



WHITEHORSE Quarterly Performance Report

July – September 2022



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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.

Chief Executive Officer's Overview

I am pleased to present the Quarterly Performance Report for the quarter ending September 30, 2022.

A large achievement of this quarter was the July launch of our Food and Garden Organics service. The average Whitehorse garbage bin contains approximately 46% of food waste. This valuable resource is typically sent to landfill, so it's a great outcome to divert this resource to Victorian farms and gardens.

Construction commenced on the redevelopment of Morack Golf Course. This project promotes health and wellbeing of the Whitehorse community and will transform the site into a family-friendly facility with golf options for all ages and abilities.

With support from the Federal and Victorian Governments, Council completed LED lighting upgrades at RHL Sparks Reserve, Walker Park, Wembley Park and the Box Hill Gardens multi-purpose courts. The new lights extend the use of these areas, for the benefit of both organised sport and our casual recreational users.

Festivals Season kicked off this quarter with a fantastic line-up of activities for Heritage Week. The theme, We Came to Whitehorse, was a celebration of coming together as a community and our shared cultural heritage.

At the end of September, Council reported a year to date surplus of \$103.60 million, \$2.07 million favourable to the Adopted Budget. Income was unfavourable to the budget primarily reflecting higher asset disposals (\$1.01m), lower user fees (\$657k), statutory fees and fines (\$925k) and rates income (\$652k). This was partially offset by higher capital grants (\$1.66m) and operating grants (\$377k). Expenditure was favourable to budget mainly driven by lower employee costs and materials and services expenditure. We've been watching with great interest and anticipation as our new performing arts centre is constructed behind the Whitehorse Civic Centre. The development is progressing well and the centre will stimulate economic opportunities for the community.

To ensure great outcomes for our local community, Council's advocacy efforts have continued in relation to State Government transport projects, the Mont Albert and Surrey Hills level crossing removal, the North East Link and Suburban Rail Loop.

It's been a successful quarter across Council.

Simon McMillan

Chief Executive Officer

Section 1 – Performance against Council Plan 2021-25

Our Council Plan 2021-2025 outlines the eight (8) strategic directions and related objectives and strategies Council will work towards over the next four years to achieve the Whitehorse 2040 Community Vision. The strategic directions are as follows:



Each strategic direction is structured as follows:

- **Initiatives** – Identified in the *Council Plan 2021-25*, and the *Adopted Budget 2022/23*, form a combination of significant projects or actions that will directly contribute to the achievement of Council's short and longer term objectives.
- **Services** – Council delivers more than 100 services to the community and this report provides a snapshot of service highlights and challenges for the quarter.

Performance against the Initiatives in the Council Plan 2021-2025

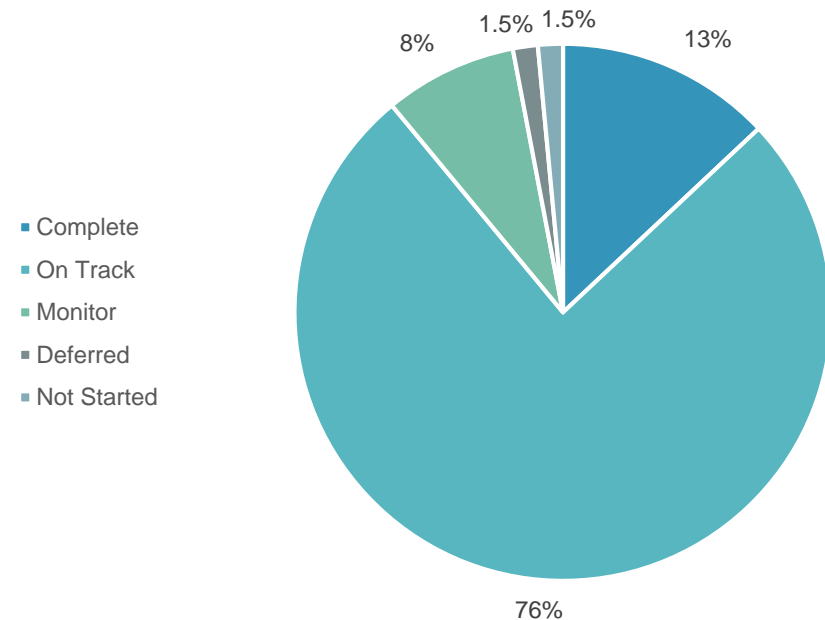
This section provides a quarterly report against major initiatives, initiatives, and services, all of which are aligned to the strategic directions of the *Council Plan 2021-25*.

The definitions of the progress guide are listed below.

Guide to Progress Report:

Complete	Activity or initiative is complete
On Track	Activity or initiative tracking within planned quarter target timeframes for current financial year
Monitor	Activity or initiative is at risk of falling behind planned quarter target timeframes for current financial year
Needs Work	Activity or initiative is delayed or has not met planned quarter target timeframes for current financial year
Deferred	Activity or initiative is deferred or on hold until further notice but likely to recommence
Not started	Activity not yet due to commence.

This quarter saw 62 initiatives reported. Eight (8) were completed, 47 are on track, five (5) require monitoring, one (1) is being deferred and one (1) has not yet commenced. A summary of the progress of initiatives between July and September 2022 are as follows:



Strategic Direction 1: Innovation, Transformation and Creativity

INITIATIVE	PROGRESS
Implementation of the Transformational Strategy	<div>ON TRACK</div> <p>With the Transformation Strategy being endorsed in 2021/22, a focus for this quarter has shifted to reporting against the strategy to the Transformation Steering Committee (TSC). Reporting to the TSC has reduced from monthly to quarterly since the introduction of the Waste Service Charge, and a review of the Transformation Roadmap has identified the potential for two additional projects to be reported. Meetings with those business areas will be occurring in the near future.</p> <p>A Request For Quote (RFQ) for support to build Change Leadership capability has been awarded and work with the consultants will commence early in quarter 2.</p>
<i>Transformation</i>	
Undertake Continuous improvement Program	<div>ON TRACK</div> <p>In quarter 1 the continuous improvement program has delivered \$442,918 financial benefits with 2,049 hours saved increasing the capacity to meet new demands and improve the customer experience. The customer experience was improved with 21,238 digital transactions received and 2,318 days of improved response for customers, customers rated their satisfaction 5 out of 5.</p>
<i>Continuous Improvement</i>	
Undertake Organisational Service Planning Review	<div>ON TRACK</div> <p>Four service reviews are currently underway: Services for Older People, Aqualinks, Customer Service & Experience and Statutory Planning. All reviews are on track to conclude in late 2022 to early 2023 and will develop key recommendations for change and improvement. Detailed implementation plans will be developed as part of each review.</p>
<i>Transformation</i>	

Implementation of the Enterprise Resource Planning Project	ON TRACK
	<p>The iterative design and build phase concluded on schedule in quarter 1, culminating in the delivery of the 4th and final sprint showcase. Project sponsors were provided with a demonstration of the new system's function, and additional awareness presentations were held across the organisation for Council staff.</p> <p>Data migration, build and test activities accelerated with the population of the system. Project leads worked collaboratively to enable connection of legacy systems to the new platform. Test strategy and test planning efforts have also ramped up along with the assessment and completion of multiple key project decisions. Report training was conducted empowering key staff with a self-service capability to tap into and leverage the consolidated data of the new system.</p>
<i>Digital & Business Technology</i>	
Implement IT Foundational Plan	ON TRACK
	<p>Information Technology refined the work undertaken for the IT Foundational Plan in order to strengthen the process for endorsement. Additional Microsoft collaboration and integrations applications were released within the organisation. Internal engagement and external consultancies was commenced in quarter one to investigate improvements with current applications, integrations and file storage solutions.</p>
<i>Information Technology</i>	

Quarterly Service Highlights

Description	Quarterly Service Highlights
Digital & Business Technology Provides the transition to digital platforms across the organisation.	This quarter was heavily focused on completing the iterative design and build phase of the Enterprise Resource Project. Presentations on the project were held across the organisation and data migration, build and test activities accelerated with the population of the system.
Information Technology Manages and maintains Council's computer systems and networks.	<p>In the first three months of the financial year, the Information Technology team responded to approximately 3,500 Service Desk requests, and 92.2% of the IT Service Desk requests were resolved on time (target 90%).</p> <p>The technology security approach was further refined by purchasing specific security products to reduce the opportunity for cyber-attacks on Whitehorse City Council IT infrastructure and applications.</p> <p>Technology lifecycle management continued to maintain fleet robustness, minimise security vulnerabilities and improve remote accessibility.</p> <p>Assisted the business to configure new permits types, streamline payment channels, upgrade applications and increase compliance.</p>

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

INITIATIVE

PROGRESS

**Whitehorse Activity Hubs
(plan for post-pandemic
support to revitalise
Whitehorse economy and
promote municipality)**

ON TRACK

Box Hill saw a number of activities and programs in quarter one designed to revitalise the economy and support businesses. Activities included Box Hill's first ever Zine Fair, Heritage Week Audio Story Trail, Cultural Diversity Photography and Banners Project and RUOK Day. These activities celebrated art, culture and creativity, and encouraged community participation with workshops, giveaways and music. A Trader Association Information Session was held which provided information on setting up an incorporated as an association and promote a cohesive approach to precinct promotion.

Council visited 13 precincts and more than 250 businesses for the Festive Activation Program. Follow up calls to approximately 30 business were made. Council supported and encouraged business owners to reach out to neighbouring businesses and collaborate in festive promotions. As a result, 106 eligible registrations received.

*Investment and Economic
Development (I&ED)*

**Local Law and parking
service provision that is
designed to support and
assist businesses**

ON TRACK

Community Safety continued programmed parking patrols to promote and encourage turnover of trade that is designed to ensure consistent parking opportunities, in line with the Parking Management Strategy.

Community Safety

**Council will promote and
work with businesses to
encourage more outdoor
trade**

ON TRACK

Despite the State Government's COVID-19 outdoor trading initiative finishing, Council has continued to support businesses apply for, or renew their outdoor trading permits. Some businesses have requested a semi-permanent outdoor space, including marquis and decking, to encourage more outdoor trade.

Authorised officers continued engaging with businesses without outdoor permits and offered support if they wished to apply for one.

Community Safety

Quarterly Service Highlights

Description	Quarterly Service Highlights
Community Safety Delivers regulatory functions including: domestic animal management, school crossing supervision, Council's local law framework and managing parking controls across the municipality.	<p>The Residential Parking Permit Review Continuous Improvement Project had a community consultation survey open to public from 1 August to 31 August 2022 with 1,238 people participating in the survey. Currently the project team is collating and analysing the data to present to Council. Community Safety continued their enforcement from the Parking Services team and Community Laws team and issued a total of 10,000 infringements this quarter.</p> <p>The Community Support Team processed 651 new animal registration applications, issued 1,340 Permits and renewals, and sent 10,839 pieces of correspondence including letters and notices in the last quarter.</p> <p>The Infringement Review Team received 1,903 applications for Internal Review and completed 1,458 reviews during the period.</p> <p>A new school crossing supervisor rostering system and timesheet application successfully went live this quarter. All supervisors have the Time Target mobile application on their mobile phone with the ability to 'clock on' and 'clock off' after every shift.</p>
Investment & Economic Development (I&ED) Work in partnership with a range of organisations to support a local economic environment that attracts investment.	<p>Investment & Economic Development (I&ED) commenced the development of the Investment and Economic Development Strategy 2023-2027. A consultant was appointed to support the delivery of an extensive consultation process and economic analysis. Consultation included online focus business groups, precinct drop-in sessions, Council staff and Councillor sessions, online survey, and a project reference group session which comprised of external business stakeholders. These sessions saw over 218 participants, and the findings report developed by the consultant will inform the development of the new strategy.</p> <p>Round three of the Whitehorse Business Grant Program is currently underway, and other programs including Interns in Industry and Trader Group Information sessions were also held in this quarter. Three editions of Down to Business were produced and distributed and 64 Whitehorse Business Facebook posts were published.</p> <p>I&ED actively participated in advocacy on behalf of business owners for the State Government's Transport projects including the Suburban Rail Loop Project (SRLP) and the Level Crossing Removal Project (LXRP). Advocacy for increased opportunities for economic, social and environmental enhancement of these areas was conducted. Further</p>

engagement with impacted businesses was undertaken to understand their current position and promote business support information.

Promotion and support for the 2022 Whitehorse Excellence in Business Awards was conducted by the Whitehorse Business Group this quarter via Whitehorse News, Facebook, Council website and newsletters. Community and businesses are able to nominate with the awards recognising the courage, commitment, drive and determination it takes to run a business.

