



WHITEHORSE

# Quarterly Performance Report 2023/24

January – March 2024





## **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.

# CONTENTS

<b>1</b>	<b>Quarterly Highlights</b>	<b>3</b>
<b>2</b>	<b>Performance against the Council Plan 2021-2025 - Overview</b>	<b>5</b>
<b>3</b>	<b>Continuous Improvement Program</b>	<b>6</b>
<b>4</b>	<b>Capital Works Report</b>	<b>8</b>
<b>5</b>	<b>Financial Report</b>	<b>18</b>

# QUARTERLY HIGHLIGHTS



In February, the [Box Hill Community Arts Centre](#) introduced its first group of eight volunteers. They will be assisting with visitor services, exhibitions, studios, and special projects. Volunteers are key players, especially evident during our collaboration with the Hispanic Society of Victoria for Cultural Diversity Week (18-24 March 2024).



**BOX HILL  
COMMUNITY  
ARTS CENTRE  
VOLUNTEERS!**

## INTERNATIONAL WOMEN'S DAY EVENT



On Thursday, March 7th, Council staff gathered for a morning tea and presentation. Guest speaker Stacey Currie shared her journey from advertising to empowerment, inspiring us with her life's story. We also reviewed our Gender Equality Action Plan (2022/26), reaffirming our commitment to removing barriers for women. Special thanks to our Workforce Days of Significance Working Group for organising the event.



## CULTURE FEST!



Strathdon House served as the esteemed venue for Culture Fest during the 2024 Cultural Diversity Week. Collaborating closely with the festivals team and Community Development. It was a successful celebration spotlighting the rich tapestry of communities within Whitehorse. Attendees were able to participate in historical house tours, guided excursions through the Kitchen Garden, and engaging activities tailored for children within the Packing Shed.

## WHITEHORSE JOINS THE SOLAR SAVERS PROGRAM!



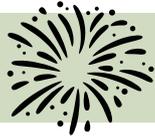
Whitehorse has joined 16 other Victorian Councils to deliver the [Solar Savers](#) program to support homeowners, renters, landlords and businesses install solar panel and battery systems!

# QUARTERLY HIGHLIGHTS



## THE ROUND

Since the beginning of 2024, [The Round](#) has presented eight season shows, including sold-out performances by Michael Cormick and the Melbourne Symphony Orchestra. They've offered three residencies to local companies to develop new works, set to tour this year. The Round has hosted high-profile clients like Eastern Health, Eastern Alliance for Sustainable Learning, and others, even hosting its first wedding in February!



## TAMIL FESTIVAL AUSTRALIA

[The Tamil Festival Australia](#) 2024, held on January 27 at Nunawading Community Hub and Tunstall Park, attracted approximately 8,000 attendees. The event celebrated Tamil culture and heritage with displays of ancient artifacts, group presentations, and a traditional cooking ceremony. Mayor Denise Massoud, Councillors, and State and Federal ministers attended, receiving excellent feedback from organisers, who valued support from the Leisure Facilities and Festivals teams.



## MEGA AQUA POOL PARTY

[Aqualink](#) presented a Mega Aqua Event on 21 January, welcoming 95 participants over 2 aqua aerobics classes with six instructors taking them through their paces. Positive feedback was received by many members who enjoyed the energy and fun experienced in the classes.



## WHITEHORSE YOUTH REPRESENTATIVE COMMITTEE!



The Whitehorse Youth Representative Committee presented their [2023 Annual Report](#) to the Council, focusing on their efforts to support local youth, including their Cyber Safety Project. The Council unanimously endorsed their recommendations, action plan, and recognised the importance of cyber safety and mental health for young people in future initiatives!

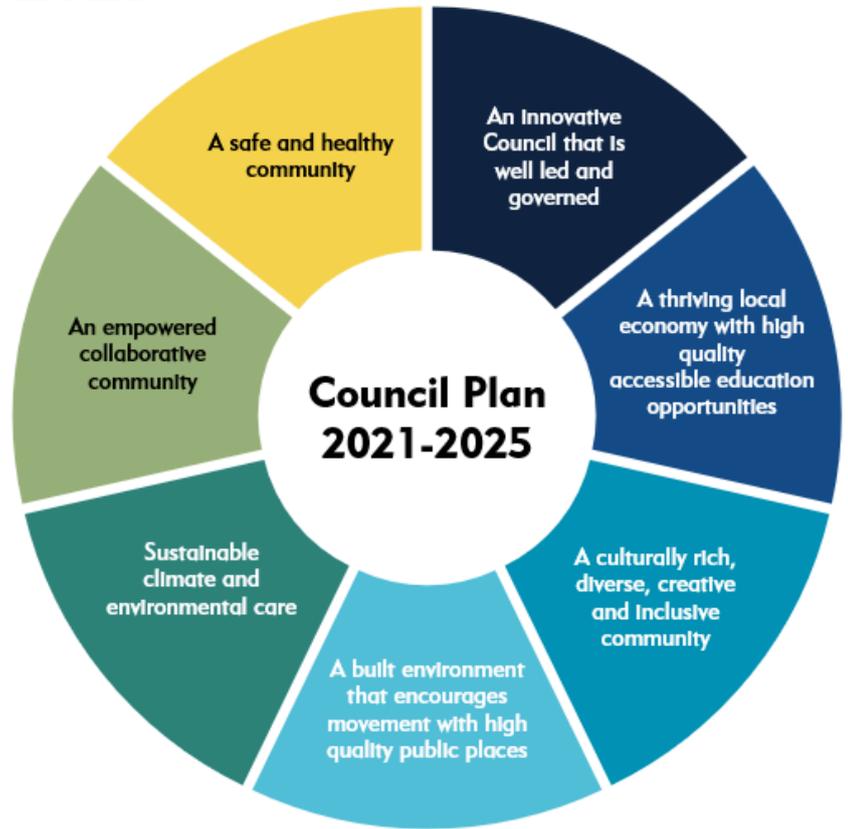
# QUARTERLY PERFORMANCE REPORT

## QUARTER 3 2023/24

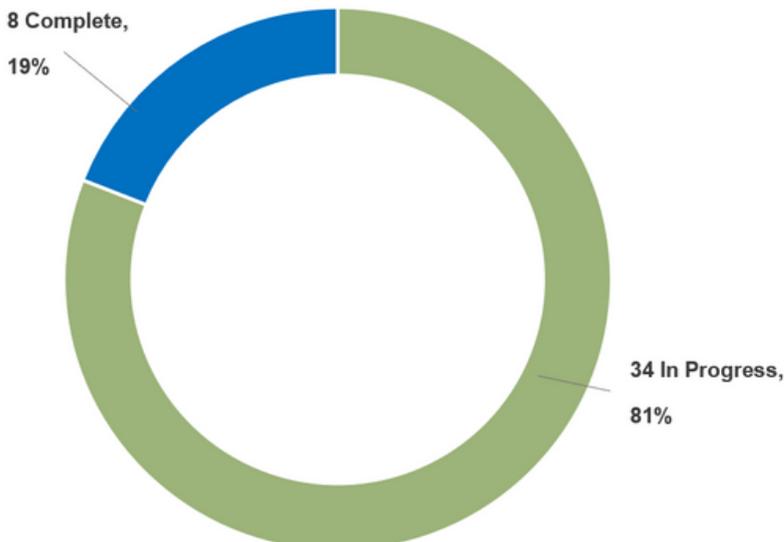
### PERFORMANCE AGAINST OUR COUNCIL PLAN 2021-2025

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:	8
In Progress:	34
Monitor (at risk of/or is falling behind):	0
Deferred (on hold until further notice):	0
Not Started:	0
Closed:	0

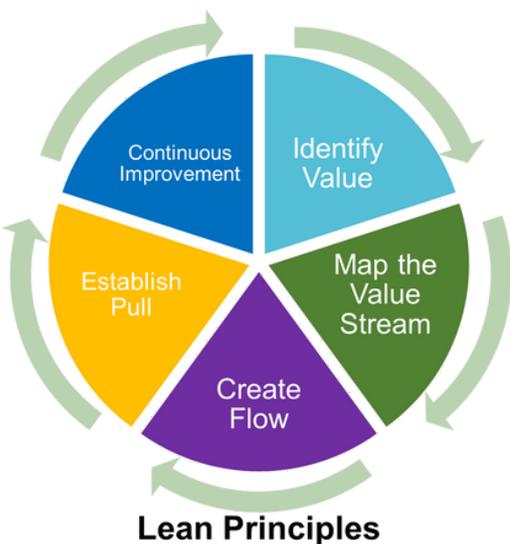
**Council Plan Actions**– Are annual actions that will directly contribute to the achievement of the objectives in the Council Plan 2021-2025



