plant Renewal Program (\$786k) due to \$886k of funding proposed to be carried over to 2024/25 for vehicles not expected to be delivered by 30 June due to supply chain delays, partly offset by a \$100k increase for cost escalations, which is funded by additional sales proceeds, and
- Passenger Vehicle Changeover Renewal program (\$750k) which has been delayed to provide for a review of Council's Fleet Policy.

- (4) **Fixtures, Fittings and Furniture** expenditure was \$278k lower than YTD budget reflecting timing differences across several programs, most significantly in the AQBH Furniture and Equipment Renewal (\$156k) and Health and Family Services Facilities Furniture Renewal Program (\$37k).

Capital Expenditure by Asset Category (cont.)

- (5) **Roads** the overall expenditure was \$221k lower than YTD budget mainly comprising timing differences on the Local Roads Rehabilitation Renewal Program (\$597k) and Troy Court, Forest Hill Road Reconstruction (\$125k), partly offset by carried forward expenditure from 2022/23 on the Monash Street, Box Hill South Road Reconstruction (\$533K) which was delayed due to supply chain delays for drainage materials.
- (6) **Footpaths and Cycleways** expenditure was \$1.29M higher than YTD budget primarily reflecting earlier than planned works in the Footpath Renewal Program (\$878k) and earlier completion of the Poole Street Reserve boardwalk replacement in the Footbridge and Path Structures and Parks Renewal Program (\$391k).
- (7) **Drainage** was \$198k higher than YTD budget reflecting increased expenditure in the Drainage Pit Lids Renewal Program (\$119k) on works relating to and funded by the Local Roads Rehabilitation program, and a timing difference due to earlier completion of works in the Stormwater Drainage Renewal Program (\$82k), which includes works along the rail corridor in Cochrane St, Mitcham, Aberdeen Road and Frankcom Street, Blackburn and Shady Grove, Nunawading.
- (8) **Recreational, Leisure and Community Facilities** expenditure was \$858k higher than YTD budget mainly reflecting increased expenditure on the Vermont Reserve Sports Field Ground Renewal (\$698k), which is offset by income from a State Government grant and unrequired funding redirected from other programs, and carried forward expenditure from 2022/23 on the Morack Golf Course Improvements Program (\$93k).
- The full year forecast was reduced by \$879k during the second quarter predominantly reflecting the proposed carry forward of funding to 2024/25 for the Ballyshannassy Reserve Sport Field Lighting project, which has been impacted by design challenges in trying to achieve the best outcome for the community.
- (9) **Off Street Car Parks** expenditure was \$72k lower than YTD budget mainly relating to timing differences on the Sealed Carpark Works Renewal program (\$78k), which will be delivered during the second half of the year.

Quarter 2 Capital Works Program Highlights

AQBH Tile Rectification Works

COMPLETE

Completion of stage three of the tile rectification works at Aqualink Box Hill was completed in October, at a cost of \$670k. The total project cost, which was delivered over three financial years, was \$2.09M.

The scope of works included:

- Stage 1 - retiling of the outdoor pool was completed in June 2022.
- Stage 2 - retiling of the leisure and toddler pool, splash pad matting installation, earthing cabling upgrades, and update of changing room floors and entry ramp was completed in August 2022.
- Stage 3 - retiling of the indoor 25m pool, dive pool, Learn to Swim pool, and update of group change room and entry concourse floors was completed in October 2023.

The finished project has been well received by patrons and the Aqualink team.

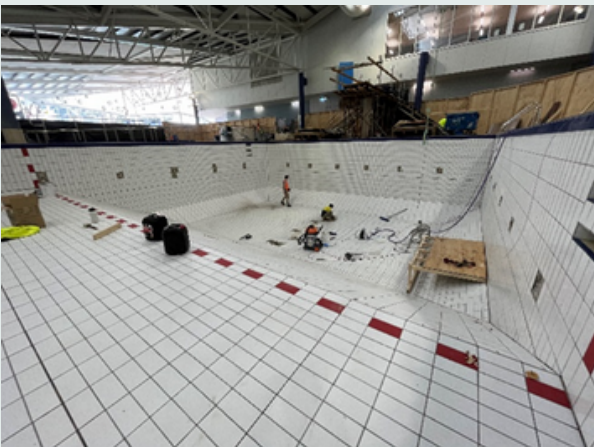
In progress - Week 3:



In progress – Week 12:



In progress – Week 14:



Completion:



Quarter 2 Capital Works Program Highlights (cont.)

Poole Street Reserve Boardwalk Replacement

COMPLETE

An upgrade of the boardwalk in Poole Street Reserve, Burwood was completed in November at a cost of \$391k.

The previous timber boardwalk on the western side of the Reserve has been replaced using materials made from fibre reinforced plastic. While not made from recycled plastic, this product has other environmental benefits such as using a low amount of energy to manufacture and being very resistant to corrosion and rot, which means the new boardwalk will last longer and reduce maintenance costs.

The boardwalk has also been widened and now includes a raised edge to improve safety and accessibility for all path users.

Before:



After:



Wurundjeri Walk Path Upgrades

COMPLETE

An upgrade of the Wurundjeri Walk path network in Blackburn South was completed in November through the Gravel Paths in Parks Program at a cost of \$78k.

1,343 linear metres of gravel path network in Wurundjeri Walk was upgraded from a path consisting of predominantly granitic sand to one of stabilised Castella toppings. The previous path surface was prone to washouts during high rainfalls and water logging through the wetter months, presenting some safety issues for the community. The new path network provides a safe and durable surface for the community to enjoy and will reduce maintenance costs resulting from washout and water logging.

