

7.4 September 2022 Quarterly Performance Report

Executive Summary

Purpose

The Quarterly Performance Report for September 2022 provides detailed reporting on financial and non-financial performance against both the Boroondara Community Plan 2021-31 and the Budget for the year.

Background

At the end of each quarter, a Quarterly Performance Report is prepared and adopted at Council.

The year to date and annual budget figures referred to in this report reflects the 2022-23 Annual Original Budget, approved by Council on 27 June 2022.

Key Issues

Financial performance

Year to Date Actuals vs. Annual Original Budget

Council's favourable operating result against year to date budget of \$156.33 million is \$127,000 above the Annual Original Budget of \$156.21 million primarily due to a number of factors which are outlined in **Attachment 1**.

Capital works actual expenditure is \$14.30 million which is \$927,000 above year to date budget phasing of \$13.37 million. Priority projects expenditure of \$5.41 million is \$313,000 below year to date budget phasing of \$5.72 million.

Council's Balance Sheet and cash position are sound and depict a satisfactory result. At the end of September, Council's cash position stood at \$175.17 million or \$57.11 million above year to date budget.

This report does not consider any financial implications from the Kew Recreation Centre roof collapse which occurred on the evening of Thursday 20 October 2022. Once financial implications are known, these will be considered as part of the development of the 2022-23 Full Year Forecast and the 2023-24 Budget development.

Non-financial performance

Annual Initiatives

For the September quarter, 6% of the 2022-23 Major Initiatives have been completed and a further 94% have commenced and are on track to be completed by the end of financial year. This is accurate as at the close of the quarter. It is anticipated the impact of failure in a section of the roof structure at the Kew Recreation Centre will mean Major Initiative 1.5 "Create an all-ability recreation facility to meet current and future community needs by completing the construction of the Kew Recreation Centre" will not be delivered by the end of the financial year.

Strategic Indicators

The Boroondara Community Plan 2021-31 and Annual Budget 2022-23 contain 52 strategic indicators of which 31 are annual measures. The remaining 19 are reported on a quarterly basis, with data being available quarterly on the progress towards the annual forecast. Quarter 1 data indicates 4 of the strategic indicators are not on track to be achieved by the end of the financial year, with commentary provided in the **Outline of key issues/options** section of this report and on pages **9 to 76 in Attachment 1**. Also see the **Executive Overview in Attachment 1** for more information.

Officers' recommendation

That Council resolve to:

1. Receive and note the Quarterly Performance Report for September 2022 (**Attachment 1**).
2. Adopt the proposed Payment card surcharge rates for 2022-23 included in (**Attachment 2**).

Responsible director: Mans Bassi, Director Customer and Transformation

1. Purpose

The Quarterly Performance Report for September 2022 provides detailed reporting on financial and non-financial performance against both the Boroondara Community Plan 2021-31 and the Budget for the year.

2. Policy implications and relevance to community plan and council plan

This report is consistent with the Boroondara Community Plan 2021-2031. In particular, the Council Plan theme of Leadership & Governance and strategy 7.1 “Decision-making is transparent and accountable through open governance processes with timely communication and reporting” and 7.2 “Resources are responsibly allocated and used through sound financial and asset planning, procurement and risk management practices”.

3. Background

The September 2022 Quarterly Performance Report provides detailed reporting on financial and non-financial performance against both the Boroondara Community Plan 2021-31 and Budget for the year.

The year to date and annual budget figures referred to in this report reflects the 2022-23 Annual Original Budget, approved by Council on 27 June 2022.

Attachment 1: September Quarterly Performance Report 2022 (Incorporating Major Initiatives, Boroondara Community Plan Performance, Financial Performance and Local Government Performance Reporting Framework measures).

Attachment 2: Proposed changes to the Payment card surcharge rates

4. Outline of key issues/options

Financial Performance

Year to date actual vs. Annual Original Budget

The year to date surplus result of \$156.33 million as per the budget is due to the striking of full year annual rates in August 2022. The surplus result will reduce over the course of the year as Council delivers services to the community. In addition, the favourable result against year to date budget of \$127,000 is due to timing differences for income and expenditure across Council.

Balance Sheet and Cash Flow Statement

Cash and investment holdings are \$175.17 million as at 30 September 2022 which has increased by \$24.83 million from 30 June 2022.