I&ED is currently preparing for the Festive Windows Initiative. Over 100 businesses in 14 precincts expressed interest to be involved, and 17 applications from local artists to commission the designs were received.

Strategic Direction 3: Diverse and Inclusive Community

INITIATIVE	PROGRESS
Development of the Strategic Partnerships Framework (Indoor Sports Facilities)	<div>ON TRACK</div> <p>The concept for the Strategic Partnerships Framework (Indoor Sports Facilities) was developed and presented to the Executive Leadership Team (ELT) for review. Feedback on the Framework was provided and currently being considered.</p>
<i>Leisure & Recreation Services</i>	
Development of the Affordable Housing Local Planning Policy	<div>ON TRACK</div> <p>Community Engagement and Development has undertaken a review of Council's 2010 Affordable Housing Policy and prepared a revised Draft Affordable Housing Policy 2022. The Draft Policy provides a Council position to guide and facilitate the provision of affordable housing on public and private land through appropriate and effective advocacy, facilitation and planning.</p> <p>The Draft Policy has been informed by community engagement involving a targeted workshop with key stakeholders including developers, representatives from the community housing and homelessness support sector and local government sector, as well as a community survey published on Your Say Whitehorse targeted at the broader community.</p>
<i>Community Engagement & Development</i>	<p>Planning is currently underway to seek further community feedback on the Draft Policy prior to final endorsement from Council.</p>

Quarterly Service Highlights

Description	Quarterly Service Highlights
Strategic Communications Manages the production of Council publications, graphic design, media liaison, strategic communications plans and produces printed and electronic communications for the community, Councillors and the organisation.	Significant activities in quarter one have focused on improving reach to those from non-English speaking backgrounds. Council's Social Media Policy and Media Policy have been updated and Whitehorse is co-delivering a 'Good governance and social media' session at the LG Pro Conference.
Libraries Represents Council's contribution to the Whitehorse Manningham Regional Library Corporation which provides public library services at four locations within the municipality.	<p>The first quarter of the year was challenging as Libraries experienced staff shortages at times when employees were impacted by COVID-19, influenza and isolation requirements.</p> <p>Nunawading library hosted the Melbourne Writers Festival, hosted by author Michelle de Kretser which saw 50 community members attend. The Library participated in the Whitehorse Heritage Week, which included holding story-time sessions at the Schwerkolt Cottage Open Day. Story walk was held at Blackburn Lake Sanctuary Playspace for the whole month of September. This included a special celebration of a book by an Indigenous author for Indigenous Literacy Day on 7 September 2022.</p>
Arts & Cultural Services Provides a diverse and ongoing program of arts, cultural and heritage events as well as access to the Whitehorse Art Collection, meeting room hire and function services.	<p>Council has welcomed back many regular events at our venues with our attendance continuing to increase. Successful events include the Moon and Mid-Autumn Festival, the Veena Festival, and Box Hill Ballets 70th Anniversary celebrations at the Box Hill Community Arts Centre. The September school holiday and term programs continued to strengthen at the Box Hill Community Arts Centre with 670 bookings and 614 registrations respectively.</p> <p>Box Hill Art Group, the Australian Quilters Exhibitions, the Photography and Collectibles Market as well as numerous school concerts, events and presentations were welcomed back at the Box Hill Town Hall for their regular events.</p>

Heritage week delivered 15 events this year from the 8-15 September with the majority of events conducted in person. The Heritage Week theme 'We Came to Whitehorse' - celebrates multiculturalism in the municipality. The Family Day at Schwerkolt Cottage and Museum Complex returned and was enthusiastically attended with over 1600 visitors.

Virtual exhibitions continue to attract large online visitation with over 1400 views at exhibitions held at Whitehorse Artspace.

Community Halls continue to provide affordable and accessible meeting places for all our Community Groups' regular meetings, activities and celebrations, and preparations are underway for the Whitehorse Festival Season which begins with the Spring Festival on 23 October.

Strathdon House and Orchard Precinct launched its inaugural Spring Season-wide program of workshops and courses, and hosted a school holiday program for both primary and secondary-aged children.

Patron attendance is increasing following COVID lockdowns for the Whitehorse Performing Arts Program across the three alternative venues – One Community, Stairway and the BHTH. The family show The Alphabet of Awesome Science and Midweek Matinee Gems of Jazz have attracted pre-COVID patron numbers.

Strategic Direction 4: Our Built Environment, Movement and Public Spaces

INITIATIVE	PROGRESS
East Burwood Reserve Master Plan <i>Leisure & Recreation Services</i>	ON TRACK <p>The East Burwood Reserve Master Plan is progressing well. A consultant has been engaged and the first round of community engagement was completed. Stakeholders have been engaged as part of the location and set up of pavilions and buildings.</p>
Redevelopment of the Whitehorse Performing Arts Centre <i>Major Projects</i>	ON TRACK <p>Construction of the Whitehorse Performing Arts Centre is progressing on program.</p> <p>All levels of the new centre have been established with the steel roof structures progressing. The steel installation to the roof of level one is nearly complete with elements of the roof cladding currently being installed.</p> <p>The fly tower construction is progressing with the installation of precast slabs and structural steel. The erection of the aluminium stud wall to the ground floor and level one areas commenced, with high level services progressing.</p> <p>Feature ground level brick wall construction continues in the east and north elevations, including internal brick wall within the foyer area. Off-site fabrication including façade (brick snap and glazed windows) and services fabrication for ground and level one continue to progress.</p>
Redevelopment of Morack Golf Course <i>Major Projects</i>	ON TRACK <p>The redevelopment of Morack Golf Course is progressing well.</p> <p>Temporary amenities, pro-shop and the club house for the Morack Gold Course have all been set up and established. The existing pavilion and old club house have all been demolished and the site cleared. In-ground works are underway for the new Pavilion, mini-golf and driving range. The old care-takers house on 333 Morack Rd has also been removed in preparation for a storage shed.</p>

Strategic Direction 4: Our Built Environment, Movement and Public Spaces

Redevelopment of Sportlink		ON TRACK
	The redevelopment of Sportlink is progressing well. The Internal fire rectification works have now been completed, the southern exit pathway and water tanks are installed, the northern car park stage 1 is complete and the steel framing to the northern courts is currently in progress.	
<i>Major Projects</i>		
Implement Sports field lighting improvement projects in line with the Sports field Lighting Policy		MONITOR
	Sports field lighting works were completed at Bennettswood South Oval and works are continuing at Mahoneys Reserve. Commencement of works at Elgar Park have been deferred due to availability of contractor resources, however works are expected to commence in quarter 2. Tender process commenced for design and construction of sports field lighting works at Koonung Park and Forest Hill Reserve. Grant funding was received from Sport and Recreation Victoria to progress planning and delivery of sports field lighting at Ballyshannassy Reserve.	
<i>Project Delivery & Assets</i>		
Energy efficient street lighting changeover		MONITOR
	Stage 2 of the decorative-style street lighting upgrade project completion date has been extended until 31 December 2022 due to additional materials such as adaptors, supply chain, contractor timing and logistical challenges. To date, 197 lights have been replaced (30.5%) with energy efficient LEDs. Once completed, the 645 new lights will reduce greenhouse gas emissions by an estimated 168 tonnes per annum.	
<i>City Services</i>		
Pavilion Renewal - Implement Pavilion Redevelopment Program in line with the Pavilion Development Policy		ON TRACK
	Pavilion works continue at Heatherdale Reserve and Sparks Reserve (Soccer) with completion expected in quarter 2. Concept design work at Mahoneys Reserve Pavilion has been advanced with further stakeholder engagement expected to be delivered in quarter 2. Preliminary site investigations have commenced for East Burwood South Pavilion renewal, working in with current East Burwood Reserve Master Planning process.	
<i>Project Delivery & Assets</i>		

Strategic Direction 4: Our Built Environment, Movement and Public Spaces

Prepare Infrastructure Developer Contributions Framework for consideration by Council	<div>COMPLETE</div> <p>The Draft Development Contributions Plan was completed and considered by Council on 22 August 2022. In accordance with Council's decision, a request for 'authorisation' to commence planning scheme amendment C241whse was sought in September 2022 and DELWP advised that Council's request was being reviewed.</p>
<i>City Planning & Development</i>	
Sportsfield safety and provision review	<div>ON TRACK</div> <p>The Sportsfield safety and provision review is progressing well. The final report is under development and will be distributed to relevant departments, Executive Leadership Team (ELT) and Councillors in quarter 2.</p>
<i>Leisure & Recreation Services</i>	
Adopt updated Structure Plan and Urban Design Framework for Box Hill Metropolitan Activity Centre and implement planning controls	<div>MONITOR</div> <p>Under delegation of the Minister for Planning, the Department of Environment, Land, Water and Planning (DELWP) refused Council's request for 'authorisation' to commence planning scheme amendment c228whse to implement the Box Hill Structure Plan and Urban Design Framework (UDF). The refusal came 10 months after the request for authorisation was made.</p> <p>The Draft Structure Plan and UDF were to be placed on exhibition in parallel with amendment C228whse, however as Council's authorisation request has failed, exhibition, leading to adoption of the strategic work is unlikely to proceed at this time.</p>
<i>City Planning & Development</i>	<p>The authorisation request was refused due to the Suburban Rail Loop (SRL) project. The Precinct Structure Plan for the SRL will be an opportunity to input relevant content from the Draft Structure Plan and UDF into that process.</p>

Strategic Direction 4: Our Built Environment, Movement and Public Spaces

Update the Nunawading, Megamile East and Mitcham Structure Plan

MONITOR

Phase 1 is still in progress with the outstanding deliverable being the Issues and Opportunities Paper in quarter 2. Community members for a project reference group were contacted for confirmation of their interest and dialogue with the consultants has recommenced following considerable delay with the project.

City Planning & Development

Implementation of the Residential Corridors Built Form Study

COMPLETE

At its Meeting on 8 August 2022, Council endorsed the revised Design and Development Overlay – Schedule 11 (DDO11) and other Planning Scheme Amendment documents for amendment C220whse to implement the Residential Corridors Built Form Study. The revised amendment documents meet DELWP's conditions of authorisation that were originally issued on 17 February 2021. Exhibition of planning scheme amendment C220whse commenced on 29 September 2022.

City Planning & Development

Implement the Streetscape Improvement Program in line with existing structure and activity centre plans

ON TRACK

Design work for Nunawading shopping strip streetscape improvement continued throughout quarter one with construction scheduled to commence in this financial year.

Project Delivery & Assets

Strategic Direction 4: Our Built Environment, Movement and Public Spaces

Development of Open Space Strategy 2022-2037 and review further opportunities for use of Open Space Reserve funds in delivering open space priorities	ON TRACK
<i>Leisure & Recreation Services</i>	<p>A consultant has been engaged and has commenced reviewing background information and data, and preparing early technical papers. Community engagement on the Open Space Strategy is also currently underway.</p> <p>A report was presented to Council in the last quarter of last financial year on how the open space reserve fund is allocated. The use of the funds will be reviewed as part of the Open Space Strategy with a direction to be provided to allow more flexibility in the use of funds. In the interim, officers will continue to review further opportunities to use the open space reserve fund.</p>
Participate in development of guidelines by State government aimed at creating '20-minute neighbourhoods'	NOT STARTED
<i>City Planning & Development</i>	
Implement the Play Space Renewal Program in line with the Play Space Strategy	ON TRACK
<i>Project Delivery & Assets</i>	<p>The Play Space Renewal Program for 2022-23 was developed and approved. Community engagement commenced on renewal for 4 play spaces located at Pickford Paddock, Collina Glen, Branksome Grove and Scarborough Park. Information was also provided on the equipment upgrade at Fulton Reserve.</p> <p>Council endorsed the use of the Municipal Association of Victoria (MAV) Parks, Playgrounds, associated products and services group procurement contract which increases the flexibility and efficiency of implementing the play space renewal program.</p>

Strategic Direction 4: Our Built Environment, Movement and Public Spaces

Review Play Space Strategy (Year 3)		ON TRACK
<i>Project Delivery & Assets</i>	A scope of works has been developed to review the current strategy against the current daily practice. Benchmarking against other local government areas play space provision and distribution is also underway. Work to be undertaken over quarter 2 and 3.	
Natural and built environment education program		ON TRACK
<i>City Planning & Development</i>	<p>City Planning and Development have facilitated the following natural and build education programs in quarter one:</p> <ul style="list-style-type: none"> • Tree Education Events: 10 • Number of participants: 459 • Gardens for Wildlife number of garden visits: 25 • Gardens for Wildlife number of active volunteers: 17 	
Work co-operatively with Suburban Rail Loop to advocate for best implementation of State Planning regulations in Box Hill and Burwood.		ON TRACK
<i>Engineering & Investment</i>	Council's strong advocacy has led to pleasing results from the Environmental Effects Statement phase of the project. Some of the key decisions from the Minister for Environment and Climate change include, Additional support for residents and businesses impacted by the construction of SRL, Support for a direct connection between the new SRL Box Hill station and the existing Box Hill station, Provide new open space in Box Hill and Upgraded and new cycling links.	
North East Link Advocacy		ON TRACK
<i>Engineering & Investment</i>	The detailed design phase for works within the City of Whitehorse has not yet commenced. Council officers however continue to strongly advocate for improved outcomes, particularly relating to open space, vegetation, noise, air quality and support for residents impacted during the construction phase.	