Further gravel path upgrades are planned during the second half of the year at Gardiners Creek Reserve, Yarran Dheran Nature Reserve and Cootamundra Walk.



Quarter 2 Capital Works Program Highlights (cont.)

Morack Public Golf Redevelopment **IN PROGRESS**

The Morack Public Golf redevelopment comprises of a multipurpose golf pavilion with inside/outside café overlooking the picturesque golf course and bushland surrounds, a state of the art 28-bay driving range with Top Tracer technology and an 18-hole premium adventure mini-golf facility.

The redevelopment of the pavilion achieved practical completion in October and has been followed by building fit out works by the golf course operator and construction of the practice putting green and mini golf facility. The official opening is planned for 1 March 2024.

Before:



After:



Cafe:



Mini Golf - In progress:



Driving Range:



Quarter 2 Capital Works Program Highlights (cont.)

Stephens Reserve Sports Court Renewal

COMPLETE

Stephens Reserve, Vermont basketball half court was renewed in December for a cost of \$50k. Works included replacement of the previous asphalt surface with a new concrete pad, replacement of the basketball ring and the addition of a new netball ring.



Hagenauer Reserve Landscape Improvements

COMPLETE

Landscape improvements were completed at Hagenauer Reserve, Box Hill during the second quarter for a cost of \$7k, complementing the athletics track terracing upgrade undertaken in the previous financial year.

Historically, the top car park would flood during heavy rain events, washing sediment and toppings from the existing garden beds onto the tiered standing area and lawn at the southern end of Hagenauer Reserve. The scope of works included stormwater drainage rectification in the car park, additional retaining walls, asphalt sealing of the topping path and understory planting to resolve the storm water runoff issues.

Before:



After:





FINANCIAL REPORT

Financial Analysis

For the period ending 31 December 2023

Executive Summary

The year to date (YTD) financial result as of 31 December 2023 was a surplus of \$82m, \$8.30m favourable to the YTD Adopted Budget. The YTD surplus result per the budget is due to the striking of full year annual rates in August 2023, which will reduce over the course of the year as Council delivers services to the community.

Income was \$3.61m higher than budget primarily reflecting higher than budgeted interest income (\$1.52m), monetary contribution (\$1.49m), operating grants (\$824k), rates and charges (\$824k), partially offset by lower than budgeted user fees (\$1.38m). Expenditure was \$4.70m below the budget mainly relating to lower materials and services expenditure (\$3.57m), less net loss on disposal of assets (\$1.02m favourable) and lower employee costs (\$437k), partly offset by higher depreciation (\$710k).

Council revised the 2023/24 annual forecast in August to reflect final carry forwards of unspent funds from 2022/23 into 2023/24 (net impact \$547k). After adjusting for carry forwards, the revised full year forecast is a surplus of \$3.44m, compared to the \$3.98m annual Adopted Budget. The January Forecast review is underway and will be reflected in the January financial report.

In accordance with Section 97(3) of the Local Government Act 2020, the second quarterly report of a financial year must include a statement by the Chief Executive Officer as to whether a revised budget is, or may be, required. The Chief Executive Officer is of the view that a revised budget is not required for the financial reporting period 31 December 2023. No variations have been made to the declared rates and/or charges and no loan borrowings are proposed for 2023/24. The Financial position of Council is sound with a working capital ratio of 5.37 as at 31 December 2023.

Year-To-Date Result

As outlined in the above Executive Summary, the actual year to date (YTD) result at 31 December 2023 was a surplus of \$82m, \$8.30m favourable to YTD Adopted Budget. The significant variances were:

- (1) Rates and charges** were \$824k above budget, with a key driver being higher than budgeted waste management charge income (\$470k) as a result of changes in bin numbers and an increase in properties utilising FOGO (note that this increase will be offset by corresponding FOGO processing costs related to the additional FOGO utilisation), plus higher than budgeted interest on rates (\$166k) and general rate income to date (\$110k).
- (2) Statutory fees and fines** were \$184k less than budget due mainly to reduced fee income within City Planning and Development (\$291k), offset by higher parking related income (\$116k) as a result of the installation of additional parking sensors and the commencement of the after-hours parking contract from beginning of October 2023.
- (3) User fees** were \$1.38m unfavourable to budget mainly relating to the following variances:
 - *City Services* was \$650k below budget, driven by lower than budgeted commercial account customer fees (\$1.21m), partly offset by increased residential casual customer fees (\$563k) within Recycling and Waste Centre.
 - *Health & Family Services* was \$536k under budget, predominantly driven by lower than budgeted childcare centre fees (\$585k). This has been offset by a \$449k increase in childcare subsidies under Operating Grants.
 - *Arts & Cultural Services* was \$272k below budget, largely related to reduced course fee income from Box Hill Community Arts Centre (\$96k) due to lower than expected attendance in programs, and lower user fees from The Round (\$80k) due to later than expected venue handover by building contractor impacting on year to date ticket sales and catering income. Further, reduced hall hire income at Box Hill Town Hall and the various community halls is lower than budget by \$32k and \$38k respectively.
 - *City Planning & Development* was \$260k under budget driven by lower than budgeted Construction Management Plan income to date.
These unfavourable variances were partly offset by:
 - *Community Safety* was \$304k above budget, mainly reflecting higher than budgeted meter and bay hire parking fees (\$122k) as a result of increased street parking bays booked for SRL and LXP project works, increased meter money collection fees (\$81k), and animal registration fees (\$62k).

Year-To-Date Result (cont.)