# 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 27 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.

# Summary of Benefits January 2024 – March 2024



## Improving Customer Experience



**8,034 Days** of Improved Customer Responses



**2,675** Apply & Pay Online Transactions



**26,579** Rate Notices Email subscriptions



**6,461** Snap/Send/Solve requests received



## Making Processes Easier and Faster



**1,987** Hours Saved



Increased capacity



## Adds to Financial Benefits



**\$721,972** Dollar Benefits from improved processes

## Continuous Improvement Projects linked with the core streams: Quarter 3 2023/24 Status

**37** Current Projects

**60** Completed and Under Monitoring



### Undertaken by Improvement Champion



### Improving Customer Experience



### Making Processes Easier and Faster



### Adding to Financial Benefits

**15** In Progress

**12**

**8**

**6**

**8**

**11** On Hold

**5**

**7**

**10**

**0**

**4** Completed

**2**

**0**

**2**

**1**

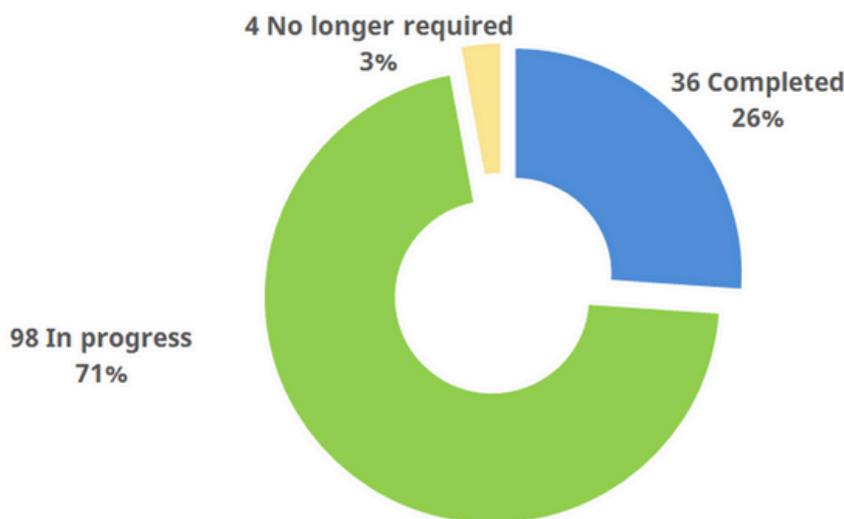
\*Some projects are linked with multiple streams



# 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 March, the forecast capital expenditure for 2023/24 has been revised to \$52.30M. This includes the addition of \$13.84M carry forward funding from 2022/23, \$1.15M of funds brought forward, and a net increase of \$421k from grants and other adjustments and is reduced by \$11.41M of funding identified for carry forward into 2024/25 or future years and \$1.93M of surplus funds that are not required.

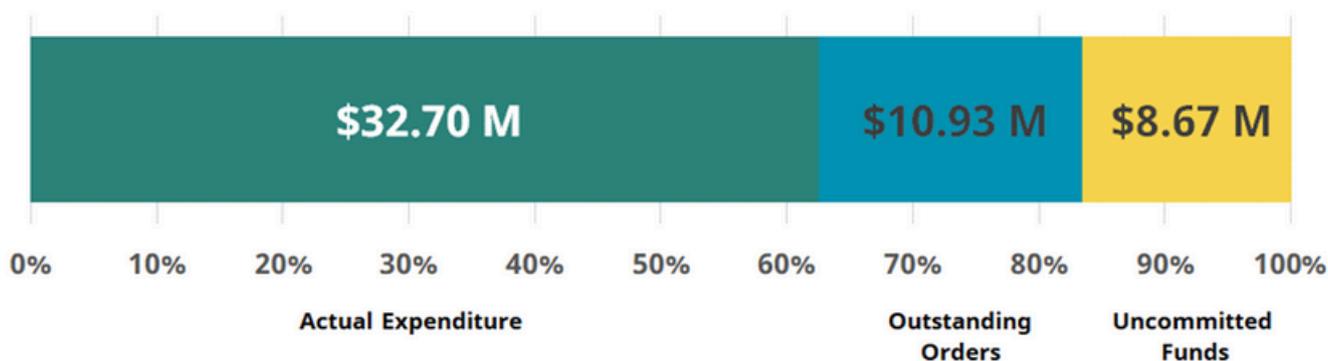
## Capital Works Program Project Status Snapshot



## Capital Works Program Expenditure Snapshot

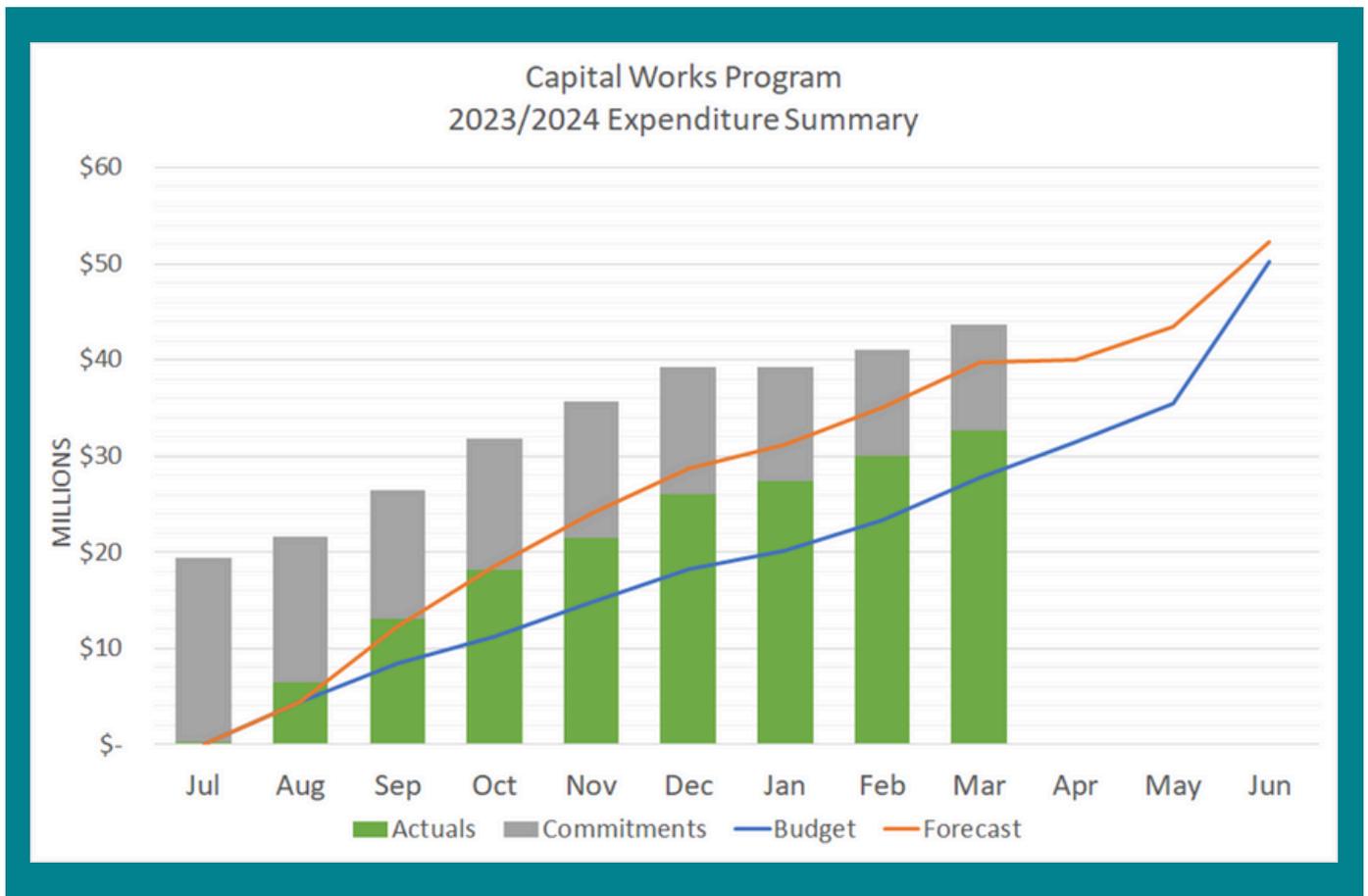
As at 31 March 2024

**\$52.30m** Full Year Expenditure Forecast



## Capital Expenditure

At 31 March, year to date expenditure was \$32.70M, which was \$4.89M ahead of the budgeted expenditure of \$27.81M. This variance is predominantly due to carried forward expenditure from 2022/23 on the redevelopments of The Round (\$4.13M), Morack Golf Course (\$2.09M) and the Vermont South Bowls Club extension (\$1.12M), partly offset by a timing difference on the Local Roads Rehabilitation Renewal Program (\$1.74M). There was \$43.63M in project commitments at the end of the third quarter, as shown by the March 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 \$52.30M, which includes \$13.84M funding carried forward from 2022/23 projects, \$1.15M 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 \$11.41M reduction due to funds identified to be carried forward to 2024/25 or future years, \$276k of funding transferred to the operating budget, a \$150k reduction in vehicle sales, \$125k of unused reserve funding and \$1.93M 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	Q3 FORECAST CHANGE 000's	NOTES
<b>PROPERTY</b>							
Land	-	-	-	3,000	3,000	-	
Buildings	15,078	8,622	(6,456)	13,087	17,677	(2,425)	1
Buildings Improvements	3,154	3,592	438	4,837	5,695	(275)	2
<b>TOTAL PROPERTY</b>	<b>18,231</b>	<b>12,214</b>	<b>(6,018)</b>	<b>20,924</b>	<b>26,372</b>	<b>(2,700)</b>	