Strategic Direction 4: Our Built Environment, Movement and Public Spaces

LXRP Major Transport Project	ON TRACK
<i>Engineering & Investment</i>	<p>Council continues to strongly advocate for the best outcomes for the Whitehorse Community. Lobbying regarding matters including (but not limited to) transport, urban design, vegetation, noise, air quality, heritage, public open space impacts to residents and businesses. Council continues to advocate to the State Government to maintain and enhance transport accessibility. Council was successful in lobbying the State Government to improve the design of the Pick-up and Drop off zone (known as the PUDO) off Mont Albert Road for the Level Crossing Removal Project LXRP project. This enhancement will help the community to have better access into the proposed Eastern Concourse Station Entrance.</p>
Implementation of Box Hill Integrated Transport Strategy	ON TRACK
<i>Engineering & Investment</i>	<p>Detailed designs are currently being completed for various locations with the intent to commence construction this financial year. Other locations identified from the Strategy are currently being investigated with possible concept designs to be considered. An 18 month trial for a Car Share Scheme commenced in quarter one and three car share spaces were identified and included Bruce St, Ellingworth Pde and Cambridge St. The Nelson Road study was completed in quarter one and further stakeholder engagement is being considered.</p>
Implementation of Easy Ride routes	ON TRACK
<i>Engineering & Investment</i>	<p>The appointment of a contractor to carry out detailed design for Surrey Park was finalised in quarter one. Works are expected to commence some time in 2023. Way finding signs for NS10 were also ordered for the project.</p>

Quarterly Service Highlights

Description	Quarterly Service Highlights
<p>Major Projects</p> <p>Responsible for the project management of capital building projects and the facilitation of major projects.</p>	<p>The Major Projects Team continue to deliver Council's high-priority projects as part of the capital works program. Construction of the new Whitehorse Performing Arts Centre is progressing in line with program with all levels of the new build now established and the structural steel roof structures progressing. The internal fire rectification works are now complete as part of the Sportlink redevelopment, along with the Stage 1 Works to the northern car park. Works are continuing in line with program. Morack Golf Course has seen a suitably qualified building appointed and the demolition of the existing pavilion and old club house has been completed. Works are continuing in line with program.</p>
<p>Project Delivery & Assets</p> <p>Responsible for the development, monitoring and reporting of Council's Capital Works Program, managing of design, construction and overall project management of capital building projects and the planning and implementation of strategic asset management initiatives. It also provides reactive and preventative maintenance, minor capital renewal of Council's buildings and structures and inspections and maintenance to satisfy Building Code Essential Safety Measures Regulations.</p>	<p>This quarter saw 1019 work orders on facilities completed, 4 height safety inspections, 77 programmed gutter cleans, 108 pest control attendances, and appliance testing and tagging at 32 facilities. 1367 Essential safety measure inspections were completed including portable fire equipment testing to 203 buildings, access and egress checking to 192 buildings, fixed fire testing for 14 buildings, and annual fire safety visits to 49 buildings. In total, 192 Annual Essential Safety Measures reports were prepared for Council in quarter 1.</p> <p>Commenced modelling work on road asset data that was collected in 2021/22.</p> <p>Concept plans for Vermont South Club and Blackburn Cycling clubrooms projects were completed with documentation commencing, and the construction contract for Yarran Dheran Visitor Centre Upgrade and Mark Place Scout Hall renewal was awarded this quarter.</p> <p>A new organisational Capital Projects monitoring and reporting process for the 2022/23 program delivery commenced in quarter 1 and a functional lead from Capital Works supported the development and implementation of the Enterprise Resource Planning (ERP).</p> <p>The tender for design works on four road reconstructions projected commenced in this quarter with the continued delivery of the Eley Rd sports court project. The planning for the 2022/23 program of road resurfacing and drainage renewal projects commencing.</p>

Description	Quarterly Service Highlights
Property & Leasing <p>Manages Council properties, conducts property valuations, maintains the Geographic Information System and provides multi-level car parking facilities in Watts Street and Harrow Street, Box Hill.</p>	<p>This quarter saw a University student commence in an internship with Property & Leasing for 10 weeks to review Council's aerial imagery. This new aerial imagery has been published for use in Council's web and mobile applications and additional historical imagery sets have been added to Whitehorse Maps. A number of datasets have also been updated and improved to support a range of internal workflows. Community engagement was conducted on projects including prices for Council places and spaces, the proposed relocation of the car boot sale in Mont Albert, and surplus land identified by Council. Assistance was also provided with the Healesville Freeway reserve, the Mirrabooka Joint Use Agreement, the Whitehorse Centre proposed plan of consolidation and the Aquanation redevelopment proposal.</p>
City Planning & Development <p>Provides statutory and strategic land use planning functions, ensuring compliance of land use and developments under the Whitehorse Planning Scheme as well as the administration, education and enforcement of public safety, provision of a community-focused building permit service, maintenance of registers and records as required by the Building Act 1993.</p>	<p>Strategic Planning continued to provide substantial input to the Suburban Rail Look (SRL) and the Level Crossing Removal Project (LXRP) on matters such as land use planning, heritage impacts, urban design, built form and landscape design.</p> <p>Amendment C231whse to rezone 3 properties in Moore Road, Vermont to the Neighbourhood Residential Zone was approved and came into effect in September, amendment C242whse to Elevate the Environmental Sustainable Development (ESD) Targets in the planning scheme was lodged for authorisation in July 2022 together with a collective of 23 other Councils, heritage Investigation of Pin Oak Court, Vermont South (a.k.a. Ramsay Street in the TV series Neighbours) was comprehensively completed and considered by Council on 26 September 2022. Council decided to not proceed with seeking a Heritage Overlay on 1-6 Pin Oak Court, and amendment C230whse to rezone 490-500 Burwood Highway, Vermont South to the Residential Growth Zone and apply various planning overlays to guide future development of the site finished exhibition in July. Submissions to the amendment were considered by Council in September and are being referred to an independent panel for review.</p> <p>Building Services Team (BST) have welcomed new staff members who commenced in quarter 1 and have made a positive contribution to the team. BST continue working with other Departments and key stakeholders to deliver reports and consent within the statutory timeframes.</p>

Description	Quarterly Service Highlights
City Services Services are provided for the ongoing cleanliness and maintenance of Council's roads, footpaths, kerb and channel, storm water drainage pits and pipes, roadside furniture, bridges, path structures and shopping centres within the municipality including street sweeping, litter bin collection, removal of dumped rubbish and the provision of after-hours emergency response services.	<p>The Engineering Works and Cleansing teams continued to provide services for the inspection, maintenance, repair and cleansing of Council's civil infrastructure assets, including roads, pathways, drainage and townships.</p> <p>All heavy plant items to be purchased in 22/23 have been ordered.</p> <p>In the first quarter of 2022/23 the Whitehorse Recycling and Waste Centre was heavily impacted by COVID-19, forcing a seven day closure in July due to staff being unavailable to attend work. This had a minor impact on materials delivered to the site. There were 38,155 transactions performed including 10,995 tonnes of waste brought to the site.</p>
Leisure & Recreation Services Provides a range of leisure facilities including Morack Golf Course, Aqualink Box Hill and Aqualink Nunawading, Sportlink and Nunawading Community Centre. Manages community sport and recreation operations, use and development including the utilisation of sporting grounds and pavilions and provides support to community groups including club development opportunities. Provides planning and strategy development for open space	<p>The Spring in to Aqualink membership campaign ran in September, attracting 827 new members. The campaign resulted in a membership growth of 596. The Aqualink Commonwealth Games promotion began in July to coincide with the 2022 Birmingham Games. Activities included a colouring competition, beep tests, stroke correction classes, Free Badminton, selfie competition and Time Trial cycling were included.</p> <p>The Aqualink Box Hill tiling works were completed and reopened on schedule. Areas for works included main change village, leisure pool and splash pad that is providing a colourful addition to the area.</p> <p>Scott Grove saw two residential blocks returning to open space. Design has been completed and construction will start soon. The on-demand lighting at Mont Albert was extended to include a morning session. Several activities and programs were undertaken in quarter 1 including a club development forum and a Seasonal Club Handover Forum each with 20 club representatives attending. The Aqualink Personal Training (PT) program had a very successful month in September with the highest ever number of sessions recorded at Aqualink Nunawading (62) and the highest number of sessions across both sites (215) since October 2018. Community Engagement on the proposed redevelopment of Davy Lane Reserve was undertaken.</p>

Description	Quarterly Service Highlights
and recreation facilities and infrastructure.	<p>Approximately 200 submissions and 10 Expressions of Interest from sporting clubs interested in future use of the site were received. School Holiday programs at Sportlink included activities such as table tennis, football, dodge ball, cricket, badminton, basketball camps and netball clinics. The Kelly Sports School Holiday program was a success with 601 participants across the 10 day program in July. South East Melbourne Phoenix's Heartland Hoops basketball camp was hosted in September. NBL stars including Ryan Broekhoff attended to coach the program which was featured on Channel 9 news. Whitehorse Netball Association (WNA) held their annual representative tournament in July with over 300 participants across 31 teams.</p> <p>Allocations for the 2022/23 Summer Season were finalised involving 30 sporting clubs, 52 sports fields and 29 pavilions. The completion of 4 lighting upgrade projects saw a launch event held at the Box Hill Gardens multipurpose courts which was attended by Minister Ros Spence, local member Paul Hamer MP and Councillors.</p>
Engineering Services Provides strategic traffic and sustainable transport planning and traffic investigations and reports; capital works project scoping, design and construction supervision; civil asset protection; and the strategic management of Council roads and drainage assets.	Capital Works currently under consideration under the road safety improvements program include two speed humps proposed at Main Street Bridge, Blackburn, road safety improvements to the Woodhouse Grove bushy creek trail crossing and reviewing traffic signal improvements at the Springfield/Williams Road in Blackburn North intersection.

Strategic Direction 5: Sustainable Climate & Environmental Care

INITIATIVE	PROGRESS
Development of the Sustainability Strategy 2030	ON TRACK
<i>City Services</i>	<p>The draft Sustainability Strategy 2030 – ‘Taking Climate Action’ and the first 4-year Action Plan 2023-2026 have been prepared following the completion of Phase 1 community consultation. The draft Sustainability Strategy 2030 and Action Plan consolidates the Sustainability Strategy, Climate Adaption Strategy and Climate Response Plan 2030 to provide a centralised and overarching strategic approach. Preparations are currently underway to commence phase 2 of the community consultation which includes a public exhibition.</p>
Implementation of the Urban Forest Strategy	ON TRACK
<i>Parks & Natural Environment</i>	<p>Council’s Urban Forest Strategy 2021-2031 is supported by an annual action plan. Actions completed this quarter include the tree inventory integrated in Councils asset management system, a purpose-built tree and urban forest asset management program developed, an Integrated Water Management Strategy developed, and a series of environmental events such as Clean up Australia Day and National Tree Day were facilitated.</p>
Adoption of landscape planting guideline	COMPLETE
<i>Parks & Natural Environment</i>	<p>Council conducted a review and determined an operational guideline on landscape planting would provide better guidance to Council officers in all departments to ensure appropriate and sustainable planting. As a result, the Landscape Planting Plan was developed and approved by the Executive Leadership Team. This operational plan will assist Council to undertake sustainable, resilient and diverse plantings in public open space that create habitat and improve aesthetics. The planting plan factors in public safety, site requirements, successful species, maintenance regimes, and plant production.</p>
Development of the Integrated Water Strategy and action plan	COMPLETE
<i>Parks & Natural Environment</i>	<p>The Whitehorse Integrated Water Management Strategy and associated Action Plan have now been completed and endorsed by Council.</p>

Strategic Direction 5: Sustainable Climate & Environmental Care

INITIATIVE	PROGRESS
Implementation of Council's 'Rubbish to Resource' Waste Management Strategy 2018-2028 <i>City Services</i>	ON TRACK Council's food and garden organics service was launched on 1 July 2022. As part of a smooth transition, activities included a comprehensive education and communication program, a dedicated customer service hotline and development of a promotional campaign to increase the uptake of the service. Other activities include the commencement of new contracts for Council's kerbside garbage, recycling and organics bin collections, hard waste collection and bin inspection and feedback program. The drop-off points at Council's customer service centres for small e-waste items, batteries, light globes, mobile phone and x-rays was reviewed and updated. Planning and support for a repair café in Whitehorse was also undertaken.
Undertake a waste service charge review <i>City Services</i>	ON TRACK A major milestone this quarter was the decision by Council to implement a Waste Service Charge in 2023/24. Works continued on auditing and updating of Council's database of bins.
Continue to work with south east metropolitan Councils on the advanced waste processing project <i>City Services</i>	ON TRACK Work continued to progress the procurement process for an advanced waste processing facility as part of South East Metropolitan Advanced Waste Processing Pty Ltd.
Develop a final Transition Plan to a 4-bin kerbside waste and recycling system, in line with the State Government's Recycling Victoria Policy <i>City Services</i>	ON TRACK Council continued preliminary and preparatory work, including ongoing engagement with the Department of Environment, Land, Water and Planning (DELWP) and Recycling Victoria kerbside reform team to inform on the Glass Service Transition Plan, with anticipated service commencement in 2026.