- (4) **Operating Grant** income was \$824k above budget, primarily reflecting higher than budgeted childcare subsidies (\$449k), and additional government funding (\$290k) due to an extra month of service provision under the Commonwealth Home Support Programme.
- (5) **Capital Grant** income was \$249k more than budget, mainly due to carry forward grants from 2022/23 related to Monash Street - Box Hill South Road reconstruction project (\$224k; project delivery impacted in 2022/23 by supply chain shortages), and higher North East Link Program (NELP) funding against phased budget for Elgar Park South Sportsfields surface and lighting upgrades (\$171k). This has been partly offset by lower grant income to date for clubroom upgrade at Blackburn Cycling Club (\$220k; timing). Capital grants will be reviewed and updated in the January Forecast review.
- (6) **Contributions – monetary** was \$1.49m more than budget primarily relating to timing difference against budget phasing associated with the receipt of public open space contributions (\$1.27m), plus unbudgeted capital contributions related to Morack Golf Course (\$155k).
- (7) **Interest on investments** was \$1.52m higher than budget due to favourable interest rates on investments compared to the budgeted rate.
- (8) **Other income** was \$266k favourable to budget, with key factors including unbudgeted workcover recoveries (\$304k), additional energy efficiency rebates of \$166k relating to the street lighting changeover project (budgeted in 2022/23 but not received until July 2023), increased debt and legal cost recoveries on parking infringements (\$80k), unbudgeted COVID-19 Rapid Antigen Test Program funding (\$60k), and a number of other smaller favourable variances. These variances were partly offset by a timing difference related to reimbursement income for major transport related projects (\$326k), and a timing difference in Nunawading Aquatics licence fees (\$139k) compared to the planned budget phasing.
- (9) **Employee costs** were \$437k favourable compared to YTD budget primarily reflecting:
- Lower than budgeted salaries (\$1.13m, including casuals) as a result of vacancies across the organisation and delays in recruitment. The most significant variances relate to City Planning and Development (\$623k, mainly in Statutory Planning \$587k), Health and Family Services (\$337k), Leisure Services (\$246k), and Change and Continuous Improvement (\$244k).
 - Training and development costs were \$302k lower than budget to date, and
 - Lower than budgeted Workcover premium (\$85k), apprenticeships (\$71k) and Fringe Benefits Tax (\$40k).
 - The above-mentioned favourable variances were partly offset by increased agency salaries (\$1.21m) to backfill vacant positions, mainly relating to Health and Family Services (\$481k), Information Technology (\$335k), and Recreation Services (\$167k).

Year-To-Date Result (cont.)

(10) Materials and services were \$3.57m lower than budget, with the most significant variances being:

- *Information Technology* expenditure was \$1.35m lower than budget driven largely by lower contracts and services spend (\$780k), of which \$510k is offset in higher employee related costs (mainly within agency cost spend), with the balance primarily related to timing within the IT Foundational Plan, with the majority of project delivery expected within the second half of 2023/24. In addition, hosting and support expenses were \$482k under budget, due mainly to timing.
- *Transformation Department* was \$707k below budget predominantly due to project delays associated with the Technology Transformation project (\$420k) and Strategic Property project (\$294k).
- *Community Safety* was \$656k favourable compared to budget primarily related to lower expenditure within Parking Services (\$663k), with key variances including lower contracts and services costs (\$182k) due to delayed commencement of the After-Hours Parking contract (1 October 2023), lower than budgeted Fines Vic lodgement fees (\$157k), and lower inground sensors contract costs (\$151k) primarily due to delayed installation.
- *Arts & Culture* was \$428k below budget largely related to The Round (\$222k) due to later than expected venue handover by the building contractor (official opening occurring in October) impacting on program expenses. Box Hill Town Hall was \$104k below budget reflecting lower contracted services costs (\$118k) driven by fewer year to date bookings.
- *Engineering & Investment* were \$307k below budget, primarily relating to Street Lighting (\$206k), Investment & Economic Development (\$60k) and Transport (\$44k).
- *Leisure Services* were \$227k less than budget predominantly driven by lower utilities expenditure (\$215k; timing).
- *Recreation Services* were \$208k below budget, mainly relating to timing differences against planned budget phasing in relation to Open Space development master plans. The revised expenditure will be reflected in the upcoming forecast review.

The forementioned favourable variances were partly offset by:

- *Parks and Natural Environment* were \$781k higher than budget, largely relating to Arbor (\$669k) including earlier than budgeted street tree pruning (\$458k) and other core tree works expenses (\$138k) reflecting typical seasonal cyclic works; plus higher spend within Sportsfields related to surface repair at Mahoney's Reserve main soccer field (\$100k).

Year-To-Date Result (cont.)

- (11) **Depreciation** was \$710k over budget, primarily reflecting the revaluation of asset classes at the end of June 2023. The full year impact on of the asset revaluations on estimated depreciation expense will be reflected in the upcoming forecast review.
- (12) **Net gain on disposal of assets** was \$1.02m favourable to year to date budget primarily due to the written down value of assets disposed being significantly lower (\$860k) and the proceeds on asset sales higher (\$186k), compared to the YTD budget.
- (13) **Other expenses** were \$380k below budget, driven predominantly by a timing variance associated with Community Grants distribution (\$289k), plus lower internal audit costs due to timing (\$56k) and reduced Clayton Landfill Contribution (\$48k).

Projected year-end result

Council adopted the 2023/24 budget at its Ordinary Meeting held on 26 June 2023, projecting a surplus of \$4.0m for the year.

An annual forecast review was undertaken in August to include the carry-forward of unspent funds from 2022/23 into 2023/24 (net impact \$547k), resulting in a revised surplus result for 2023/24 of \$3.44m.