<b>PLANT &amp; EQUIPMENT</b>							
Plant, Machinery and Equipment	1,497	1,416	(81)	4,813	2,551	(940)	3
Fixtures, Fittings and Furniture	293	587	293	656	580	(80)	4
Computers and Telecommunications	685	885	200	1,235	1,244	(166)	5
<b>TOTAL PLANT &amp; EQUIPMENT</b>	<b>2,475</b>	<b>2,887</b>	<b>412</b>	<b>6,704</b>	<b>4,375</b>	<b>(1,186)</b>	

<b>INFRASTRUCTURE</b>							
Roads	2,473	3,699	1,226	5,480	6,862	580	6
Bridges	-	25	25	50	-	-	
Footpaths and Cycleways	3,440	2,704	(736)	4,477	4,607	139	7
Drainage	1,238	1,306	68	2,200	1,925	(330)	8
Recreational, Leisure and Community Facilities	3,383	2,445	(939)	5,803	4,627	(453)	9
Parks, Open Space and Streetscapes	1,343	1,871	528	3,673	2,739	(673)	10
Off Street Car Parks	118	658	540	920	795	(155)	11
<b>TOTAL INFRASTRUCTURE</b>	<b>11,996</b>	<b>12,707</b>	<b>711</b>	<b>22,603</b>	<b>21,556</b>	<b>(892)</b>	

<b>TOTAL</b>	<b>32,702</b>	<b>27,808</b>	<b>(4,894)</b>	<b>50,232</b>	<b>52,304</b>	<b>(4,778)</b>	
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## Capital Expenditure by Asset Category (cont.)

### Notes:

- (1) **Buildings** expenditure was \$6.46M higher than YTD budget predominantly reflecting carried forward expenditure from 2022/23 for the redevelopments of The Round (\$4.13M) and Morack Golf Course (\$2.09M), and the Vermont South Bowls Club extension (\$1.12M).

The full year forecast has decreased by \$2.43M during the third quarter reflecting \$1.00m of savings on The Round Redevelopment and \$1.43M of funding proposed to be carried forward to 2024/25, mainly due to delays in scoping and finalisation of external funding on pavilion upgrade projects (\$940k), and to close out final works on The Round and Sportlink redevelopment projects (\$485k).

- (2) **Building Improvements** expenditure was \$438k lower than YTD budget primarily due to timing differences in the Operations Centre Renewal Program (\$228k), Buildings Refurbishment and Component Renewal Program (\$109k), Mechanical Plant Replacement Renewal Program (\$88k). All three programs are expected to be fully expended by 30 June.

The full year forecast has decreased by \$275k during the third quarter mainly reflecting funding proposed to be carried forward to 2024/25 for the Advocacy Fund for Future Project Designs (\$100k), Civic Centre Renewal Program (\$100k) and fit out of the Old Mont Albert Station Building (\$80k).

- (3) **The Plant, Machinery and Equipment** full year forecast has been decreased by \$940k during the third quarter reflecting funding proposed to be carried forward to 2024/25 for the Passenger Vehicle Changeover Renewal program which has been delayed to provide for a review of Council's Fleet Policy.

- (4) **Fixtures, Fittings and Furniture** expenditure was \$293k lower than YTD budget reflecting timing differences across several programs, most significantly in the Aqualink Box Hill (\$168k) and Aqualink Nunawading (\$37k) Furniture and Equipment Renewal Programs, which are both expecting delivery of strength equipment in May.

## Capital Expenditure by Asset Category (cont.)

**(5) Computers and Telecommunications** expenditure was \$200k lower than YTD budget reflecting a mix of timing differences and the reallocation of funding to the operational budget for non-capital low value and subscription-based purchases in the End User Devices Renewal Program (\$96k), Software Licences Upgrade Program (\$65k) and Geographic Information System Upgrade Program (\$50k).

The full year forecast decreased by \$166k during the third quarter reflecting \$131k of funding reallocated to the operational budget in relation to the abovementioned programs, and a \$35k reversal of funding brought forward from 2024/25 for the Geographic Information System Upgrade Program that did not proceed.

**(6) Roads** expenditure was \$1.23M lower than YTD budget mainly comprising timing differences due to a later commencement of Package 2 works in the Local Roads Rehabilitation Renewal Program (\$1.74M) and four road reconstruction projects that are being delivered across Q3/Q4 (\$593k). This is 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 and increased expenditure in the Kerb and Channel Renewal program (\$370k), which is funded by reductions in other programs.

The full year forecast increased by \$580k during the third quarter reflecting funding reallocated from other asset classes, most significantly \$265k from the Drainage asset class to fund drainage works associated with the four road reconstruction projects, and \$250k from surplus funds in the Parks, Open Space and Streetscapes to provide additional funding for the renewal of kerb and channel, which has been impacted by significant unit rate cost increases this year.

**(7) Footpaths and Cycleways** expenditure was \$736k higher than YTD budget primarily reflecting earlier than planned works in the Footpath Renewal Program (\$678k) and earlier completion of the Poole Street Reserve boardwalk replacement in the Footbridge and Path Structures and Parks Renewal Program (\$371k). This is partly offset by a timing difference in the Easy Ride Routes Upgrade Program (\$228k) which has been impacted by delays in finalising designs.

The full year forecast increased by \$139k during the third quarter mainly reflecting \$250k of additional funding for the Footpath Renewal program, funded by surplus funds in the Parks, Open Space and Streetscapes asset class, partly offset by \$50k funding transferred to the Road Safety Program and \$50k of grant funding proposed for carry forward to 2024/25 in the Easy Ride Routes Upgrade Program.

## Capital Expenditure by Asset Category (cont.)

- (8) The **Drainage** full year forecast decreased by \$330k during the third quarter reflecting \$265k of funding transferred to the Roads asset class to fund the drainage works associated with four road reconstruction projects, and \$65k of funding proposed for carry forward to 2024/25 for the Hamilton Street, Mont Albert Drainage upgrade which has been delayed awaiting completion of a traffic study and local consultation.
- (9) **Recreational, Leisure and Community Facilities** expenditure was \$939k higher than YTD budget mainly reflecting increased expenditure on the Vermont Reserve Sports Field Ground Renewal (\$535k), which is offset by income from a State Government grant and unrequired funding redirected from other programs, unbudgeted grant funded expenditure to install lighting on Hagenauer Reserve Athletics Track (\$352k), and carried forward expenditure from 2022/23 on the Morack Golf Course Improvements Program (\$108k).

The full year forecast was reduced by \$453k during the third quarter predominantly reflecting \$324k of surplus funding in the Sports Field Floodlighting Renewal Program and Koonung Reserve Sports Field Lighting Project, plus a \$100k increase in 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.

- (10) **Parks, Open Space and Streetscapes** expenditure was \$528k lower than YTD budget mainly due to a \$184k decrease in expenditure on the Nunawading Shopping Centre Streetscape Renewal project, which has been impacted by approval delays for design and traffic management requirements and will now be completed over two financial years. The remainder of the variance reflects small timing differences variances spread across several projects in Parks which have been impacted by delays due to wet weather or contractor availability.

The full year forecast decreased by \$673k during the third quarter mainly reflecting a reallocation of \$500k funding from the Streetscape Renewal Program towards the Footpath and Kerb and Channel Renewal Programs, due to the abovementioned delay in the Nunawading Shopping Centre streetscape which will now be completed over two financial years. Other significant adjustments include \$115k of further savings from Streetscape Renewal Programs and \$75k of funding proposed to carry forward to 2024/25 for the Hamilton Street, Mont Albert Streetscape Upgrade Design which been delayed awaiting completion of a traffic study and local consultation.

## Capital Expenditure by Asset Category (cont.)

**(11) Off Street Car Parks** expenditure was \$540k lower than YTD budget mainly reflecting a timing difference on the Box Hill Bowls Site Car Park (\$457k), which is currently in design stage, and a decrease in expenditure in the Sealed Carpark Works Renewal program (\$121k).

The full year forecast decreased by \$155k during the third quarter reflecting savings in the Sealed Carpark Works Renewal Program due to a change in the scope of works for the year, \$50k of which has been reallocated to the operational budget to fund the demolition of a vacant community building that is no longer fit for purpose.

## Quarter 3 Capital Works Program Highlights

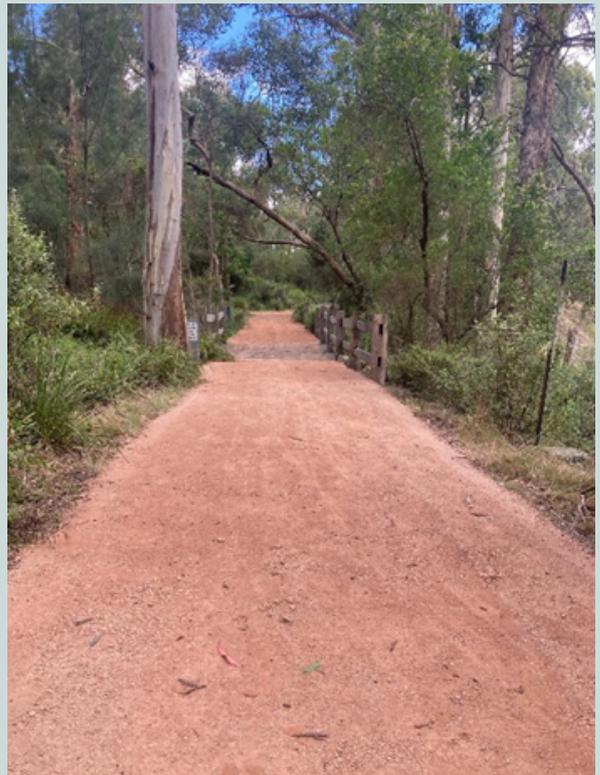
### Yarran Dheran Nature Reserve Path Upgrades **COMPLETED**

More than 1.2 kilometres of gravel paths in Yarran Dheran Nature Reserve were upgraded in January with stabilised Castella material at a cost of \$77k. The new material will reduce path damage from stormwater runoff and inundation issues, reducing maintenance requirements and improving the park user experience. Similar upgrades of paths in Cootamundra Walk Reserve, Blackburn were completed during March.