Quarterly Service Highlights

Description	Quarterly Service Highlights
Sustainability & Waste <p>Facilitates planning for energy and water reduction programs and waste management strategic planning. This service also includes contracts for waste collection including domestic garbage collection, kerbside recycling, and hard and green waste collection.</p>	<p>Activities completed in quarter 1 include the Phase 1 strategy consultation to develop Council's draft Sustainability Strategy 2030 – 'Taking Climate Action' and first 4-year Action Plan 2023-2026, planning for sustainability information and activities at the 2022 Spring Festival and the planning for the 2022 Seniors Festival events. A service provided to deliver energy workshops is currently being sought since Australian Energy Foundation (AEF) ceased operations in August.</p> <p>A Cities Power Partnership (CPP) pledge was made for Council to participate in the CPP program. Five pledges were made under the following categories: Renewable Energy, Energy Efficiency, Sustainable Transport, and Work Together and Influence.</p> <p>Council's kerbside food and garden organics service was launched in quarter 1, with food waste now accepted in lime green-lidded bins along with garden materials. New contracts for kerbside garbage, recycling and organics bin collections, hard waste collection and bin inspection and feedback program commenced in quarter 1.</p>
Parks & Natural Environment <p>Responsible for the management of Council's bushland, open space and parklands including developing plant stock, landscaping, pruning, grass cutting and fire management. The service also provides an education program on ecological and environmental issues. Also responsible for the management of Council's street and park trees as well as statutory and safety obligations and for the design, installation, maintenance and renewal of sports field infrastructure.</p>	<p>This quarter saw the completion of the 2022 winter sports and preparations commence for the summer sports. Summer fire preparations in bushland reserves were also commenced this quarter. The renewal of Morton Park East ground began whilst the fencing renewal at Wurrundjeri Walk was completed. Over 10,000 indigenous plants in Bushland reserves were planted to improve biodiversity and connectivity. Tree pruning, electric line clearance, tree upgrades, and tree audits were also completed in their allocated zones this quarter. Site preparation, coordination of plant giveaway and environmental education activations were also commenced this quarter in preparation for the Spring Festival scheduled in quarter 2.</p>

Strategic Direction 6: An Empowered, Collaborative Community

INITIATIVE

PROGRESS

Development of the Whitehorse Community Engagement Handbook

ON TRACK

Community feedback was sought on Whitehorse's Draft Community Engagement Handbook and 2021 Community Engagement Policy via a Your Say Whitehorse survey. 16 submissions were received, which were considered by Council officers and incorporated into a revised final version. Both the Engagement Handbook and Community Engagement Policy are scheduled to be endorsed at a Council meeting in quarter two.

Community Engagement & Development

Implementation of Council's Feedback or Complaints handling policy

ON TRACK

Council's Feedback or Complaints Handling Policy is continuing with its implementation. Current activities include analysis and reporting of data to identify improvements.

Strategic Communications & Customer Service

Quarterly Service Highlights

Description	Quarterly Service Highlights
Customer Service <p>Includes customer service provision at Council's three service centres and governance services; fostering international relations; and cleaning and maintaining the municipal offices.</p>	<p>A service review is currently underway in Customer Service. The review is focused on identifying opportunities that will deliver efficiencies and community benefits. The need to adapt to during COVID-19 is also providing insight and learnings for the review.</p>
Community Engagement & Development <p>Focuses on the development and implementation of policies, strategies, programs and initiatives to respond to community wellbeing needs. It also provides community grants to local not-for-profit groups and organisations.</p>	<p>A review of the Council Plan 2021-2025 commenced in quarter 1 with engagement undertaken with Council departments and the broader community. The information obtained from the engagement will also inform the 2023/24 Budget. Engagement was undertaken on Whitehorse's Draft Community Engagement Handbook and the Community Engagement Policy. 16 submissions were received which were considered and incorporated into the revised documents. A further 11 engagement activities were held this quarter in public open spaces, reaching 3,902 people.</p> <p>The Annual Action report 2021/22 for the Municipal Public Health and Wellbeing Plan 2021-2025 was presented to Council this quarter. The Annual Highlights Report was also published on the website for the community to view.</p> <p>The Eastern Affordable Housing Alliance developed its 3 year strategic plan and has commenced advocating in the lead up to the November State election. The 2022/23 Whitehorse Community Grants have been finalised with the successful applicants being notified.</p> <p>A launch event for the Seniors Festival was hosted with over 500 people attending. 61 senior's activities will be delivered throughout the festival in October. Other events included two workshops in partnership with the Whitehorse Interfaith Network focusing on social cohesion and community participation post COVID-19, 'Welcome to International Students' event, and celebrating the Wurundjeri Woi-Wurrung cultural history during Heritage Week.</p> <p>Community Engagement and Development continue to reach over 400 community organisations with e-newsletters and a new digital resourced called 'Get Connected Across Whitehorse'.</p>

Strategic Direction 7: Health and Wellbeing

INITIATIVE

PROGRESS

Development of the Municipal Public Health and Wellbeing Plan (MPHWP) 2025-2029

ON TRACK

Council progressed the development of the Municipal Public Health and Wellbeing Plan 2025-2029 by hosting two Whitehorse Health and Wellbeing Collaborative Action Group meetings in quarter one.

Community Engagement & Development

Development of a Volunteering in Whitehorse Action Plan 2022-2023

COMPLETE

Formally known as the Whitehorse Community Participation and Volunteer Strategy 2022-2023, Council determined that an Annual Volunteer Action Plan would better meet the needs of the community. As a result, a Volunteering in Whitehorse Action Plan 2022 - 2023 has been developed and approved by the Executive Leadership Team. The Plan describes the activities that Council has prioritised for the period July 2022 - June 2023. It focuses on formal volunteering and aligns with the Whitehorse Community Vision 2040, the Whitehorse Council Plan 2021 - 2025 and the Whitehorse Health and Wellbeing Plan 2021 - 2025.

Community Engagement & Development

Activate Whitehorse Placemaking initiative

ON TRACK

Council worked with community groups who provided information and support to the broader community in the use Activation Pod community bookings. Assistance was offered to the Nunawading Toy library and their volunteers to set up an activation at Brentford square. This provided space for play equipment to be set up and information made available for parents to join. Other events such as Box Hill's first ever Zine fair, RUOK Day, Heritage Weed Audio Story Trail, A day in Box Hill were also held this quarter. These events celebrated art, culture and creativity, and encouraged community participation with workshops, giveaways and music.

Investment & Economic Development

Strategic Direction 7: Health and Wellbeing

INITIATIVE	PROGRESS
Development of the Whitehorse Children, Young People and Families Plan 2022-2025	ON TRACK
<i>Health & Family Services</i>	<p>The Whitehorse Youth Plan has been merged with other strategic plans to create the Whitehorse Children, Young People and Families Plan 2022-2025. The Strategic plan for children, young people and their families together with the 4 foundation documents (demographic review, service mapping, community consultation and government policy review) has been drafted and is being refined by the steering committee. It is expected to go to the Executive Leadership Team (ELT) and then Council for adoption to be released to the broader community in quarter 2.</p>
Development of the Whitehorse Healthy Ageing Plan 2022-2026	DEFERRED
<i>Community Engagement & Development</i>	
Development of the Whitehorse Diversity Action Plan 2022-2026	ON TRACK
<i>Community Engagement & Development</i>	<p>The Draft Diversity Action Plan has been developed and currently awaiting approval from the Executive Leadership Team (ELT).</p>
Development of the Whitehorse Disability Action Plan 2022-2026	ON TRACK
<i>Community Engagement & Development</i>	<p>The draft Disability in Whitehorse Action Plan is progressing through the approval process prior to being presented to Council for endorsement by the end of 2022.</p>

Strategic Direction 7: Health and Wellbeing

INITIATIVE

PROGRESS

Work in partnership with government and health and emergency services to maintain and implement the City of Whitehorse Municipal Emergency Management Plan.

ON TRACK

The updated draft of the City of Whitehorse Municipal Emergency Management Plan has been reviewed by members of the Whitehorse MEMPC (Municipal Emergency Management Planning Committee) and all feedback has been incorporated. The remaining task is to update the demographic information with the 2021 Census data as it becomes available and refer to a newly developed topographic section of the Whitehorse City Council web site. The topographic web pages will be finalised in October 2022.

Community Safety

Annual Emergency Management exercises conducted

ON TRACK

Whitehorse City Council staff and observers from Victorian Council of Churches, Deakin University and the Department of Families, Fairness and Housing undertook an Emergency Relief Centre (ERC) setup and walk-through exercise at SportsLink in quarter one. Feedback from the walkthrough will be incorporated into the Sportlink ERC facility plan in October 2022.

Community Safety

Quarterly Service Highlights

Description	Quarterly Service Highlights
Home & Community Service Provides home delivered and community-based meals, personal and respite care, transport, domestic and home maintenance, planned activities and social support.	<p>Whitehorse Home & Community Services (WHACS) continued provision of holistic, person-centred supports, information, referrals and practical assistance to 2,700 residents during the quarter. Over 11,000 calls at 94.8% Grade of service was answered ensuring timely and responsive support to residents. Council, in collaboration with Eastern Region Local Government Aged and Disability Managers, Municipal Association of Victoria and Aged Care Providers Association, contributed to consultations with the Commonwealth Government on aged care reforms.</p> <p>All Active Living programs have resumed with the continued easing of restrictions and an increased patronage. The Regional Assessment Services (RAS) had a steep increase in service demand and provided support to over 1,000 residents, linking them with appropriate services to achieve their goals and aspirations for independent living.</p> <p>The service review for Older People services continued in quarter one with a focus on community and staff consultation to further enhance services for older people in the community.</p>
Emergency Management Implements Council's responsibilities as detailed in the Emergency Management Act 1986, the Municipal Emergency Management Plan and Business Continuity Policy.	<p>The City of Whitehorse Municipal Emergency Management Planning Committee (MEMPC) met in quarter one where all the Community Emergency Risk Assessments were finalised (excluding the High Rise Evacuation risk). This risk would be assessed after the desk-top exercise that will be undertaken by the Fire Rescue Victoria (FRV) MEMPC representative in quarter two at Box Hill Town Hall.</p> <p>Members of the Whitehorse MEMPC reviewed and provided feedback on the updated draft of the City of Whitehorse Municipal Emergency Management Plan. The newly developed topographic section of the Whitehorse Council web site is currently being updated as 2021 demographic census data becomes available.</p> <p>Council is contributing to a State Emergency Service steering committee overseeing an upgrade to the Community Emergency Risk Assessment online system for Victorian local government areas.</p>

Description	Quarterly Service Highlights
Placemaking Capitalises on the community's assets, inspiration, and potential, with the intention of creating public spaces that promote people's health, happiness, and well-being.	This quarter saw working in collaboration with Transport Officers to install bike racks within close distance to Vicinity entrance and added signage in pods to deter bicycle parking in the pods. To celebrate Heritage Week Audio Story Trail, decals were installed in the Box Hill Mall with QR codes that linked to videos from 5 local residents sharing their stories on how they migrated to Whitehorse. Placemaking supported with a cultural diversity photography project – 'A Day in Box Hill' that included an exhibition launch at Whitehorse ArtSpace and temporary public art banners on display at Box Hill Mall. Additionally, Box Hill Mall hosted its first ever Zine Fair which supported 30 self-published artists set up stalls to turn Box Hill into a creative destinations, with workshops, giveaways and music.
Health & Family Services Provides centre-based childcare at Whitehorse Early Learning Services (WELS), integrated kindergarten, and inclusion support, maternal and child health and youth support services as well as health education and protection services such as immunisations, food safety management, communicable disease surveillance, tobacco control and environmental protection.	This quarter saw 335 birth notices received by Maternal Child Health. A partnership with Uniting Care was also established for the Early Help program which will be in place until the end of financial year. In addition, Early Childhood Services saw a 90.68% utilisation rate this quarter which is above the yearly average target. Youth Services facilitated several programs and events this quarter including FReeZa Battle of the Bands, which saw 130 people attending the event. Two outreach events for NAIDOC week and R U OK Day? were also facilitated in Box Hill, and 643 young people attended Youth Connexions this quarter. Environmental health conducted 498 mandatory assessments/inspections at venues, 98 routine and complaint inspections and 79 follow up inspections amongst other inspections and notices. 2,368 vaccinations were administered to 1,042 children for the quarter as part of Council's public childhood immunisation program and 1,264 vaccinations were administered to 1,264 students as part of Council's school immunisation program.