A review of the 2023/24 full year forecast is currently underway. The updated forecast will be presented in the January Financial Report.

Cash Position

Total cash and investments (including other financial assets) totalled \$169.28m at the end of December 2023, representing a \$27.33m decrease since the start of the financial year.

Debtors

Council has collected \$45.23m or 31.79% of 2023/24 rate debtors as at 31 December 2023.

Sundry debtors outstanding at 31 December 2023 total \$4.40m, including \$2.21m outstanding over 90 days.

Income Statement

For the period ending 31 December 2023

	YEAR-TO-DATE					Full Year		
	Actual \$'000	Budget \$'000	Variance \$'000	Variance %	Note	Budget \$'000	August Forecast \$'000	Forecast Change \$'000
Income								
Rates and charges	142,456	141,632	824	1%	1	141,982	141,982	-
Statutory fees and fines	6,013	6,197	(184)	(3%)	2	12,214	12,214	-
User fees	17,059	18,441	(1,382)	(7%)	3	37,119	37,119	-
Grants Operating	4,419	3,595	824	23%	4	6,500	6,650	150
Grants Capital	619	370	249	67%	5	7,594	7,594	-
Contributions - monetary	4,115	2,625	1,490	57%	6	5,000	5,000	-
Interest Income	3,650	2,132	1,518	71%	7	4,500	4,500	-
Other income	2,197	1,931	266	14%	8	4,235	4,235	-
TOTAL INCOME	180,528	176,923	3,605	2%		219,144	219,294	150
Expenditure								
Employee costs	40,014	40,451	437	1%	9	81,747	81,747	-
Materials and services	33,600	37,174	3,574	10%	10	82,115	82,812	(697)
Depreciation and amortisation	19,309	18,599	(710)	(4%)	11	37,933	37,933	-
Net (gain)/loss on disposal of assets	(537)	483	1,020	211%	12	3,626	3,626	-
Bad and doubtful debts	650	632	(18)	(3%)		1,267	1,267	-
Contributions - Whitehorse Manningham Regional Library Corporation	4,382	4,404	22	0%		5,864	5,864	-
Finance costs - leases	72	65	(7)	(11%)		122	122	-
Other expenses	1,038	1,418	380	27%	13	2,488	2,488	-
TOTAL EXPENDITURE	98,528	103,227	4,699	5%		215,162	215,859	(697)
NET SURPLUS / (DEFICIT) FOR THE YEAR	82,000	73,696	8,304	11%		3,982	3,435	(547)

Balance Sheet

For the period ending 31 December 2023

	2023/24 31-Dec-23 \$'000	2022/23 30-Jun-23 \$'000
ASSETS		
Current assets		
Cash and cash equivalents	16,254	29,031
Trade and other receivables	105,165	15,597
Other financial assets	153,030	162,585
Other assets	5,282	5,858
Non-current assets held for sale	2,414	2,414
Total current assets	282,145	215,485
Non-current assets		
Other financial assets	-	5,000
Trade and other receivables	327	376
Investments in associates	6,556	6,556
Property, infrastructure, plant & equipment	4,274,114	4,266,671
Right-of-use assets	9,119	9,792
Intangible assets	778	973
Total non-current assets	4,290,894	4,289,368
Total assets	4,573,039	4,504,853
LIABILITIES		
Current liabilities		
Trade and other payables	8,607	22,708
Trust funds and deposits	18,734	15,153
Provisions	16,405	18,423
Unearned income/revenue	7,538	8,165
Lease liabilities	1,265	1,282
Total current liabilities	52,549	65,731
Non-current liabilities		
Provisions	1,736	1,736
Provision for investments in joint operation accounted for using the equity method	3,030	3,030
Lease liabilities	8,032	8,659
Total non-current liabilities	12,798	13,425
Total liabilities	65,347	79,156
Net assets	4,507,692	4,425,697
EQUITY		
Accumulated surplus	1,617,877	1,535,881
Reserves	2,889,815	2,889,816
Total equity	4,507,692	4,425,697

Cash flow Statement

For the period ending 31 December 2023

	31-Dec-23 \$'000	Full Year Actual 30-Jun-23 \$'000
GST inclusive	Inflows (Outflows)	Inflows (Outflows)
Cash flows from operating activities		
Rates and charges	51,327	129,356
Statutory fees and fines	5,313	8,378
User fees	18,260	41,875
Grants - operating	4,725	25,401
Grants - capital	-	5,841
Contributions - monetary	4,416	6,091
Interest received	5,614	3,164
Other receipts	809	7,122
Net GST refund	7,021	14,311
Employee costs	(48,835)	(86,828)
Materials and services	(41,164)	(111,669)
Contribution expense - Whitehorse Manningham Library	(4,382)	(5,665)
Net trust funds taken/(repaid) ¹	3,556	1,007
Other payments	(1,156)	(2,987)
Net cash provided by (used in) operating activities	5,504	35,397
Cash flows from investing activities		
Payments for property, infrastructure, plant and equipment	(32,804)	(85,676)
Proceeds from sale of property, infrastructure, plant and equipment	683	1,119
Payments of loans and advances	-	2
Proceeds / (Payments) from Investments	14,555	58,096
Net cash provided by (used in) investing activities	(17,566)	(26,459)
Cash flows from financing activities		
Interest paid - lease liability	(72.00)	(159)
Repayment of lease liabilities	(643.00)	(1,368)
Net cash provided by (used in) financing activities	(715.00)	(1,527)
Net increase (decrease) in cash and cash equivalents	(12,777)	7,411
Cash and cash equivalents at beginning of the financial year	29,031	21,620
Cash and cash equivalents at end of the financial year	16,254	29,031