Before:



After:



## Quarter 3 Capital Works Program Highlights

### Vermont South Bowls Club Extension **COMPLETED**

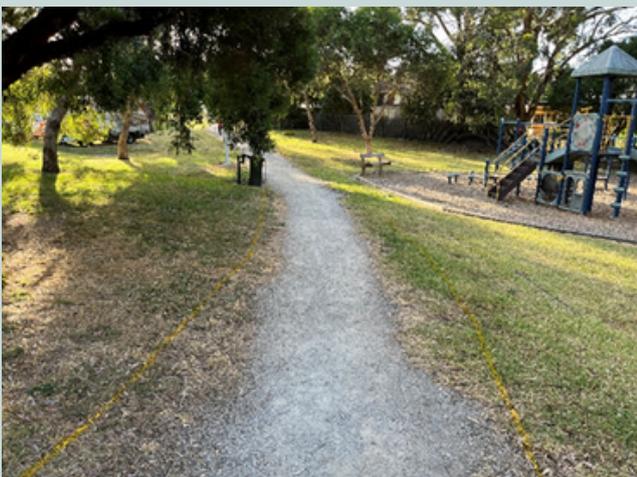
A renovation and extension of the Vermont South Bowls Club to increase the indoor capacity of the clubrooms and provide accessibility improvements, was completed in March 2023. Works included an extension of the main function space, provision of new bar area, meeting room, external decking, external access ramps and steps. The project costs to 31 March 2024 totalled \$2.72M and are partly funded by funding contributions from the Federal Government (\$300k) and the club (\$150k).



### Wood Park Path Upgrade **COMPLETED**

An upgrade of the pedestrian path in Wood Park, which provides a connection between Wood Street and Mount Pleasant Road in Nunawading, has been completed during March for a cost of \$62k. The old gravel surface was prone to flooding during a rain event and often water logged during the winter months. The path has been replaced with a wider, concrete pathway, providing a safer, more accessible path for all park users.

**Before:**



**After:**



## Quarter 3 Capital Works Program Highlights (cont.)

### COMPLETED

#### Lundgren Chain Reserve Sports Court Renewal

The old asphalt basketball pad located in Lundgren Chain Reserve, west of Station Street Burwood has been upgraded in March for a cost of \$49k. The old court has been replaced with a larger concrete playing surface, replacement basketball ring and the addition of a new netball ring to appeal to a broader range of users.

#### In progress:



#### After:



#### Vermont Reserve Sports Field Ground Renewal

### COMPLETED

The Vermont Reserve sports field has been renewed due to the age of the existing infrastructure. Works included renewal of the boundary fencing, irrigation, drainage, and turf surface, a small extension to the sporting field length and width, provision of safety netting behind goals, addition of a concrete perimeter footpath, and synthetic cricket wicket run ups to reduce ongoing maintenance costs. Works were completed between September and February for a total cost of \$2.03M and were followed by a turf establishment period before the field is reopened for use from mid-April.



## Quarter 3 Capital Works Program Highlights (cont.)

### New Raised Pedestrian Crossings in Box Hill **COMPLETED**

Two new raised pedestrian crossings have recently been constructed in Box Hill at the intersections of Station Street / Ashted Road and Station Street / Oxford Street. By reducing vehicle speeds and enhancing pedestrian visibility and accessibility, the new crossings ensure safer journeys for all.

Completed in February, the comprehensive works cost \$302k and included:

- Installation of the raised pedestrian crossing
- Removal and replacement of kerb and channel
- Enhancing footpaths
- Improving drainage systems
- Installing new signage and line markings

These improvements were implemented as part of the Box Hill Integrated Transport Strategy, making our streets safer and more pedestrian-friendly.

#### Station Street / Ashted Road, Box Hill raised pedestrian crossing

Before:



After:





# FINANCIAL REPORT

## FINANCIAL ANALYSIS

For the period ending 31 March 2024

### Executive Summary

The year to date (YTD) financial result as of 31 March 2024 was a surplus of \$43.26m, \$8.21m 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 \$5.79m higher than budget primarily reflecting higher than budgeted interest income (\$2.71m), monetary contributions (\$1.97m), operating grants (\$943k), rates and charges (\$898k) and other income (\$1.18m), partially offset by lower than budgeted user fees (\$1.76m). Expenditure was \$2.42m below budget mainly relating to lower materials and services expenditure (\$2.78m), lower written down value on assets disposed (\$606k favourable to budget), lower employee costs (\$457k) and other expenses (\$478k), partly offset by higher depreciation (\$1.95m). Further explanations of significant variances are provided and detailed in the report.

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 \$546k). After adjusting for carry forwards, the revised full year forecast in August 2023 was a surplus of \$3.44m, compared to the \$3.98m annual Adopted Budget.

A subsequent review of the annual forecast was completed in January 2024, projecting the year-end result of \$5.07m surplus, \$1.63m favourable to the August forecast and \$1.08m favourable to the 2023/24 Adopted Budget.

## Year to date result

As outlined in the above Executive Summary, the actual year to date (YTD) result at 31 March 2024 was a surplus of \$43.26m, \$8.21m favourable to YTD Adopted Budget. The significant variances were:

**(1) Rates and charges** were \$898k above budget, with a key driver being higher than budgeted waste service charge income (\$484k) 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) and higher than budgeted penalty interest on rates (\$384k).

**(2) Statutory fees and fines** were \$396k less than year to date budget, mainly due to reduced fee income with City Planning and Development (\$571k) driven by lower planning permit application fees (\$845k), offset in part by increased building report and consent fees (\$382k). This has been further offset by increased parking related income (\$152k) due mainly to a full complement of resources from January 2024.

**(3) User fees** were \$1.76m unfavourable to budget mainly relating to the following variances:

- *City Services* was \$935k below budget, driven by lower than budgeted commercial account customer fees (\$1.88m), partly offset by higher residential casual customer fees (\$954k) within Recycling and Waste Centre. The combined fees have been reduced by \$900k in the January forecast.
- *Health & Family Services* was \$923k under budget, predominantly driven by lower than budgeted childcare fees in WELS (\$978k). This reduction has been partly offset by a \$425k increase in childcare subsidies under Operating Grants.
- *City Planning & Development* was \$394k under year to date budget driven by lower than budgeted Construction Management Plan (CMP) income (\$391k). This is due to CMP income being budgeted under Community Safety, with the full year forecast being adjusted accordingly.

These unfavourable variances were partly offset by:

- *Community Safety* was \$444k above budget, mainly reflecting increased animal registration fees (\$202k) due to timing difference against budget phasing, and higher meter and bay hire parking fees (\$201k) as a result of increased on-street parking bays booked for SRL and LXR project works.

**(4) Operating Grant** income was \$943k above budget, primarily reflecting higher than budgeted childcare subsidies (\$425k), additional government funding related to an extra month of service provision under the Commonwealth Home Support Programme (\$368k), and \$187k related to the finalisation of the 2023/24 Victorian Local Government Grants Commission (VLGGC) allocations (unbudgeted).

## Year to date result (cont.)

**(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 (\$287k; 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 (\$246k). This favourable variance was partly offset by no grant income to date for the NELP funded Frank Sedgman Reserve Playground (\$299k), with the project being partly deferred to 2026/27 to allow for broader site planning to be completed.

**(6) Contributions – monetary** was \$1.97m higher than budget primarily relating to the earlier than expected receipt of public open space contributions (\$1.16m above budget; largely reflecting the receipt of \$1.7m in November for a large development site at 845 Whitehorse Road), plus unbudgeted Development Contributions Plan (DCP) income (\$576k) with the new scheme coming into effect from 21 December 2023, and unbudgeted capital contributions related to Morack Golf Course (\$197k).

**(7) Interest on investments** was \$2.71m higher than budget due to favourable interest rates on investments compared to the budgeted rate.

**(8) Other income** was \$1.18m favourable to budget, with key factors including higher than budgeted reimbursement income within Major Transport Projects (\$308k) related to the lump sum reimbursement for Union Station project current and prior year expenditures incurred since the inception of the project (2021-2024), additional \$166k energy efficiency rebates relating to the street lighting changeover project (budgeted in 2022/23 but not received until July 2023), unbudgeted recycling income related to the Container Deposit Scheme (\$128k), increased debt and legal cost recoveries on parking infringements (\$125k) and a number of other smaller favourable variances. These variances were partly offset by lower rental income related to Morack Golf Course (\$137k) due to later than scheduled opening of the redeveloped facility plus a first-month free rental incentive offering, and a timing delay related to payment by the State Revenue Office of the Fire Services Property Levy (FSPL) administration funding (\$97k), which is expected to finalise in May.