Strategic Direction 8: Governance and Leadership

INITIATIVE	PROGRESS
Implementation of Workforce Plan	ON TRACK
<i>People & Culture</i>	<p>Workforce Plan has been reviewed and a full implementation plan and 30 project briefs developed. Recruitment of a new fixed term role (Organisational Development Advisor - Workforce Planning) is complete to support workforce planning. The successful candidate will start early in quarter 2 of this financial year.</p>
Implementation of the Gender Equity Action Plan 2021-2025	ON TRACK
<i>Community Engagement & Development</i>	<p>The Community Development Officer - Gender Equality & Child Safety Officer commenced in the role in August 2022, providing a dedicated resource for the Gender Equality Action Plan and Gender Impact Assessments. Several campaigns to support gender equality, diversity and inclusion have been promoted and supported by Council including "Wear it Purple Day", "This Girl Can" Week and "International Day for the Elimination of Violence Against Women". The Gender Equality Action Plan is now available on Council's corporate website.</p>
Develop the Integrated Strategic Planning and Reporting Framework	ON TRACK
<i>Community Engagement & Development</i>	<p>The Integrated Strategic Planning and Reporting Framework is continuing to progress well. Design of the draft framework has been completed by the working group and the relevant Council departments have commenced integrated planning of engagement activities for the Council Plan review and the development of the 2023/24 budget. Recruitment is also underway for the new Corporate Planning Unit who will lead implementation of the framework.</p>
Development of the Annual Budget in line with legislative requirements	ON TRACK
<i>Finance & Corporate Performance</i>	<p>The 2023/24 draft budget development process has commenced. For the 2023/24 budget we have transformed the way we engage with the community about our annual budget. This year we are involving the community from the start, before a draft has been prepared.</p> <p>Community engagement commenced for the 2023/24 Budget in September and runs through until late October 2022. During this period the community are invited to provide feedback and submit ideas, projects and priority actions for the next 12 months allowing more time to consider them as part of the 2023/24 budget development.</p>

Strategic Direction 8: Governance and Leadership

INITIATIVE	PROGRESS
Development of investment strategy <i>Finance & Corporate Performance</i>	MONITOR A review of Council's Investment Policy is currently underway to determine requirements of a potential investment strategy.
Conduct audits and reviews on legislative requirements for compliance <i>Governance & Integrity</i>	ON TRACK The internal audit reports for the Service Review Process (Pre) and Non-Grant COVID-19 Relief Packages were presented at the August 2022 Audit and Risk Committee meeting. A report on the follow-up of selected past higher risk Internal Audit recommendations, and the memorandum of Audit planning scope documents for the Leases and Licences (Property Portfolio Management) internal audit were also presented at the August 2022 meeting.
Engage with Local Government Victoria and sector network groups on legislative reform or interpretation <i>Governance & Integrity</i>	COMPLETE The new Local government Act has been implemented and there are no other legislative reforms identified for this financial year that impact on the legislation that Governance & Integrity work with. The Governance team continue to work with the sector on Policy and legislative interpretation.
Implementation of the Risk Management Framework <i>Governance & Integrity</i>	ON TRACK The Risk Management Framework and Policy documents were finalised and due to be endorsed by the Executive Leadership Team (ELT) in quarter 2. The completion of these documents results in a significant part of the Risk Management Framework Action Plan. ELT discussed Strategic Risks and reviewed them in line with Council's Strategy. The action plan continues to progress and is on track.

Strategic Direction 8: Governance and Leadership

INITIATIVE

PROGRESS

Develop an Information Management Governance Strategy

COMPLETE

The Information Governance Strategy has been incorporated into the technology roadmap and a separate strategy will not be developed. This initiative is now complete.

Governance & Integrity

Investigate expanding live streaming of Council meetings to include social media (e.g. Facebook)

COMPLETE

Council investigated expanding live streaming of Council meetings however at this stage, will continue to stream live via the website.

Governance & Integrity





Quarterly Service Highlights

Description	Quarterly Service Highlights
Human Resources Provides human resource management services including staff recruitment, corporate training and development, industrial relations and volunteer advisory services.	The Collective Agreement was approved by the Fair Work Commission on 21 July 2022 following a supportive 73% "Yes" vote from the employees. The People & Culture team has facilitated the implementation of the amended terms and conditions. Recruitment and on boarding in this quarter has been at a high level given the shortage of labour in the market and the need to extend recruitment searches for suitable candidates. Significant progress has been made by the team with the Volunteer audit that is currently underway.
Health, Safety & Wellbeing Administers Council's Occupational Health and Safety Program, ensures compliance with occupational health and safety legislation.	Since the increase in COVID-19 cases throughout July, a reduced number of reports in the recent months has aligned with the gradual easing of restrictions. As a result, the Health, Safety and Wellbeing Team has been able to shift the focus to the ongoing proactive review and enhancement of Health and Safety systems at Council. The team commenced collaboration with other Victorian Councils to share resources, learnings and skillsets from across the sector to assist in addressing the soon to be released Psychological Health Regulations.
Change and Organisational Development Builds change management capability and practices, delivers learning and development programs, implements workforce planning and engagement initiatives.	Service focus has been on preparing for and rolling out Performance Appraisal Development Program (PADP), adoption of the Flexible Working Arrangements Policy, planning and development of the Senior Leadership Strategic Town Hall session to be held early October for over 100 leaders and the ongoing management of mandatory training.
Finance & Corporate Performance Manages Council's corporate planning and reporting, financial management, payroll, and	The Finance & Corporate Performance department achieved the successful completion and unqualified audit opinion on the 2021/2022 annual financial statements with no high risk issues identified. The Annual Report 2021/2022 has been finalised in draft form and is scheduled to be endorsed at the Council Meeting on 24th October, 2022. Rates notices were distributed to all residents for the 2022/23

Description	Quarterly Service Highlights
<p>procurement, tendering and contract administration as well as undertaking rate revenues and Fire Services Property Levy collection.</p>	<p>rating year. Procurement were actively involved in a number of significant tenders. Rates continue to work collaboratively with the Waste Service and Communications area on the implementation of the Waste Service Charges proposed for 2023/24. Enterprise Resource Planning (ERP) Functional lead roles and the broader Finance team continue to support and progress with the ERP Project.</p> <p>The Victorian Government has passed the <i>Local Government Legislation Amendment (Rating and Other Matters) Act 2022 (Act)</i>, making a number of amendments including a particular focus on ratepayers experiencing hardship and improving the way rates are collected. The amendments to the <i>Local Government Act 1989</i> will commence operation on 20 June 2023, or an earlier day to be proclaimed. A review of changes to the Act is currently underway and Ministerial Guidelines (yet to be issued) will inform new hardship and policy requirements.</p>
<p>Governance & integrity</p> <p>Manages Councils governance services, corporate record system and information, compliance and controls, manages Council's insurance program and implements the risk management framework.</p>	<p>A major review of the Risk Management Framework has been undertaken including a review of Strategic Risks. The Framework is due to be presented to Audit & Risk Committee in November. Internal Audits have progressed for the quarter, an Audit and Risk Committee (ARC) meeting was held in August and the Annual Accounts were considered at a September ARC meeting.</p> <p>Information Management reviewed and submitted the Biennial Protective Data Security Plan to the Office of the Victorian Information Commission by the due date, 31 August 2022. A health check has been undertaken of Council's document management system, to assist with the upgrade required to the system.</p> <p>Governance have commenced a review of the Governance Rules, reviewed the Civic Awards and have called for Nominations for the awards. Three Australian Citizenship Ceremonies were held.</p>

Section 2 – Performance against Customer Service Targets

The performance indicators against the Customer Service Targets are measured across the organisation and are captured through our 13 contact centres. Call volumes offered to Council increased when compared to the previous quarter, and remained consistent with the same period last year.

Performance Indicator	Target	Actual	Status
Percentage of calls answered within 20 seconds	80%	82.35%	
Percentage of total calls answered	95%	95.61%	
Enquiries resolved at first call	70%	71.68%	
Records management actions completed within allocated timeframes*	95%	94.81%	

* Although Council's standard written correspondence response timeframe is seven working days, there are a number of processes which require longer response timeframes such as Freedom of Information requests. These timeframes have been built into the calculation.

The data is an indicator of system actions performed on correspondence during this time. Not all correspondence generates an action while other correspondence generates multiple actions. As some correspondence could require more than one action, actions recorded against each department may not reflect the actual amount of correspondence dealt with. Another exception in relation to this report is if correspondence goes directly to an officer or no action is attached but the action officer responds to the incoming enquiry.

Section 3 – Continuous Improvement

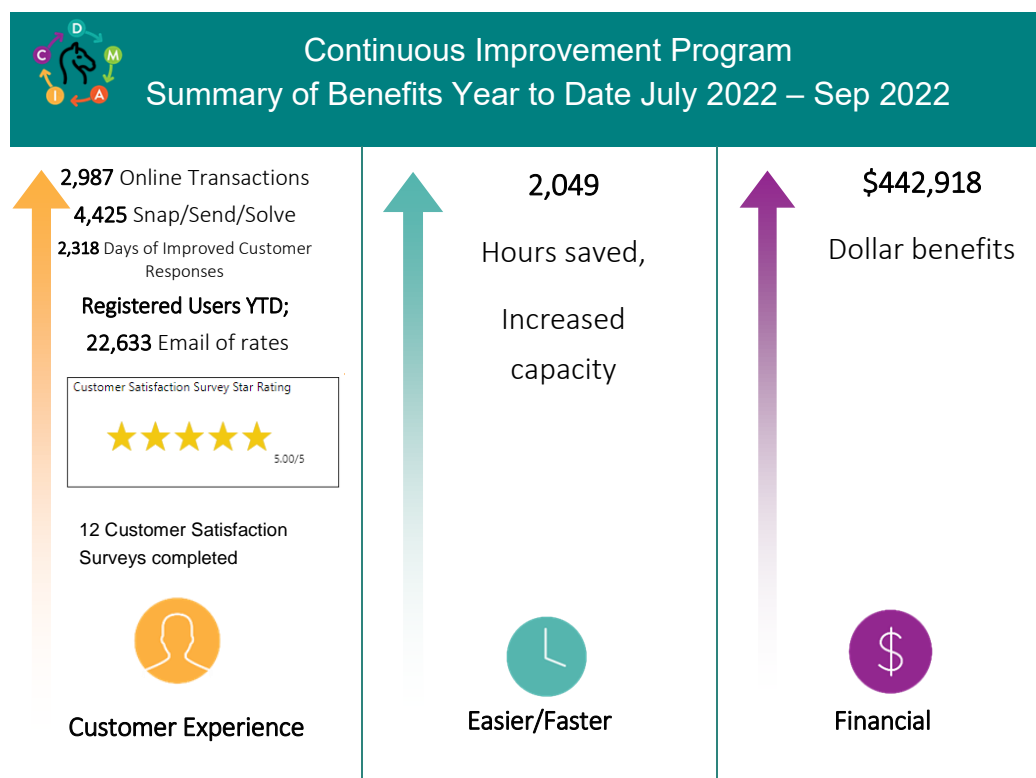
Our Continuous Improvement Program aims to provide a consistent customised methodology to support an engaged organisational culture of continuous improvement with reportable benefits for our Community.

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 23 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 July 2022 to Sep 2022 period are shown in the summary diagram.