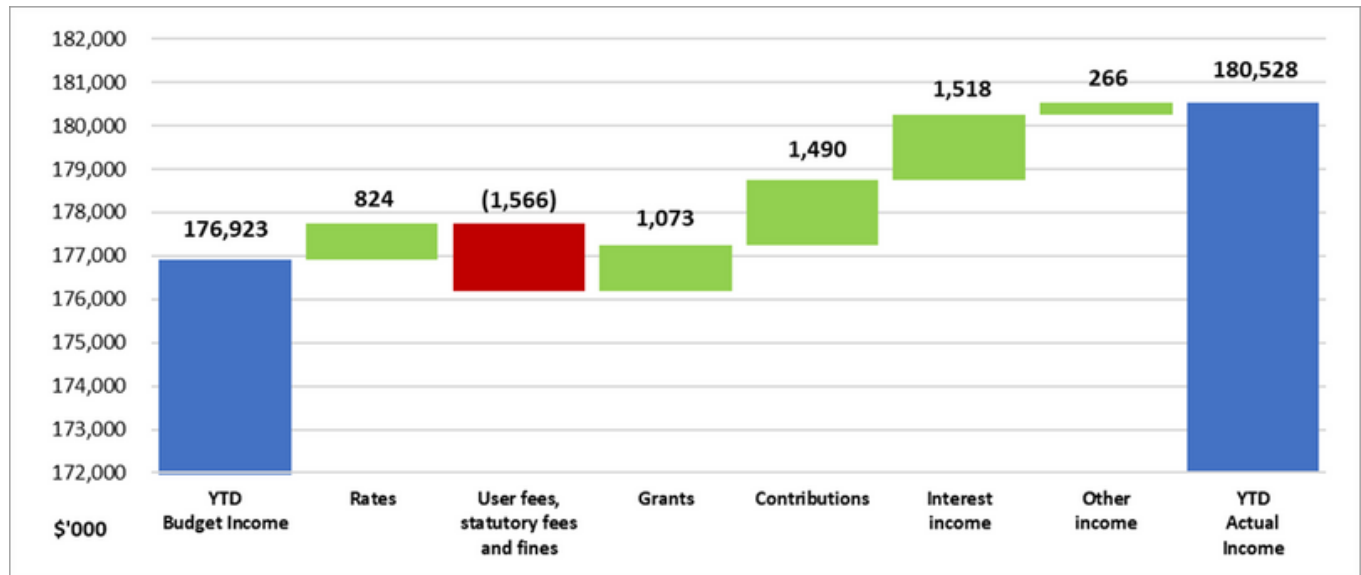
Note:

1. Trust funds and deposits includes the fire services property levy received which relates to the timing of fire services property levy and levy interest amounts received and subsequently remitted to the State Revenue Office over four payments.