The Balance Sheet as at 30 September 2022 indicates a satisfactory result with total current assets of \$325.33 million and total current liabilities of \$78.28 million.

Please refer to **pages 82 - 83 and 87 of Attachment 1** for further detail.

Capital works

Council's year to date performance in gross Capital works expenditure is \$14.30 million which is \$927,000 above year to date budget phasing of \$13.37 million (year to date actual and commitments as at 30 September 2022 equates to \$45.83 million).

Priority projects

Council's year to date performance in gross priority project expenditure is \$5.41 million which is \$313,000 below year to date budget phasing of \$5.72 million (year to date actual and commitments as at 30 September 2022 equates to \$27.14 million).

Refer to **Attachment 1 pages 6 and 7 Executive overview** for graphical representation of capital works and priority projects year to date budget, actual and committed expenditure.

Further information on capital works is detailed on **pages 88 to 91 in Attachment 1**.

Non-financial performance

Annual Initiatives

The 2022-23 Annual Budget contained 49 major initiatives. For the September quarter, 6% of the 2022-23 Major Initiatives have been completed and a further 94% have commenced and are on track to be completed by the end of financial year.

This is accurate as at the close of the quarter, however it is anticipated the impact of the Kew Recreation Centre steel structure collapse will mean Major Initiative 1.5 "Create an all-ability recreation facility to meet current and future community needs by completing the construction of the Kew Recreation Centre" will not be delivered by the end of the financial year.

Strategic Indicators

The Boroondara Community Plan 2021-31 and Annual Budget 2022-23 contain 52 strategic indicators of which 31 are annual measures. The remaining 19 are reported on a quarterly basis, with data being available quarterly on the progress towards the annual forecast. Quarter 1 data indicates 4 of the strategic indicators are not on track to be achieved by the end of the financial year, with commentary provided in the below table and on **pages 9 to 76 in Attachment 1**. Also see the **Executive Overview in Attachment 1** for more information.

Details of the strategic indicators not on track to meet annual forecast:

Strategic Indicator not on track to meet annual forecast	Comments
Percentage of graffiti removed from Council- owned assets within one business day of notification	The contractor experienced resource shortages in quarter 1. However, they are working on filling vacancies and meeting 100% compliance in the next quarter.
Kerbside collection waste diverted from landfill (percentage of garbage, recyclables and green	There has been a delay with completing the FOGO rollout to larger Multi-Unit developments. As a result, the target has not been met, but the diversion is

Strategic Indicator not on track to meet annual forecast	Comments
organics collected from kerbside bins that is diverted from landfill)	expected to increase after completing the FOGO service to larger Multi-Unit Developments.
Number of calls abandoned when customers are trying to reach Council's customer service	Due to an increase in calls and emails to our Contact Centre (Customer Connect) combined with resourcing challenges arising from COVID-19 and winter flu, there were insufficient team members available to answer every customer call quickly which caused some customers to abandon rather than wait to speak to a team member. The abandon rate is monitored daily, and resourcing adjusted to meet the greatest demand and thereby reduce the number of customers who hang up before having their call answered.
Average time callers wait before their call is answered.	A challenging external climate has led to resourcing challenges, and therefore the quarter target was not met. Work is being undertaken to bring this back on track in the coming quarters.

Local Government Performance Reporting Framework Measures

There are 58 mandatory performance indicators included in the Framework under three thematic areas, 28 of which will be audited and included in Council's performance statement.

The assessment of LGPRF shows most quarterly indicators are on track, with three indicators that have not met target. Commentary on the measures that have not met target have been provided in the table below and information on all LGPRF measures can be found under each theme of **Attachment 1**.

LGPRF Measure target not met	Comments
AM2: Animals reclaimed	Whilst the reclaim rate for dogs remained high and within target levels, the quarterly result was skewed overall due to a sudden increase in feral and semi-feral cats which cannot legally be reclaimed. These cats have come from multiple hoarding properties that we are working with and had to be euthanised for medical and behavioural reasons.
SP1: Time taken to decide planning applications	Timeframes for determining planning applications have temporarily risen in Q1 due to the recruitment of a number of new staff. The Urban Planning Teams will be working hard to bring timeframes back down to target range in Q2.
SP4: Council Planning Decisions Upheld at VCAT	The reduction in the number of Council decisions upheld at VCAT reflects the

LGPRF Measure target not met	Comments
	difference between the high quality planning outcomes sought by Boroondara and the decisions made at VCAT. It should also be noted that the indicator does not take into account the high proportion of cases successfully mediated at VCAT where the Council case was strongest and other parties were therefore more inclined to mediate an outcome.