**(9) Employee costs** were \$457k favourable compared to YTD budget primarily reflecting:

- Lower than budgeted salaries (\$1.52m, including casuals) as a result of vacancies across the organisation and delays in recruitment. The most significant variances relate to City Planning and Development (\$982k, mainly in Statutory Planning due to delays in recruitment impacted by the departmental service review process and challenges in filling vacant positions, with several roles being appointed in February), Health and Family Services (\$631k, mainly in WELS \$710k), Leisure and Recreation Services (\$291k), Positive Ageing (\$218k), Change and Continuous Improvement (\$200k), Major Projects (\$183k) and Property and Leasing (\$155k). These favourable variances were partly offset mainly by higher salaries related to Home and Community Services (\$344k) due to an extra month of service provision, and People and Culture (\$166k) as a result temporary support related to legislative and governance projects.

## Year to date result (cont.)

- Training and development costs were \$440k lower than budget to date, with \$300k training in the pipeline to be delivered before the end of the financial year, and
- Lower than budgeted apprenticeship costs (\$114k) and workcover premium (\$85k).
- The above-mentioned favourable variances were partly offset by increased agency salaries (\$1.82m) to backfill vacant positions, mainly relating to Health and Family Services at WELS (\$564k), Information Technology (\$403k, offset by lower materials and services expenditure), Recreation Services (\$338k, mostly offset by lower materials and services expenditure), City Services (\$236k), Parks and Natural Environment (\$175k) and Finance (\$114k).

**(10) Materials and services** were \$2.78m lower than budget, with the most significant variances being:

- *Information Technology* expenditure was \$1.31m lower than budget largely reflecting lower IT Foundational Plan expenditure to date (\$790k), and lower materials and services costs related to the ERP Project (\$556k; offset by \$602k in higher employee costs) due to the extension of the ERP Support Team to 30th June 2024.
- *Transformation Department* was \$1.08m below budget predominantly due to lower project costs associated with the Technology Transformation project (\$718k) and Strategic Property project (\$348k), due to resourcing delays impacting on project commencement and progress.
- *Community Safety* was \$754k favourable compared to budget primarily related Parking Services (\$752k), with key variances including lower than budgeted Fines Vic lodgement fees (\$271k) primarily due to timing difference in budget phasing, lower contracts and services costs (\$258k) due to delayed commencement of the After-Hours Parking contract (October 2023), and lower inground sensors contract costs (\$100k) primarily due to delayed installation.
- *Engineering & Investment* were \$460k below budget, primarily relating to Street Lighting (\$264k) mainly due to timing against planned budget phasing for electricity costs, lower contracted services in Investment and Economic Development (\$63k) and a number of other smaller favourable variances across the department.
- *City Planning and Development* were \$419k less than budget, predominantly reflecting lower contracts and services for Heritage advice and studies (\$151k) and lower project costs for Phase 2 of Nunawading Megamile East, Mitcham Structure Plan Review due to resourcing and project delays (\$121k) within Strategic Planning. In addition, Statutory Planning materials and services expenditure was \$228k lower than YTD budget including legal costs (\$114k) and contracts and services (\$85k).

## Year to date result (cont.)

- *Recreation Services* were \$315k less than budget mainly relating to lower project costs in Recreation and Open Space Masterplans (\$274k) due to project delays impacted by resourcing.
- *Finance* was \$302k below budget, largely related to lower contracted costs to date for Contract Management system improvements (\$159k), and lower expenditure in Rating primarily related to bank charges (\$81k) and legal costs (\$62k).
- *Arts & Culture* was \$266k below budget largely related to Box Hill Town Hall (\$125k) driven mainly by fewer bookings. The Round was overall \$67k under budget mainly due to later than expected venue handover by the building contractor. In addition, Box Hill Community Arts Centre was \$40k below budget primarily due to lower attendances at programmed courses.

The forementioned favourable variances were partly offset by:

- *Non-Departmental Unit* was \$1.92m unfavourable to budget, reflecting the Works in Progress (WIP) write-off expenditure for The Round redevelopment (\$1.90m) in relation to prior year project costs incurred in previous years and expensed in the current year due to not meeting the definition of assets or for being under the capital expenditure threshold.
- *City Services* were \$1.04m higher than budget, mainly relating to:
  - Drain Maintenance (\$538k) as a result of increased drainage maintenance requests predominately due to increased number of storms and unseasonal rainfall, which has been reflected in the latest January Forecast,
  - Waste Reduction and Recycling (\$511k) mainly relating to increased green waste collection costs (\$298k) and disposal costs (\$189k) as a result of changes in bin numbers and an increase in properties utilising FOGO (offset by higher waste service charge income). Hard waste collection costs to date have also been higher than budgeted (\$221k) due to an increase in bookings being received, particularly over the Christmas and New Year period,
  - Road and Pathway Maintenance (\$256k) due to cost escalation for maintenance works.
  - The above unfavourable variances were partly offset by Plant Maintenance (\$165k) mainly due to timing difference against budget phasing for plant registrations (\$125k) and lower vehicle insurance premiums (\$50k).

**(11) Depreciation** was \$1.95m over budget, primarily reflecting the revaluation of asset classes at the end of June 2023, with some assets being valued for the first time impacting depreciation estimates. Revised estimates have been reflected in the full year forecast.

## Year to date result (cont.)

**(12) Net loss on disposal of assets** was \$717k favourable to budget, mainly reflecting higher net gains on disposal of heavy equipment and vehicles (\$504k) and lower net loss in relation to the Silver Grove demolition (\$212k).

**(13) Other expenses** were \$478k below budget, driven predominantly by a timing difference against budget phasing in paying the Fire Services Property Levy for council properties (\$250k), lower Community Grants distribution (\$119k) and internal audit costs (\$77k) mainly due to timing.

## Projected year-end result

Council adopted the 2023/24 budget at its Ordinary Meeting held on 26 June 2023, projecting a surplus of \$3.98m for the year.

Council revised the annual forecast in August 2023 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 \$3.45m.

The projected year-end result was further reviewed in January 2024 based on actual trends and anticipated changes. A surplus of \$5.07m is predicted, \$1.63m favourable to the previous forecast in August.

The January forecast reflects an increase of \$349k in income, driven mainly by increased interest income (\$2.9m), operating grants (\$1.24m), rates and charges (\$873k) and other income (\$595k), partly offset by reduction in capital grants (\$2.88m) due to shift (delays) in timing for various projects, and lower user fees (\$2.39m) mainly relating to reduced child care fees (\$1.19m) and Recycling and Waste Centre fees (\$900k). Expenditure was decreased by \$1.28m with the favourable variance predominantly relating to the reversal of bad and doubtful debts expense (\$1.63m) as a result of settlement of guaranteed income in relation to Watts Street and Harrow Street car parks, plus lower materials and services expenditure (\$1.26m) and employee costs (\$915k), partly offset by higher depreciation (\$1.88m).

## Cash Position

Total cash and investments (including other financial assets) totalled \$216.24m at the end of March 2024, representing a \$19.62m increase since the start of the financial year.

## Debtors

Council has collected \$116.18m or 81.59% of 2023/24 rate debtors as at 31 March 2024.

Sundry debtors outstanding at 31 March 2024 total \$3.72m, including \$1.35m outstanding over 90 days.

## Income Statement

For the period ending 31 March 2024

	YEAR-TO-DATE				FULL YEAR			
	Actual \$'000	Budget \$'000	Variance \$'000	Note	Budget \$'000	August Forecast \$'000	January Forecast \$'000	Forecast Change \$'000
<b>Income</b>								
Rates and charges	142,880	141,982	898	1	141,982	141,982	142,855	873
Statutory fees and fines	8,800	9,196	(396)	2	12,214	12,214	11,813	(401)
User fees	25,554	27,311	(1,757)	3	37,119	37,119	34,727	(2,392)
Grants Operating	5,939	4,996	943	4	6,500	6,650	7,890	1,240
Grants Capital	1,082	833	249	5	7,594	7,594	4,717	(2,877)
Contributions - monetary	5,656	3,688	1,968	6	5,000	5,000	5,411	411
Interest Income	6,042	3,334	2,708	7	4,500	4,500	7,400	2,900
Other income	4,065	2,890	1,175	8	4,235	4,235	4,830	595
	<b>200,018</b>	<b>194,230</b>	<b>5,788</b>		<b>219,144</b>	<b>219,294</b>	<b>219,643</b>	<b>349</b>
<b>Expenditure</b>								
Employee costs	61,563	62,020	457	9	81,747	81,747	80,832	915
Materials and services	53,533	56,310	2,777	10	82,115	82,811	81,547	1,264
Depreciation and amortisation	30,061	28,112	(1,949)	11	37,933	37,933	39,816	(1,883)
Net (gain)/loss on disposal of assets	2,992	3,709	717	12	3,626	3,626	3,990	(364)
Bad and doubtful debts	1,014	947	(67)		1,267	1,267	(215)	1,482
Contributions - Whitehorse Manningham Regional Library Corporation	5,843	5,864	21		5,864	5,864	5,864	-
Finance costs - leases	106	95	(11)		122	122	139	(17)
Other expenses	1,648	2,126	478	13	2,488	2,488	2,605	(117)
<b>TOTAL EXPENDITURE</b>	<b>156,760</b>	<b>159,183</b>	<b>2,423</b>		<b>215,162</b>	<b>215,858</b>	<b>214,578</b>	<b>1,280</b>
<b>NET SURPLUS / (DEFICIT) FOR THE YEAR</b>	<b>43,258</b>	<b>35,047</b>	<b>8,211</b>		<b>3,982</b>	<b>3,436</b>	<b>5,065</b>	<b>1,629</b>