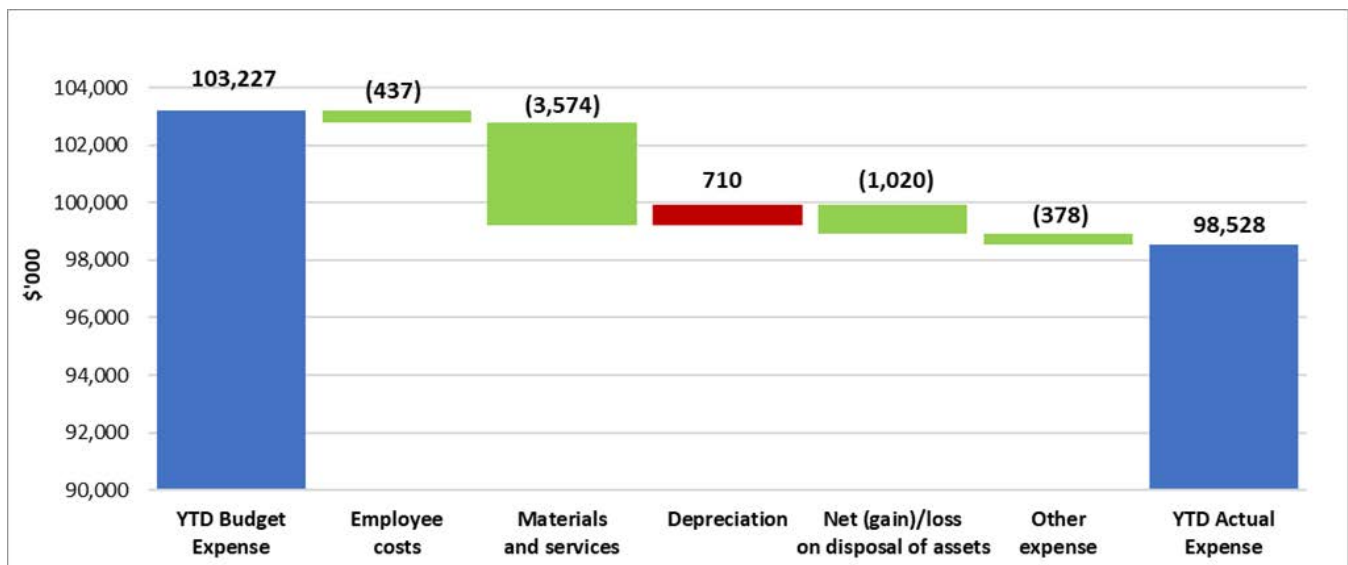
Operating Income and Expenditure

For the period ending 31 December 2023

Graph 1.1: Year to Date Operating Income Variance



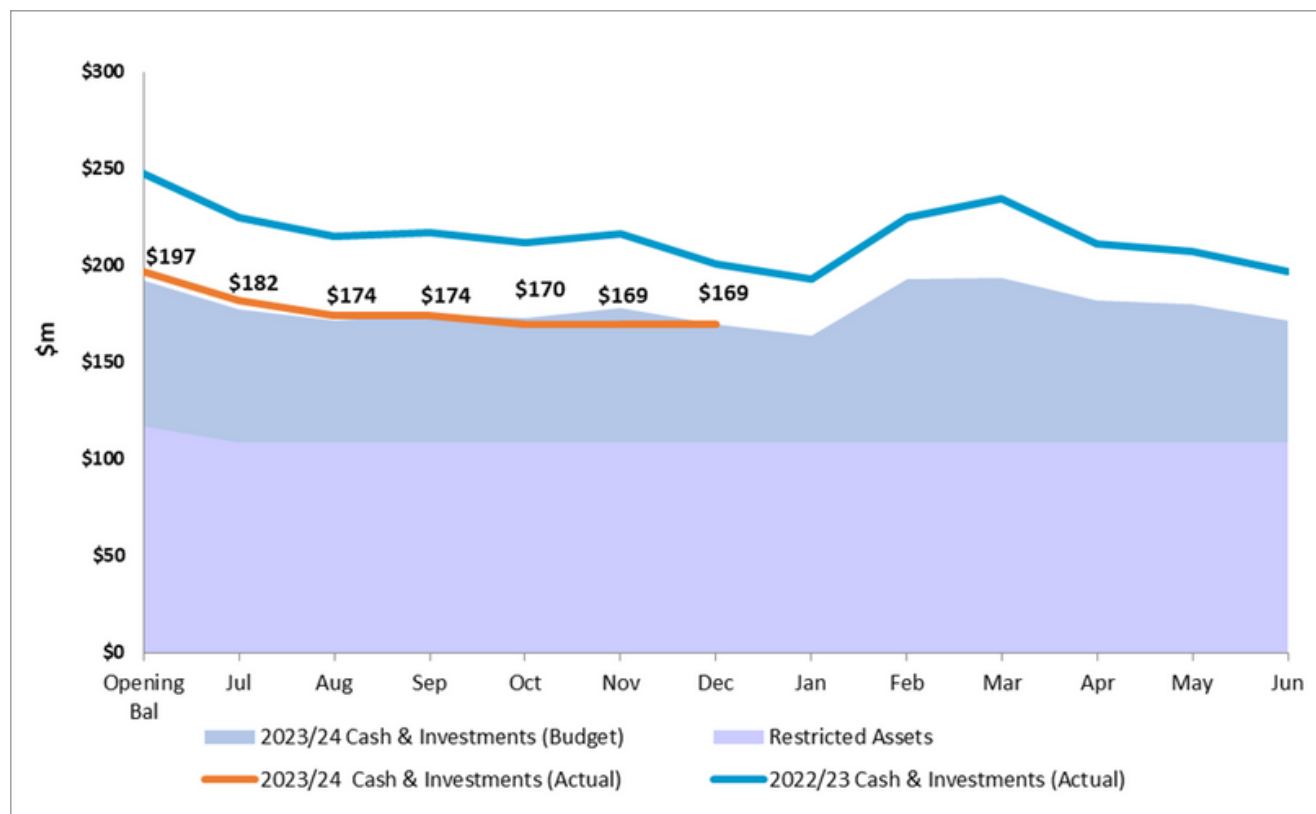
Graph 1.2: Year to Date Operating Expenditure Variance



Cash and Investments

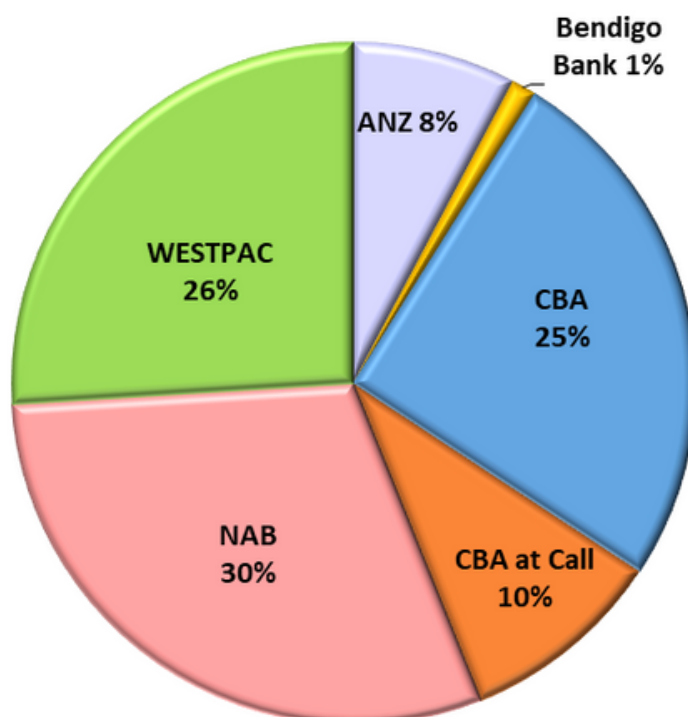
For the period ending 31 December 2023

Graph 2.1: Cash Flow Comparison



Note: Restricted Funds include cash that is subject to external restrictions such as trust funds and deposits, Public Open Space Reserve and the Car Parking Reserve. It also includes funds allocated for specific future purposes such as the Community Development Reserve, Waste Management Reserve, Art Collection Reserve, and the Energy fund reserve.