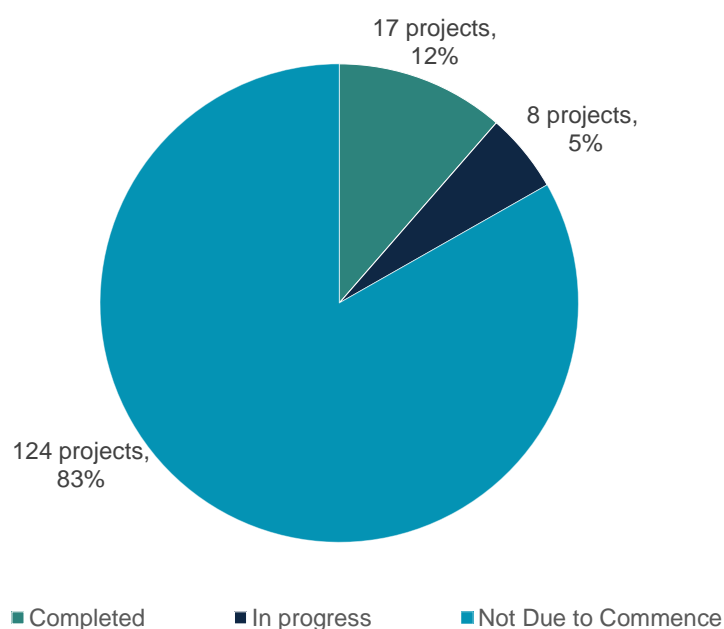


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Section 4 – Capital Works Report

The 2022/23 Capital Works Program includes 149 projects and programs to be delivered over the financial year with an adopted budget of \$97.62M. As at 30 September, both the total available capital funding and the forecast capital expenditure for 2022/23 has been adjusted to \$117.46M following the inclusion of 2021/22 carry forward projects (\$18.89M) and increased grants and contributions (\$3.94M). This is partly offset by reductions due to funds identified to be carried forward to 2023/24 (\$3.05M) and a funding transfer to the operating budget (\$50k).

Capital Program Project Status Snapshot:

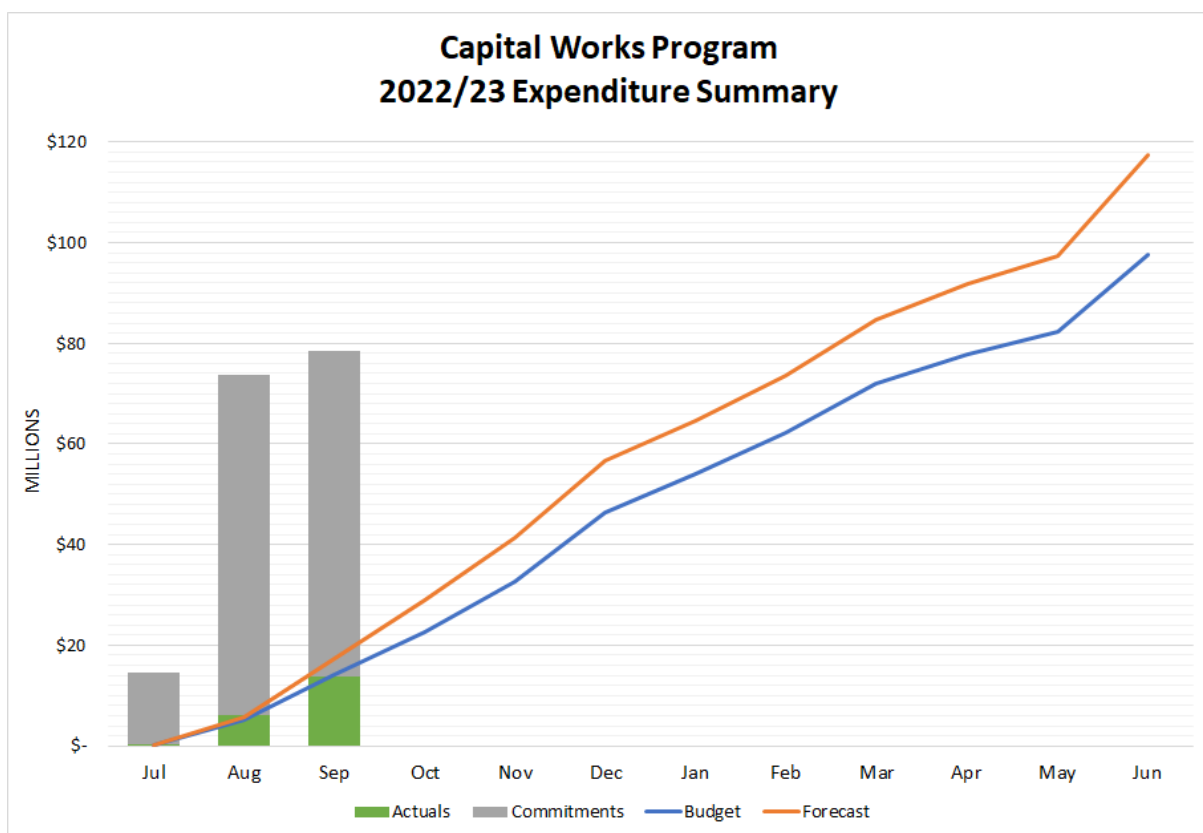


Capital Program Expenditure Snapshot:

	At 30 September 2022
Actual Expenditure	\$13.76M (11.7%)
Outstanding Orders	\$64.75M (55.1%)
Remaining funding for commitment / expenditure	\$38.95M (33.2%)

Capital Expenditure

At 30 September, year to date expenditure was \$13.76M, which was \$3.65M behind the forecast expenditure of \$17.41M. This variance is primarily due to cash flow timing differences and unallocated contingency on the Whitehorse Performing Arts Centre redevelopment (\$3.14M of the \$3.65M variance). Supply chain delays and contractor availability are also impacting project delivery timing for a number of projects. There was \$78.51M in project commitments at the end of the first quarter.



The blue line indicates the forecast cumulative budget expenditure, totalling \$97.62M (adopted budget). The orange line indicates the revised (forecast) cumulative expenditure, which includes \$18.89M carryover funding from 2021/22 and a \$947k increase from other adjustments, resulting in a revised expected end of year forecast figure of \$117.46M.

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	THIS PERIOD FORECAST CHANGE 000's	NOTES
PROPERTY							
Land	-	-	-	3,000	3,000	-	
Buildings	9,379	11,303	1,924	58,952	74,299	583	1
Buildings Improvements	1,182	959	(223)	5,841	4,915	(1,181)	2
TOTAL PROPERTY	10,561	12,262	1,700	67,792	82,215	(598)	

PLANT & EQUIPMENT							
Plant, Machinery and Equipment	703	43	(660)	4,560	5,314	-	3
Fixtures, Fittings and Furniture	65	25	(40)	604	793	189	
Computers and Telecommunications	408	313	(95)	2,876	3,161	(20)	
TOTAL PLANT & EQUIPMENT	1,175	381	(794)	8,040	9,269	169	

INFRASTRUCTURE							
Roads	164	99	(65)	5,348	6,048	500	4
Bridges	-	25	25	50	-	(50)	
Footpaths and Cycleways	625	410	(215)	3,651	4,753	823	5
Drainage	145	289	144	3,674	2,185	(1,489)	6
Recreational, Leisure and Community Facilities	586	48	(538)	3,598	7,564	2,098	7
Parks, Open Space and Streetscapes	490	558	68	5,026	4,625	(534)	8
Off Street Car Parks	11	5	(6)	440	801	27	
TOTAL INFRASTRUCTURE	2,021	1,433	(588)	21,787	25,977	1,376	
TOTAL	13,757	14,076	318	97,619	117,460	947	

Capital Expenditure by Asset Category (cont.):

Notes:

1. Buildings expenditure was \$1.92M below YTD budget mainly relating to cash flow timing differences on the Whitehorse Performing Arts Centre redevelopment (\$2.39M) and unallocated contingency on the Heatherdale Reserve Pavilion redevelopment (\$317k). These variances were partly offset by \$720k of carried forward expenditure on construction of the new Sparks Reserve West Pavilion and \$460k of earlier than expected expenditure on the Sportlink Multipurpose Facility redevelopment due to an advance payment required for steel supplies.

The full year Buildings expenditure forecast was increased by \$583k at 30 September reflecting cost increases for the Sportlink redevelopment (\$544k) and Yarran Dheran Reserve Information Centre upgrade (\$140k) due to escalating prices of building supplies such as steel and timber, and a \$700k allocation for an upgrade to the Blackburn Cycling Club building which is to be funded from a grant received by the club. These increases were partly offset by \$800k of savings due to unallocated contingency on the Heatherdale Reserve Pavilion redevelopment.

2. Building Improvements expenditure was \$223k higher than YTD budget primarily relating to the Stage 2 AQBH Tile Rectification works (\$166k), which were brought forward to reduce the impact on the centre operations. The Building Refurbishments and Component Renewal program also recorded a \$124k timing difference mainly relating to early works at the Box Hill Crescent Reserve Hall.

The Building Improvements expenditure forecast was reduced by \$1.18M at 30 September predominantly reflecting targeted cost reductions across several programs to offset cost escalations on building redevelopment projects that will be completed over 2022/23 and 2023/24 financial years.

3. Plant, Machinery and Equipment expenditure exceeded YTD budget by a \$660k timing difference due to delivery of 11 passenger vehicles and 1 utility truck that were ordered in the 2021/22 financial year but impacted by supply chain delays. Current year expenditure will be managed within budget.
4. The Roads expenditure forecast was increased by \$500k at 30 September to reflect an unbudgeted allocation of Local Roads and Community Infrastructure Phase 3 funding towards the Kerb and Channel Renewal Program for 2022/23.

5. Footpaths and Cycleways expenditure was \$215k above YTD budget predominantly representing a \$232k increase in footpath renewal works, which is being funded by Local Roads and Community Infrastructure Phase 3 funding. The full year forecast has increased by \$823k primarily to reflect this additional funding.
6. Drainage expenditure was \$144k lower than YTD budget largely reflecting lower stormwater drainage renewal expenditure in the first quarter. A lower volume of projects have been identified for delivery in 2022/23 as Council waits for updated data to become available at the completion of the current flood modelling project. The full year forecast was decreased by \$1.49M at 30 September as part of a targeted cost reduction exercise to provide a funding source to offset cost escalations on building redevelopment projects that will be completed over 2022/23 and 2023/24 financial years.
7. Recreational, Leisure and Community Facilities expenditure was \$538K higher than YTD budget mainly due to \$444k of carried forward expenditure on the new Eley Park Sports Court and smaller timing differences due to earlier than budgeted expenditure on several other projects.

The full year Recreational, Leisure and Community Facilities expenditure forecast was increased by \$2.10M at 30 September primarily reflecting \$1.82M of additional grant funding and contributions towards the completion of sports field lighting improvements at Ballyshannassy, Bennettswood, Koonung and Mahoney's Reserves and for the Surrey Park baseball field.

8. Parks, Open Space and Streetscapes forecast was reduced by \$534k at 30 September due to targeted cost reductions in the Play Space Renewal Program and Streetscape Upgrade Program to help offset increased costs in other asset classes.

The overall capital works expenditure forecast was increased by \$18.89M in August to reflect the carry forward of unspent funds from 2021/22 for works in progress into the current year. This carry forward adjustment primarily relates to cash flow timing differences on multiyear building projects, including the Morack Golf Course (\$6.23M), Whitehorse Performing Arts Centre (\$3.03M), Sportlink (\$1.93M), RHL Sparks Reserve West Pavilion (\$1.67M) and Heatherdale Pavilion (\$1.41M) redevelopments.

Quarter 1 Program Highlights

Bennettswood Reserve, Burwood Sports Field Floodlighting - Completed

A renewal of the sports field lighting on the southern oval at Bennettswood Reserve, Burwood was completed in September for a total cost of \$335k over two financial years. The scope of works included:

- Removal of existing lighting towers and installation of four new lighting towers
- Replacement of existing halide light fittings with energy efficient LED light fittings
- Lighting capability of up to 150 Lux
-

Before:



After:



Thatcher Reserve, Vermont Play Space Upgrade - Completed

An upgrade of the Thatcher Reserve play space in Culbara Drive, Vermont was completed in August for total project cost of \$234k. The scope of works included:

- Combination unit with activity panels and a dual wave slide
- Toddler, adult and basket swings
- Mound scaling rope and rope play unit
- Frog rocker, comet spinner and wheelchair accessible spinner
- Rubberised scramble embankment
- Rock stairs and rock edging for balance skills
- New picnic furniture, bench seats, and bike rails
- Accessible concrete path, drainage improvements and landscaping



Upgrades of several other play spaces have also been completed in recent months at:

- Koonung Creek Reserve, Mont Albert,
- Blacks Walk Reserve, Blackburn,
- Combarton Park, Box Hill,
- Scott Street Reserve, Vermont, and
- Warekila Reserve, Nunawading will also be completed in October.