## Balance Sheet

For the period ending 31 March 2024

	2023/24 31-Mar-24 \$'000	2022/23 30-Jun-23 \$'000
<b>ASSETS</b>		
<b>Current assets</b>		
Cash and cash equivalents	28,208	29,031
Trade and other receivables	34,651	15,597
Other financial assets	188,030	162,585
Other assets	5,361	5,858
Non-current assets held for sale	2,414	2,414
<b>Total current assets</b>	<b>258,664</b>	<b>215,485</b>
<b>Non-current assets</b>		
Other financial assets	-	5,000
Trade and other receivables	327	376
Investments in associates	6,556	6,556
Property, infrastructure, plant & equipment	4,264,995	4,266,671
Right-of-use assets	8,792	9,792
Intangible assets	686	973
<b>Total non-current assets</b>	<b>4,281,356</b>	<b>4,289,368</b>
<b>Total assets</b>	<b>4,540,020</b>	<b>4,504,853</b>
<b>LIABILITIES</b>		
<b>Current liabilities</b>		
Trade and other payables	8,993	22,708
Trust funds and deposits	24,692	15,153
Provisions	16,241	18,423
Unearned income/revenue	7,400	8,165
Lease liabilities	1,260	1,282
<b>Total current liabilities</b>	<b>58,586</b>	<b>65,731</b>
<b>Non-current liabilities</b>		
Provisions	1,736	1,736
Provision for investments in joint operation accounted for using the equity method	3,030	3,030
Lease liabilities	7,718	8,659
<b>Total non-current liabilities</b>	<b>12,484</b>	<b>13,425</b>
<b>Total liabilities</b>	<b>71,070</b>	<b>79,156</b>
<b>Net assets</b>	<b>4,468,950</b>	<b>4,425,697</b>
<b>EQUITY</b>		
Accumulated surplus	1,579,135	1,535,881
Reserves	2,889,815	2,889,816
<b>Total equity</b>	<b>4,468,950</b>	<b>4,425,697</b>

# Cash Flow Statement

For the period ending 31 March 2024

GST inclusive	31-Mar-24 \$'000 Inflows (Outflows)	Full Year Actual 30-Jun-23 \$'000 Inflows (Outflows)
<b>Cash flows from operating activities</b>		
Rates and charges	122,056	129,356
Statutory fees and fines	7,651	8,378
User fees	27,438	41,875
Grants - operating	5,821	25,401
Grants - capital	671	5,841
Contributions - monetary	5,904	6,091
Interest received	4,631	3,164
Other receipts	5,841	7,122
Net GST refund	6,977	14,311
Employee costs	(70,552)	(86,828)
Materials and services	(59,177)	(111,669)
Contribution expense - Whitehorse Manningham Library	(5,843)	(5,665)
Net trust funds taken/(repaid) <sup>1</sup>	9,540	1,007
Other payments	(1,785)	(2,987)
<b>Net cash provided by (used in) operating activities</b>	<b>59,173</b>	<b>35,397</b>
<b>Cash flows from investing activities</b>		
Payments for property, infrastructure, plant and equipment	(39,420)	(85,676)
Proceeds from sale of property, infrastructure, plant and equipment	937	1,119
Payments of loans and advances	-	2
Payment for investments	(188,030)	(167,585)
Proceeds from sale of Investments	167,585	225,681
<b>Net cash provided by (used in) investing activities</b>	<b>(58,928)</b>	<b>(26,459)</b>
<b>Cash flows from financing activities</b>		
Interest paid - lease liability	(106)	(159)
Repayment of lease liabilities	(962)	(1,368)
<b>Net cash provided by (used in) financing activities</b>	<b>(1,068)</b>	<b>(1,527)</b>
Net increase (decrease) in cash and cash equivalents	(823)	7,411
Cash and cash equivalents at beginning of the financial year	29,031	21,620
<b>Cash and cash equivalents at end of the financial year</b>	<b>28,208</b>	<b>29,031</b>

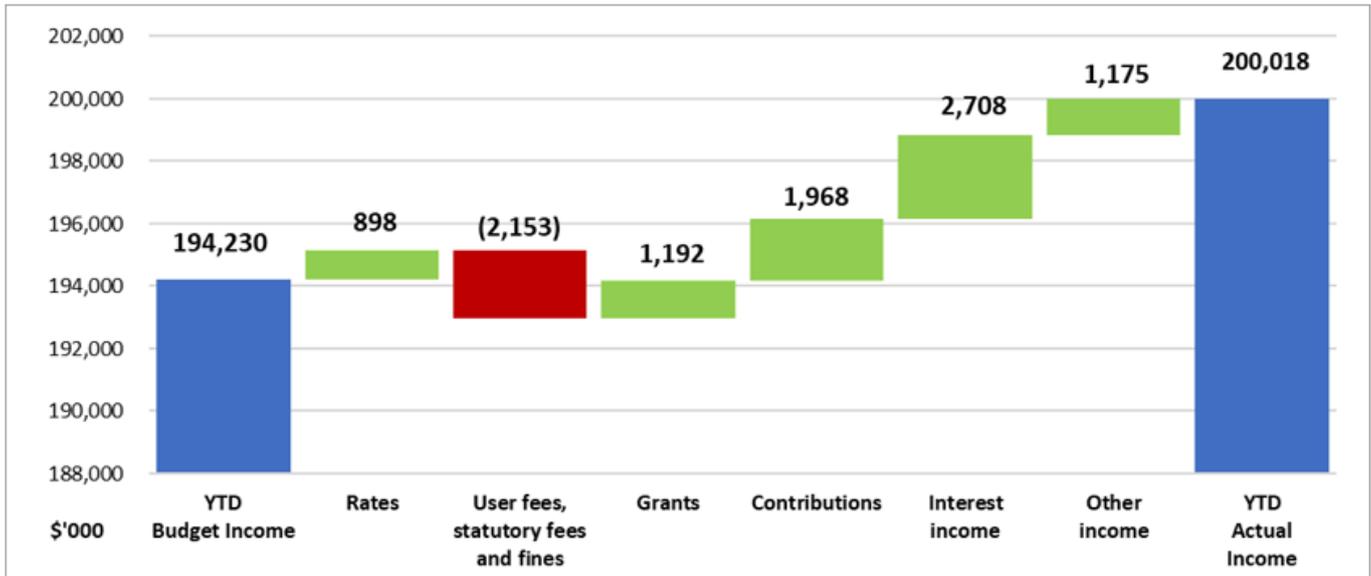
**Note:**

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.