Graph 3.1: Investment by Institution



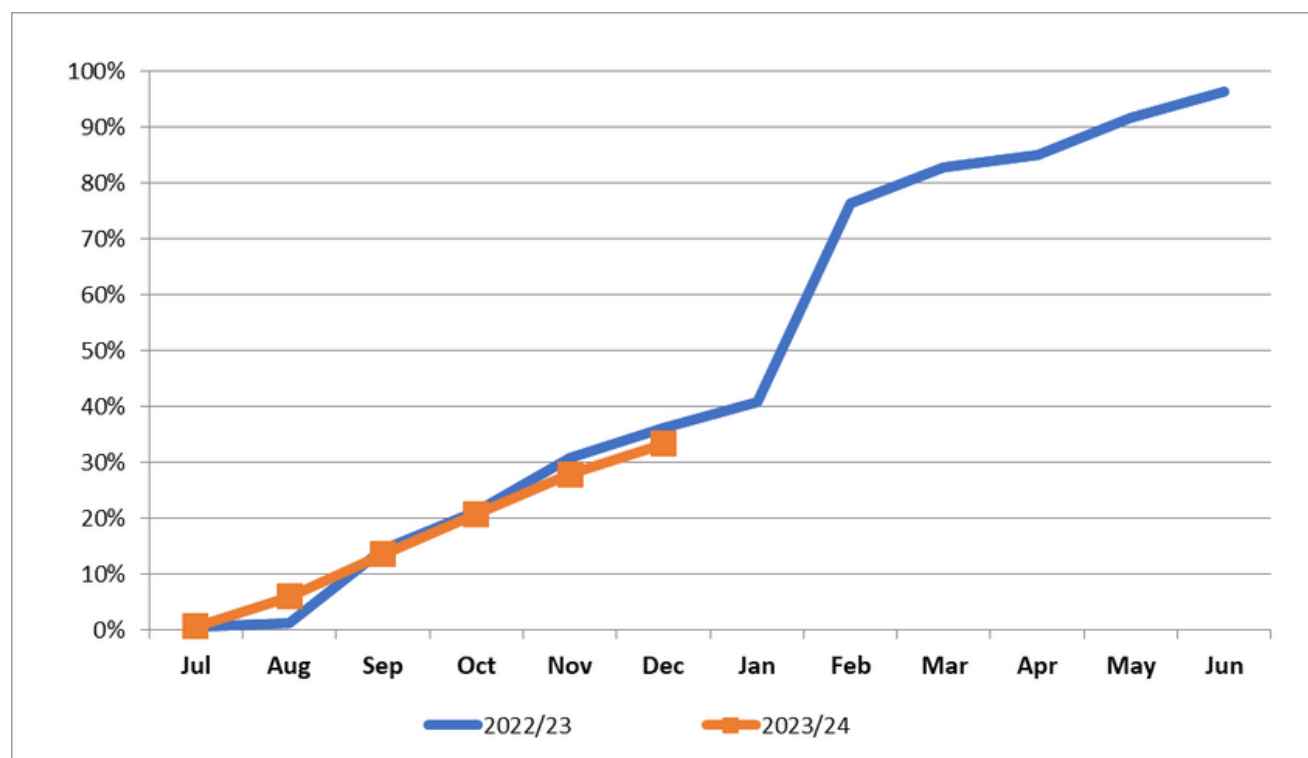
Rate Debtors

For the period ending 31 December 2023

Table 4.1: Current Rate Debtors

	31-Dec-23 \$'000	31-Dec-22 \$'000	30-Nov-23 \$'000
YTD Current Rates Collected (\$)	45,233	44,730	37,384
Current Rates Collected (%)	33.37%	36.15%	26.34%