Sportlink Multipurpose Facility Redevelopment – In progress

The \$8.61M Sportlink redevelopment is progressing well. Construction started mid-2022 and is expected to be completed in December. The upgraded stadium will include:

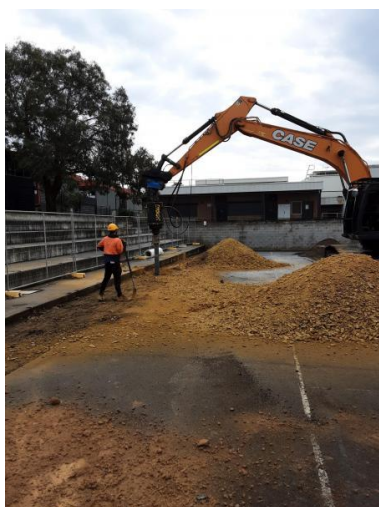
- a new roof over the outdoor courts enabling all-weather use
- upgraded court surfaces
- LED lighting
- basketball rings and associated line-marking on two of the outdoor courts
- improved drainage and landscaping works
- sealing of the gravel car park adjacent to Livingstone Primary School
- solar panels
- fire services upgrades inside the facility

The outdoor courts will become a multi-use facility, accommodating for netball on all four courts and basketball on two of the courts.

Works completed to date include:

- improvements to indoor courts
- south side works including new concrete path, retaining walls and installation of rainwater tanks
- installation of pile footings and steel columns to support the new outdoor court roof
- construction of new car park sub-base, kerb and channels
- external fire services

In Progress:



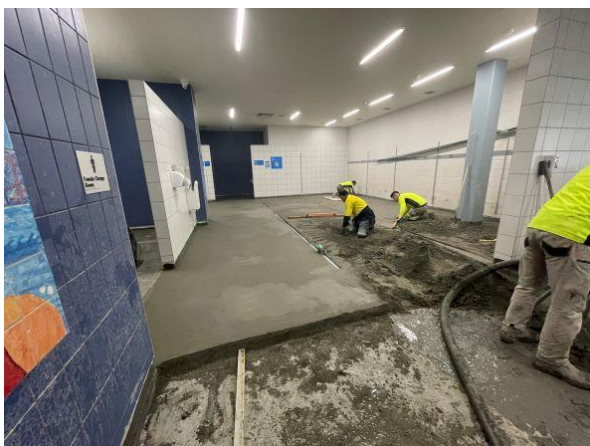
Aqualink Box Hill Tile Rectification – Stage 2 Completed

Tile rectification works at Aqualink Box Hill are being completed over three stages for a total project budget of \$2.14M which will be completed over 3 financial years. The scope of works includes:

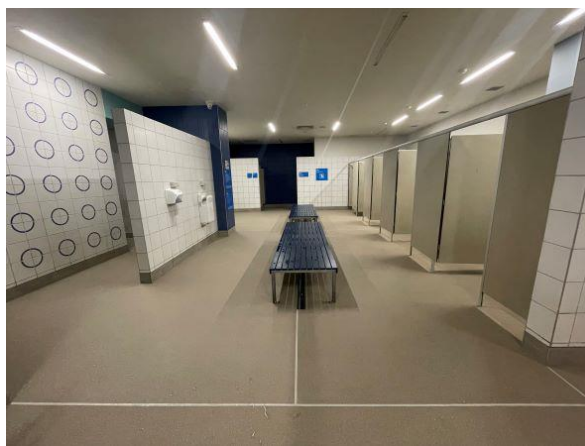
- Stage 1 - retiling of the outdoor pool and was completed in June 2022.
- Stage 2 - retiling of the leisure and toddler pool, splash pad matting installation, earthing cabling upgrades, and update of changing room floors and entry ramp. This work commenced late June and was completed in August.
- Stage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

Changing Room Floors

In Progress:

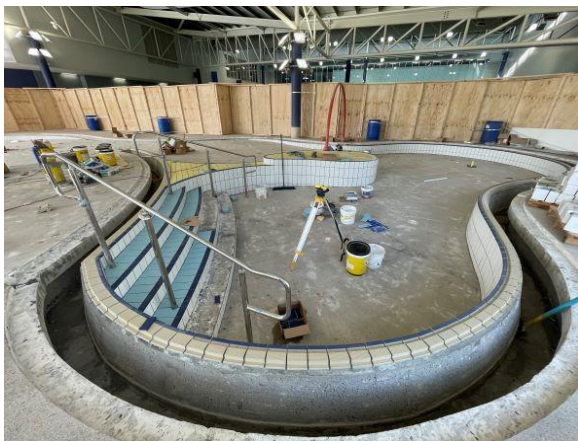


Completed:

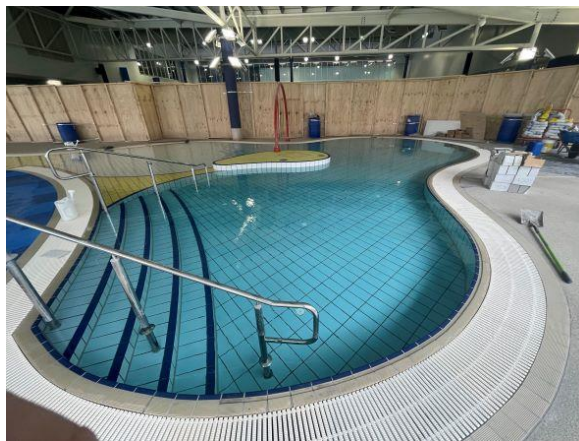


Leisure and Toddler Pool

In Progress:



Completed:



Woodhouse Grove/Elgar Road streetscape renewal - Completed

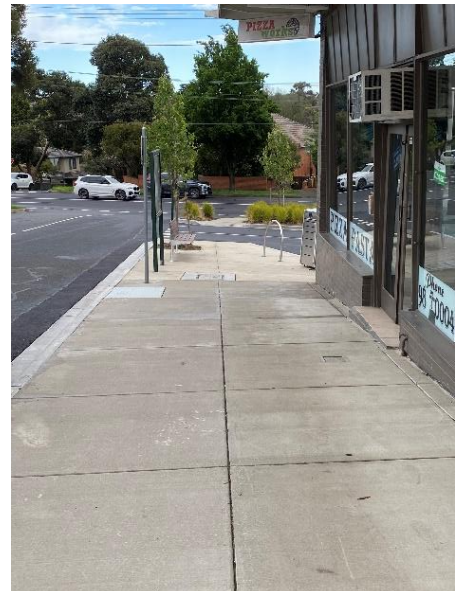
A renewal of the shopping strip streetscape on the corner of Woodhouse Grove and Elgar Road in Box Hill North was completed in August for a total construction cost of \$161k over two financial years. The scope of works included:

- Replacement of concrete pavement and kerb and channel at selected locations
- Resurfacing and linemarking of the car park
- New street tree to replace old tree that was causing pavement damage
- Installation of new bench seat, bins and bike hoop

Before:



After:



Section 5 – Financial Report

For the period ending 30 September 2022

Financial Analysis

Executive Summary

The year to date financial result at 30 September 2022 was a surplus of \$103.60m, \$2.07m favourable to budget. Income was \$1.23m unfavourable to budget reflecting higher asset disposals (\$1.01m), lower than budgeted statutory fees and fines (\$925k), user fees (\$657k) and rates income (\$652k). This was partially offset by higher capital grants (\$1.66m) and operating grants (\$377k). Expenditure was \$3.30m favourable to budget mainly driven by lower employee costs (\$953k) and materials and services expenditure (\$2.46m).

The current annual forecast shows a surplus of \$7.10m, a \$359k increase compared to the \$6.74m budget. The increase reflects a reduction of ERP project progress payments in 2022/23 due to timing (\$1.20m partly accrued in 2021/22), offset by the carry-forward of unspent funds from 2021/22 into 2022/23 (net impact \$839k).

Year to date result

As outlined in the above Executive Summary, the actual year to date result at 30 September 2022 was a surplus of \$103.60m, \$2.07m favourable to budget. The significant variances to budget were:

1. **Rates** were \$652k unfavourable to budget primarily due to timing differences associated with the generation of supplementary rates income from new property developments (\$642k).
2. **Statutory fees and fines** were \$925k unfavourable to budget primarily relating to lower than expected level of parking infringements (\$934k) as a result of resourcing and emerging from COVID.
3. **User fees** were \$657k unfavourable to budget mainly relating to the following variances:
 - *Leisure and Recreation* was \$262k unfavourable, primarily driven by lower membership income from Aqualink Box Hill and Nunawading (\$172k), a timing variance associated with sportsground rentals income (\$52k) and minor variances across a number of other account lines.

- *Arts and Cultural Services* was \$255k unfavourable to budget, with key variances relating to lower fee income from sale of theatre tickets at Whitehorse Centre (\$139k), lower course fee income at Box Hill Community Arts Centre (\$65k), and lower hall hire fee income from Box Hill Town hall (\$35k).
 - *Property and Leasing* was \$207k unfavourable mainly due to a lower fee income from Watt Street (\$83k) and Harrow Street (\$124k) carparks due to a combination of lower volumes and reduced demand post-COVID.
- 4. Grants – operating** were \$377k favourable to budget, primarily due to higher state government grants (\$1.05m), including earlier receipt of the 2022/23 school crossing funding (\$783k) and a carry forward HACCPYP 2021/22 grants (\$196k). This favourable variance was partly offset by lower than budgeted federal government grants (\$785k) predominantly relating to the Commonwealth Home Support Programme (\$580k) due to the change of payment arrangement from paying quarterly in advance to paying monthly in arrears, and Community Aged Care Packages (\$163k) mainly due to timing.
- 5. Grants – Capital** were \$1.66m above budget, mainly reflecting;
- late instalments of LRCI Phase 2 grants (\$839k) for works completed in the past 2 years in relation to renewal programs for road bridges, footpaths, road reconstruction, and kerb and channel.
 - unbudgeted LRCI Phase 3 grants received first 50% payment (\$671k) for renewal programs for footpaths and kerb and channel. This was not included in the budget as it was approved in late July.
 - Carry – forward grants received for new Sport Court at Eley Park(\$142k) and Warekila Play Space project (\$120k).
- 6. Net gain/ (loss) on disposal of assets** \$1.01m unfavourable, primarily due to the demolition of identified buildings at Morack Golf course in September 2022.
- 7. Employee costs** were \$953k favourable to budget primarily reflecting vacancies across the organisation and delayed recruitment of unfilled positions.

The most significant variances include Home and Community Services (\$542k), People and Culture (\$257k) and City Planning and Development (\$210k).

8. Materials and services were \$2.46m favourable to budget reflecting variances across various departments with the most significant being:

- *Digital and Business Technology* expenditure was \$1.91m favourable to budget, mainly driven by timing differences on ERP milestone payments (\$1.2m recognised in 2021/22).
- *Parks and Natural Environment* was \$645k unfavourable to budget predominantly due to timing differences associated with contract tree pruning (\$192k), contract and services related to tree works (187k), street tree planting (\$155k) and sports field turf contracting services (\$74k).
- *Information Technology* expenditure was \$626k favourable to budget primarily due to timing differences against planned budget phasing, with lower costs associated with contracts and services expenditure in IT Strategy related to the IT Foundation Plan (\$309k) and IT Security projects (\$421k).
- *Community Safety* was \$364k favourable to budget mainly driven by lower Fines Victoria lodgement fees (\$145k), in-ground sensor contract costs (\$89k) and contracts & services costs (\$70k), all of which relate to lower than budgeted parking related income.
- *Arts and Cultural Services* was \$268k favourable to budget mainly driven by lower theatre program expenses (\$108k), and timing differences associated with contracts and services spend (\$39k), contract tutors (\$24k) and minor variances across a number of other account lines.

9. Depreciation is \$439k over budget, primarily due to the revaluation of asset classes including building, drainage and open space assets (valued for the first time) at the end of June 2022. Depreciation will be reviewed, factoring in the revaluation of assets at 30 June 2022 and adjustments reflected in the annual forecast review.

10. Other expenses was \$294k favourable to budget primarily due to timing differences in Clayton landfill contribution (\$190k) and community grants (\$76k).

Projected year-end result

Council adopted the 2022/23 budget at its Ordinary Meeting held on 27 June 2022, projecting a surplus of \$6.74m for the year.

The current annual forecast shows a surplus of \$7.10m, \$359k increase compared to the \$6.74m budget. The increase reflects a reduction of ERP project progress payment due to timing (\$1.20m partly accrued in 2021/22), offset by the carry-forward of unspent funds from 2021/22 into 2022/23 (net impact \$839k).

Carry forward income related to unspent funds was comprised of capital grants (\$1.38m) and operating grants (\$146k), offset by carry forward operating expenditures of \$2.36m.