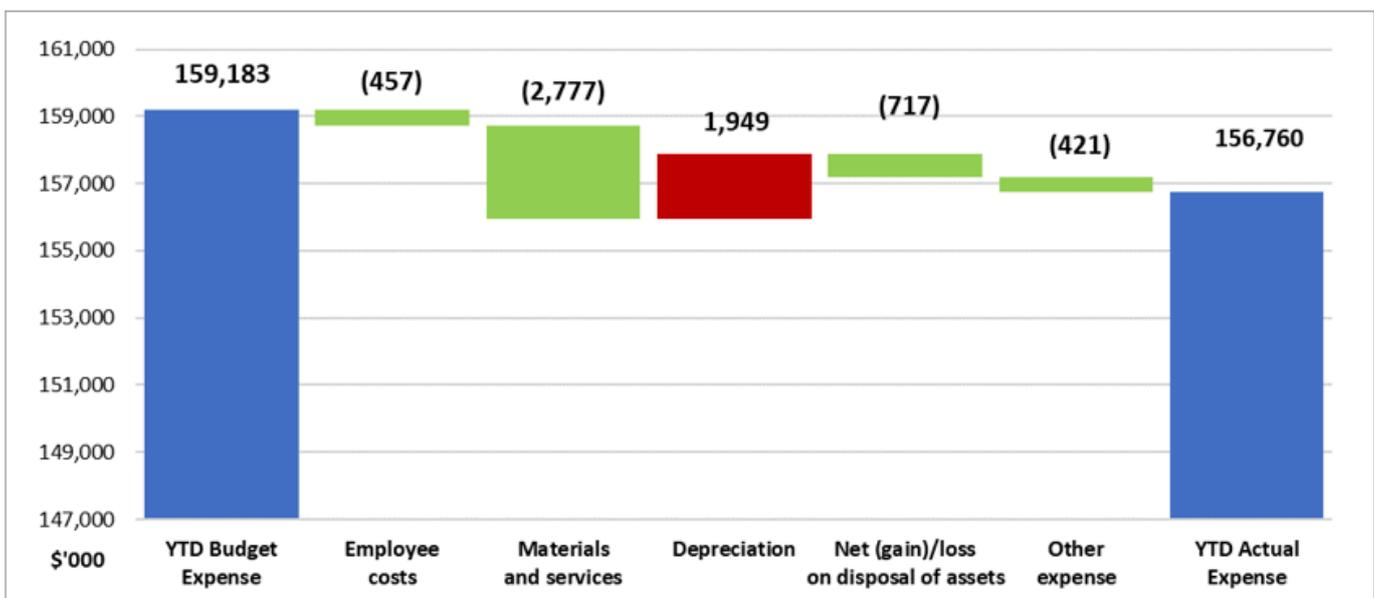
# Operating Income and Expenditure

For the period ending 31 March 2024

**Graph 1.1: Year to Date Operating Income Variance**



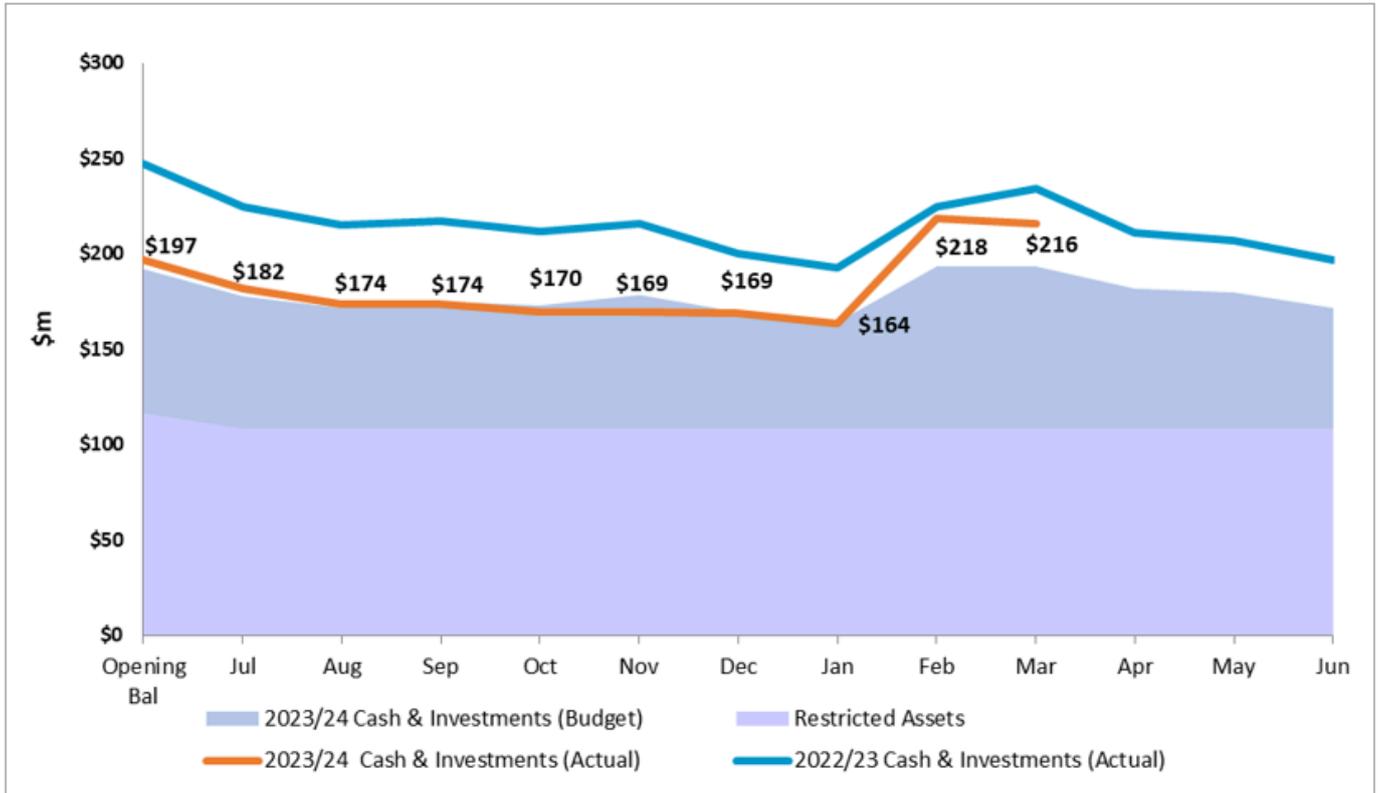
**Graph 1.2: Year to Date Operating Expenditure Variance**



# Cash and Investments

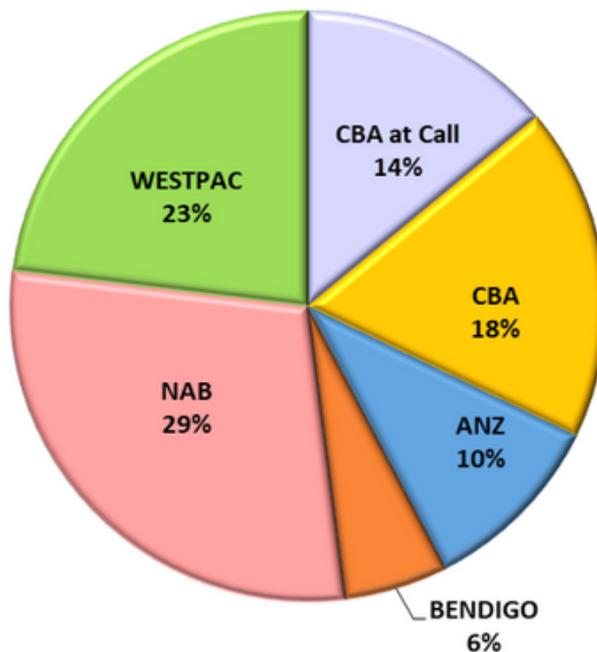
For the period ending 31 March 2024

**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**



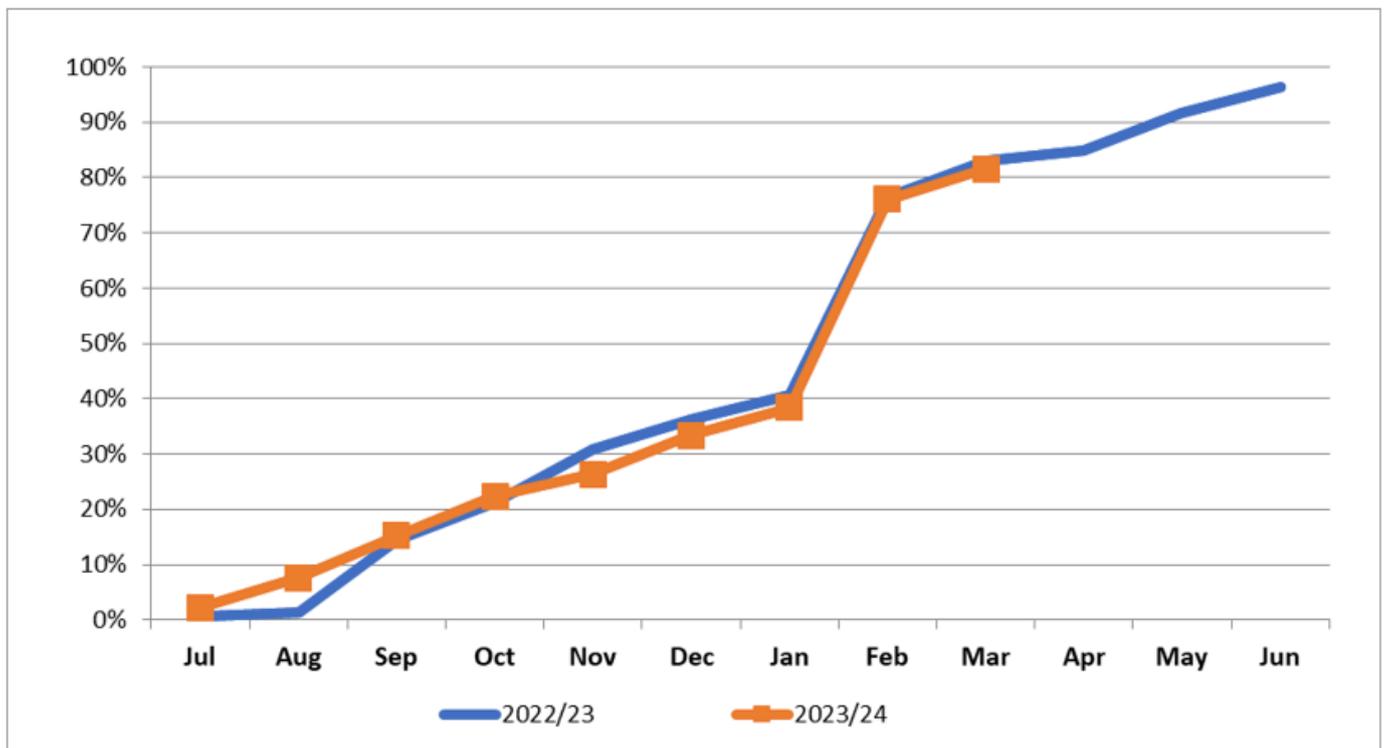
## Rate Debtors

For the period ending 31 March 2024

**Table 4.1: Current Rate Debtors**

	31-Mar-24 \$'000	31-Mar-23 \$'000	29-Feb-24 \$'000
YTD Current Rates Collected (\$)	116,179	105,591	106,053
Current Rates Collected (%)	81.59%	82.94%	76.08%