Graph 4.2: Percentage of Current Rates Collected



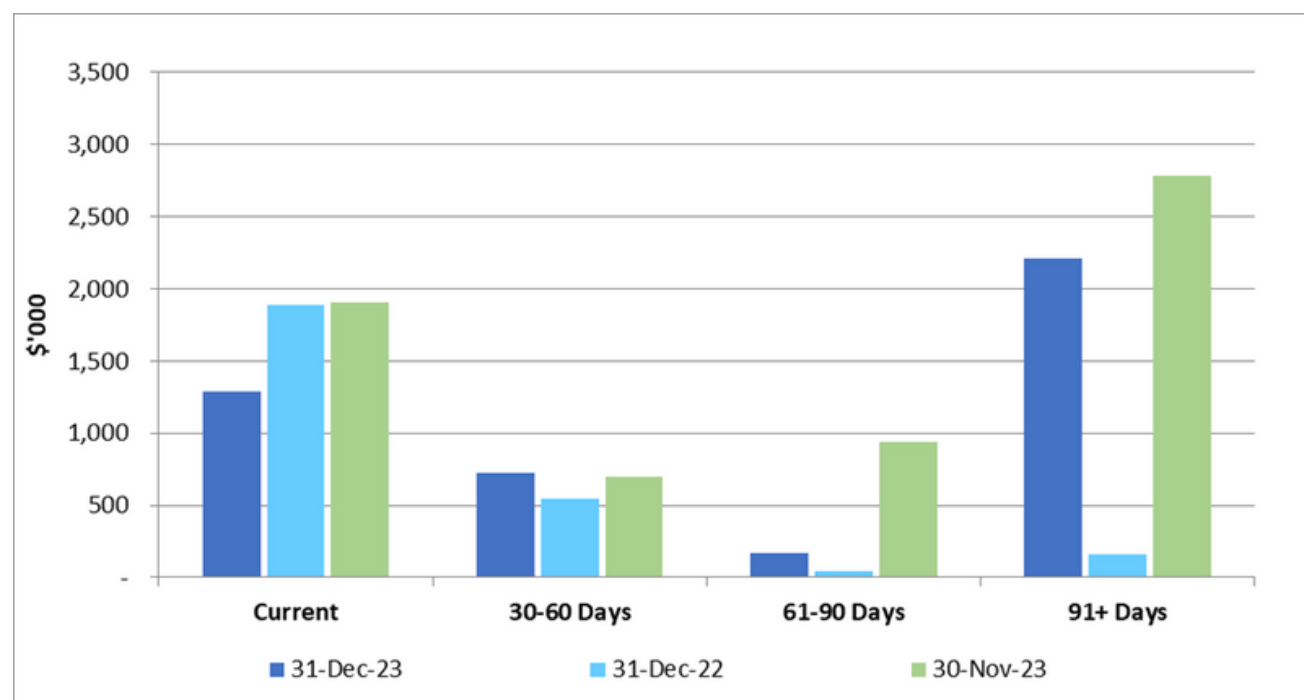
Sundry Debtors

For the period ending 31 December 2023

Table 4.3: General and Sundry Debtors

	31-Dec-23 \$'000	31-Dec-22 \$'000	30-Nov-23 \$'000
Current	1,289	1,890	1,908
30-60 Days	728	550	695
61-90 Days	171	45	940
91+ Days	2,213	161	2,780
Total Owing	4,401	2,645	6,324
Total over 60 days	2,384	206	3,721
% over 60 days	54.2%	7.8%	58.8%
Total over 90 days	2,213	161	2,780
% over 90 days	50.3%	6.1%	44.0%

Graph 4.4: General and Sundry Debtors – Aged Comparison



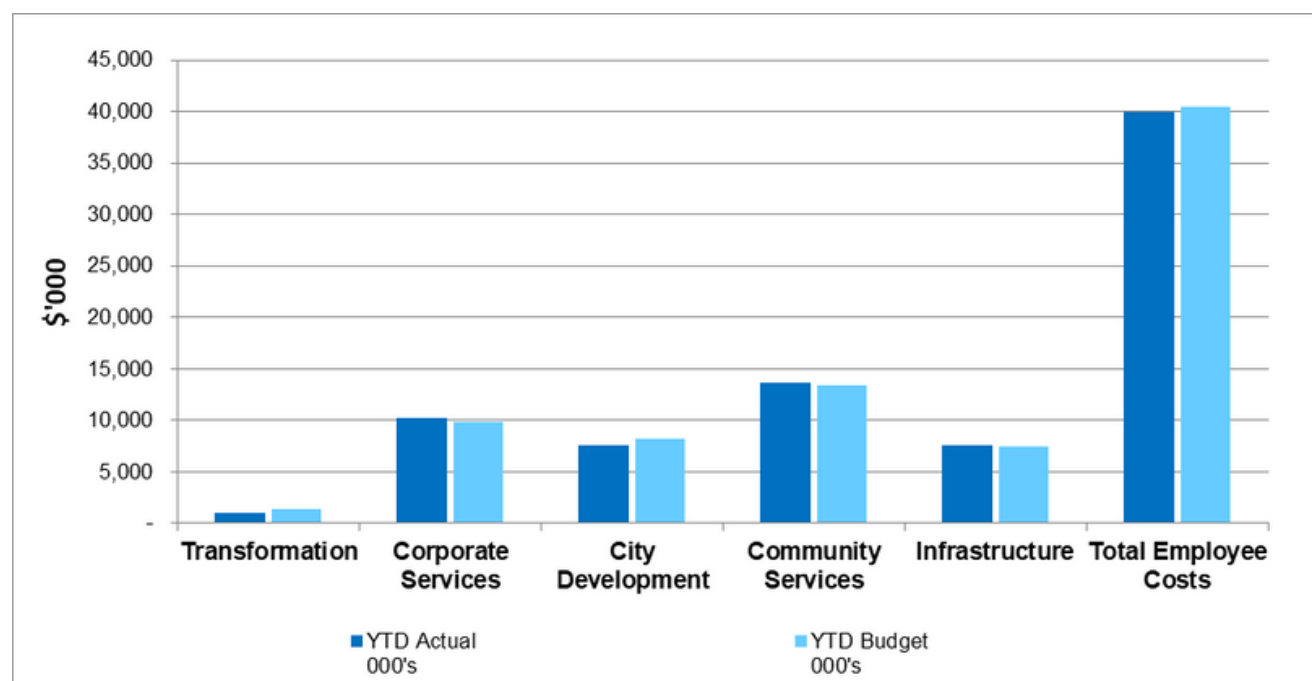
Employee Costs

For the period ending 31 December 2023

Table 5.1: Employee Costs by Directorate

Directorate	YTD Actual 000's	YTD Budget 000's	YTD Variance 000's	2023/24 Budget 000's
Transformation	980	1,412	432	2,851
Corporate Services	10,218	9,834	(384)	18,529
City Development	7,613	8,273	661	17,054
Community Services	13,660	13,453	(207)	27,705
Infrastructure	7,544	7,478	(65)	15,608
Total Employee Costs	40,014	40,451	436	81,747

Graph 5.2: Employee Costs – Actual to Budget Comparison





ACKNOWLEDGEMENT OF COUNTRY

Whitehorse City Council acknowledges the Wurundjeri Woi-wurrung people of the Kulin Nation as the Traditional Owners of the land. We pay our respects to their Elders past, present and emerging.

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