Cash Position

Total cash and investments (including other financial assets) totalled \$216.99m at the end of September 2022, representing a \$30.31m decrease since the start of the year.

Debtors

Council has collected \$18.74m or 14.45% of 2022/23 rate debtors as at 30 September 2022.

Sundry debtors (net of doubtful debt provisions) outstanding at 30 September 2022 total \$3.4m, including \$284k outstanding over 90 days.

Income Statement

For the period ending 30 September 2022

	Year-to-Date				Notes	Full Year		
	Actual	Budget	Variance	Variance		New Annual Forecast	Budget	Var FC vs Budget
	\$'000	\$'000	\$'000	%		\$'000	\$'000	\$'000
Income								
Rates	129,712	130,364	(652)	(0.5%)	1	130,538	130,538	0
Statutory fees and fines	2,353	3,278	(925)	(28.2%)	2	13,300	13,300	0
User fees	13,991	14,648	(657)	(4.5%)	3	44,466	44,466	0
Grants - operating	4,534	4,157	377	9.1%	4	18,068	17,922	146
Grants - capital	2,672	1,015	1,657	163.3%	5	5,768	4,390	1,378
Contributions - monetary	1,337	1,444	(107)	(7.4%)		5,670	5,670	0
Interest on investment	555	353	202	57.2%		1,523	1,523	0
Other income	937	1,044	(107)	(10.2%)		4,595	4,595	0
Net gain / (loss) on disposal of assets	(900)	115	(1,015)	(882.6%)	6	382	382	0
Total income	155,191	156,418	(1,227)	(0.8%)		224,310	222,786	1,524
Expenditure								
Employee costs	20,802	21,755	953	4.4%	7	90,014	90,014	0
Materials and services	18,389	20,853	2,464	11.8%	8	83,705	82,540	(1,165)
Depreciation	8,733	8,294	(439)	(5.3%)	9	33,914	33,914	0
Finance costs - leases	9	37	28	75.7%		131	131	0
Other expenses	3,654	3,948	294	7.4%	10	9,450	9,450	0
Total expenditure	51,587	54,887	3,300	6.0%		217,214	216,049	(1,165)
Net surplus / (deficit)	103,604	101,531	2,073	2.0%		7,096	6,737	359

Balance Sheet

For the period ending 30 September 2022

	2022/23 30-Sep-22 \$'000	2021/22 30-Jun-22 \$'000
ASSETS		
Current assets		
Cash and cash equivalents	14,917	21,620
Trade and other receivables	147,530	16,824
Other financial assets	202,073	225,681
Other assets	250	1,613
Total current assets	364,770	265,738
Non-current assets		
Other financial assets	-	-
Trade and other receivables	377	425
Investments in associates	6,167	6,167
Property, infrastructure, plant & equipment	4,154,332	4,150,516
Intangible assets	705	792
Total non-current assets	4,161,581	4,157,900
Total assets	4,526,350	4,423,638
LIABILITIES		
Current liabilities		
Trade and other payables	37,287	39,201
Trust funds and deposits	13,822	13,169
Provisions	17,810	17,327
Lease liabilities	394	437
Total current liabilities	69,313	70,134
Non-current liabilities		
Provisions	1,684	1,684
Other liabilities	2,422	2,422
Lease liabilities	1,044	1,116
Total non-current liabilities	5,150	5,222
Total liabilities	74,463	75,356
Net assets	4,451,888	4,348,282
EQUITY		
Accumulated surplus	1,602,847	1,499,241
Reserves	2,849,041	2,849,041
Total equity	4,451,888	4,348,282

Cash Flow Statement

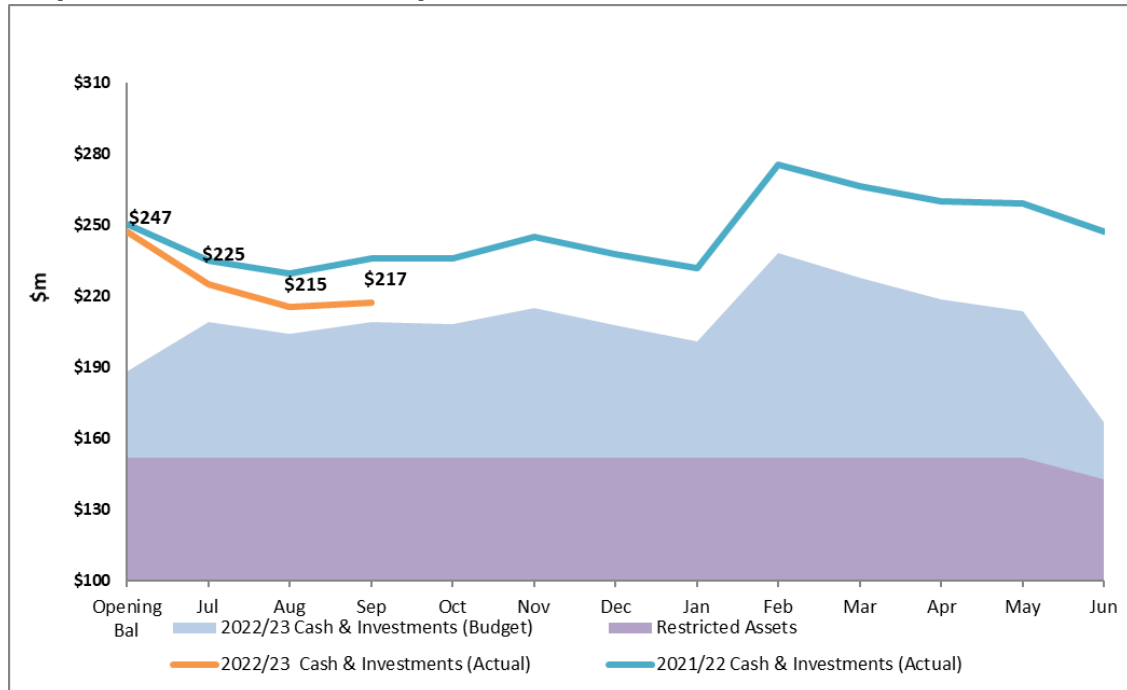
For the period ending 30 September 2022

	2022/23 30-Sep-22 Inflows/ (Outflows) \$'000	2021/22 30-Sep-21 Inflows/ (Outflows) \$'000
Cash Flows from Operating Activities:		
Rates	20,574	20,564
Statutory fees and fines	2,353	1,807
User fees	8,257	8,648
Grants - operating	4,192	5,631
Grants - capital	2,905	-
Contributions - monetary	1,337	1,468
Interest received	555	265
Other receipts	937	826
Fire Services Property Levy collected	3,270	3,050
Employee costs	(21,701)	(19,501)
Materials and services	(35,762)	(25,750)
Other payments	(3,653)	(3,574)
Fire Services Property Levy paid	-	-
Net cash from operating activities	(16,736)	(6,566)
Cash Flows from Investing Activities:		
Payment for property, infrastructure, plant and equipment	(13,757)	(7,803)
Proceeds from sale of property, infrastructure, plant and equipment	395	145
Proceeds/(payments) for investments	23,608	9,058
Repayment of loans and advances from community organisations	(89)	(89)
Net cash used in investing activities	10,157	1,311
Cash Flows from Financing Activities		
Repayment of lease liabilities	(115)	(150)
Net cash used in financing activities	(124)	(159)
Net Increase/(decrease) in cash and cash equivalents	(6,703)	(5,414)
Cash and cash equivalents at 1 July	21,620	21,363
Cash and cash equivalents as at end of period	14,917	15,949

Cash and Investments

For the period ending 30 September 2022

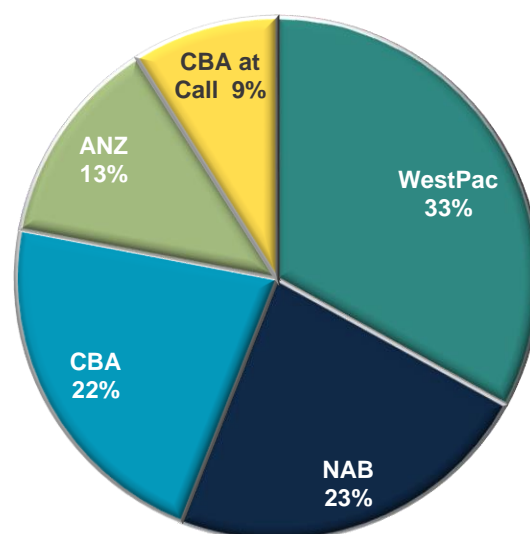
Graph 2.1: Cash Flow Comparison



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 Aged and Disability Reserve, Community Development Reserve, Waste Management Reserve, Art Collection Reserve, and the Energy fund reserve.

Graph 3.1: Investment by Institution



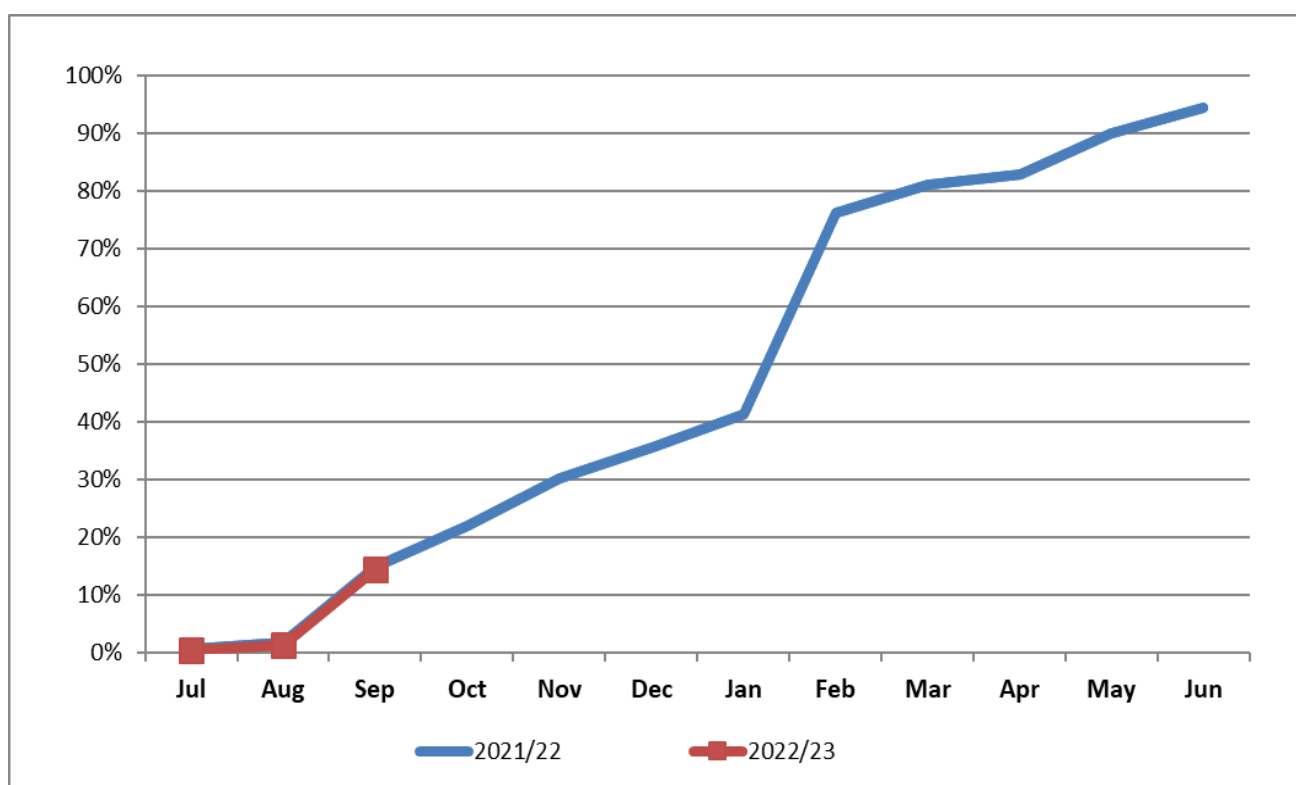
Rate Debtors

For the period ending 30 September 2022

Table 4.1: Current Rate Debtors

	30-Sep-22 \$'000	30-Sep-21 \$'000	31-Aug-22 \$'000
YTD Current Rates Collected (\$)	18738	18840	2,196
Current Rates Collected (%)	14.45%	14.91%	1.30%

Graph 4.2: Percentage of Current Rates Collected





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.

CONTACTING COUNCIL

- 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
- Email:** customer.service@whitehorse.vic.gov.au
- Service Centres:** **Whitehorse Civic Centre**
379-399 Whitehorse Road, Nunawading 3131
- Box Hill Town Hall Service Centre**
Box Hill Town Hall
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- Forest Hill Service Centre**
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