**Graph 4.2: Percentage of Current Rates Collected**



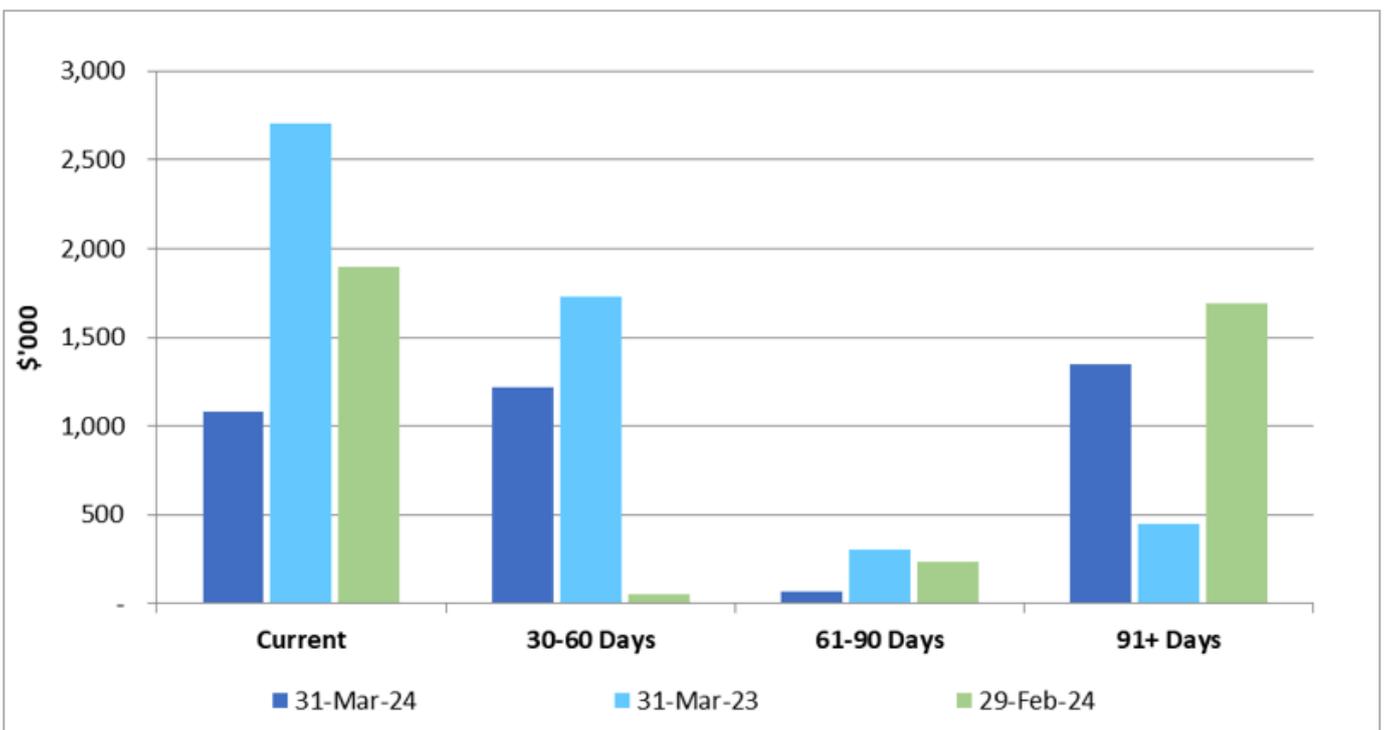
## Sundry Debtors

For the period ending 31 March 2024

**Table 4.3: General and Sundry Debtors**

	31-Mar-24	31-Mar-23	29-Feb-24
	\$'000	\$'000	\$'000
<b>Current</b>	1,083	2,708	1,898
<b>30-60 Days</b>	1,215	1,728	52
<b>61-90 Days</b>	69	303	231
<b>91+ Days</b>	1,350	450	1,690
<b>Total Owing</b>	<b>3,716</b>	<b>5,189</b>	<b>3,872</b>
<b>Total over 60 days</b>	1,419	753	1,922
<b>% over 60 days</b>	38.2%	14.5%	49.6%
<b>Total over 90 days</b>	1,350	450	1,690
<b>% over 90 days</b>	36.3%	8.7%	43.7%

**Graph 4.4: General and Sundry Debtors – Aged Comparison**



## Employee Costs

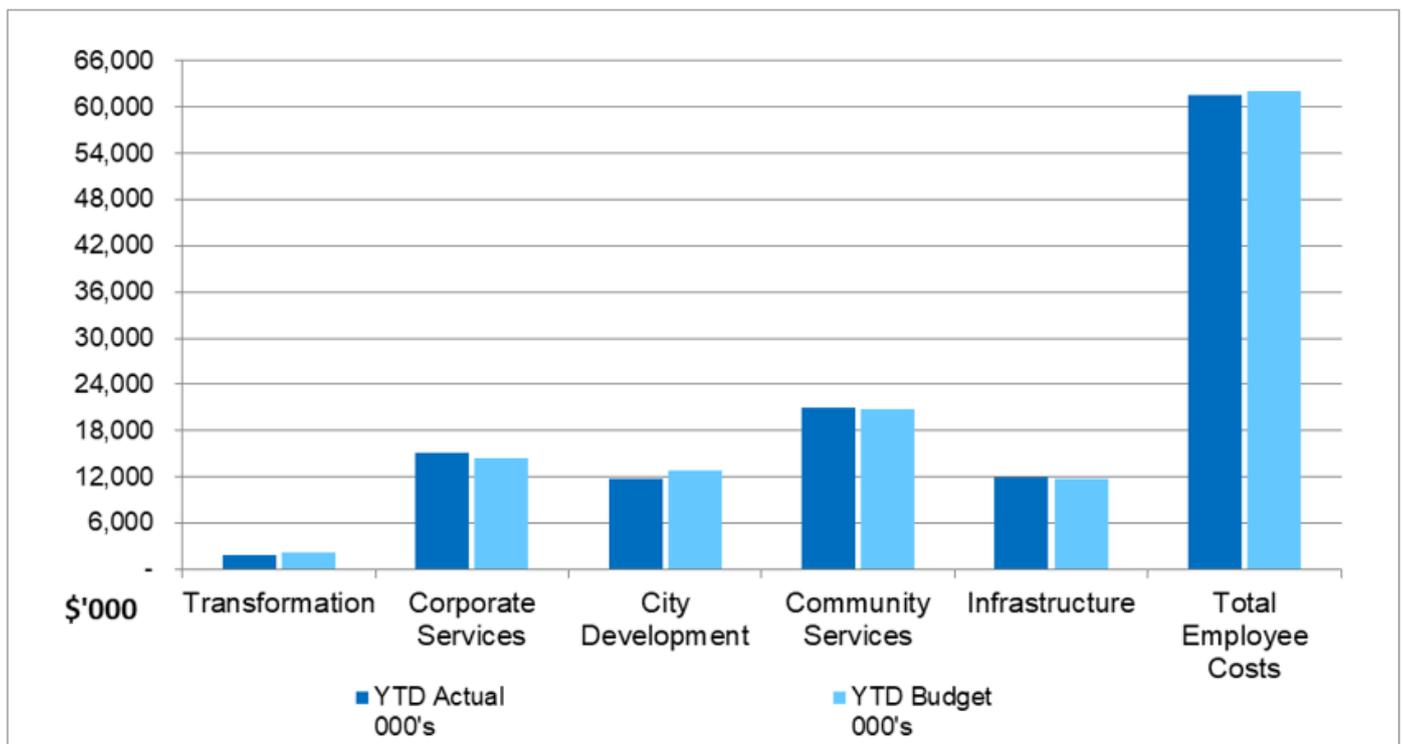
For the period ending 31 March 2024

**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	1,812	2,163	351	2,851
Corporate Services	15,088	14,370	(719)	18,529
City Development	11,766	12,872	1,106	17,054
Community Services	21,015	20,873	(142)	27,705
Infrastructure	11,882	11,743	(139)	15,608
<b>Total Employee Costs</b>	<b>61,564</b>	<b>62,021</b>	<b>457</b>	<b>81,747</b>

\* Higher Corporate Services spend against budget offset by a corresponding decrease in materials and services spend (budget misalignment).

**Graph 5.2: Employee Costs – Actual to Budget Comparison**





## ACKNOWLEDGEMENT OF COUNTRY

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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.

## CONTACTING COUNCIL

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- Postal Address:** Whitehorse City Council  
Locked Bag 2  
Nunawading Delivery Centre 3131
- ABN:** 39 549 568 822
- Telephone:** 9262 6333 (including language support)
- NRS:** 133 677 then quote 9262 6333  
(Service for deaf or hearing impaired people)
- Website:** [www.whitehorse.vic.gov.au/contact-us](http://www.whitehorse.vic.gov.au/contact-us)
- Email:** [customer.service@whitehorse.vic.gov.au](mailto:customer.service@whitehorse.vic.gov.au)
- Service Centre:** Whitehorse Civic Centre  
379-399 Whitehorse Road, Nunawading 3131
- Subscribe:** [www.whitehorse.vic.gov.au/subscribe](http://www.whitehorse.vic.gov.au/subscribe)  
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