Payment card surcharge rates

The annual review of Council's payment card surcharge in line with the Reserve Bank of Australia regulations and information provided by Council's bank has been conducted. The proposed surcharge rates for 2022-23 are as follows:

1. No surcharge on debit cards.
2. The credit card surcharge for Visa and Master card credit cards be set at 1.14%.
3. The credit card surcharge for American Express remains at 0.88%.

It is proposed these payment card surcharge rates come into effect on 3 January 2023. Further information can be found in **Attachment 2**.

5. Consultation/communication

The Executive Leadership Team has reviewed and approved the report.

6. Financial and resource implications

Council's current operating and cash flow position is sound. Council continues to monitor and review the financial impacts of COVID-19 on Council's operating budget.

7. Governance issues

The implications of this report have been assessed in accordance with the requirements of the Victorian Charter of Human Rights and Responsibilities.

8. Social and environmental issues

There are no direct impacts resulting from this report.

Manager:	Nick Lund, Acting Manager Strategy & Performance Amy Montalti, Chief Financial Officer
Report officer:	Freda Duraku, Corporate Reporting Lead Sapphire Allan, Coordinator Management Accounting



Quarterly Performance Report

July to September 2022

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Executive overview and key highlights

Introduction

The September 2022 Quarterly Performance Report provides detailed reporting on performance against both the 2022-23 Annual Budget and the Boroondara Community Plan (BCP) 2021-31 (incorporating the 10-year Community Vision, Council Plan 2021-25 and Municipal Public Health and Wellbeing Plan 2021-25).

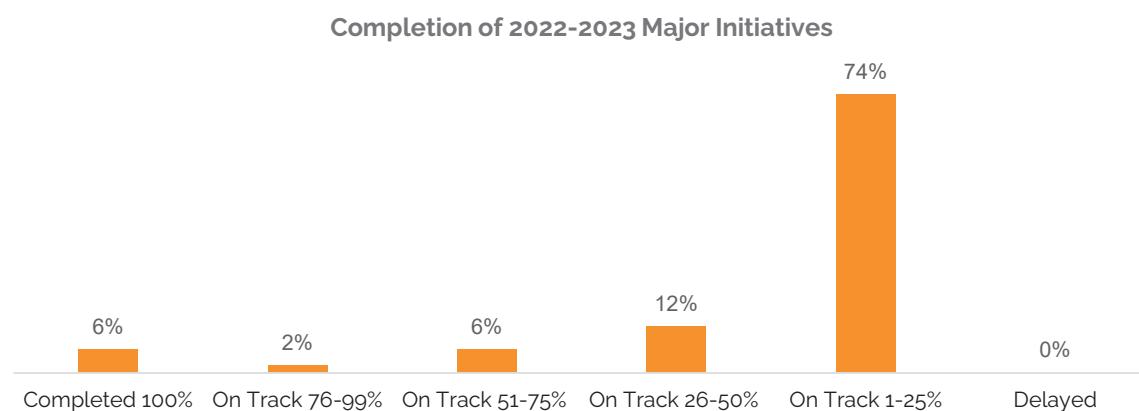
This executive overview will focus on a summary of financial and non-financial issues and key highlights, while **Section 3 - Directorate overviews** and **Section 4 - Financial and Performance Statements** will focus in greater detail on variances and key issues and events.

The year to date and annual budget referred to in this report reflects the 2022-23 Annual Budget approved by Council on 27 June 2022.

Performance against Major Initiatives

There are 49 Major Initiatives for financial year FY 2022-23. As at the quarter ended September 2022, 6% of initiatives have been completed and the remaining 94% are in progress. Most of the Major Initiatives which are in progress are 'On Track' to be completed by the end of financial year.

The progress of achieving the Major Initiatives has been reported as per the following chart:

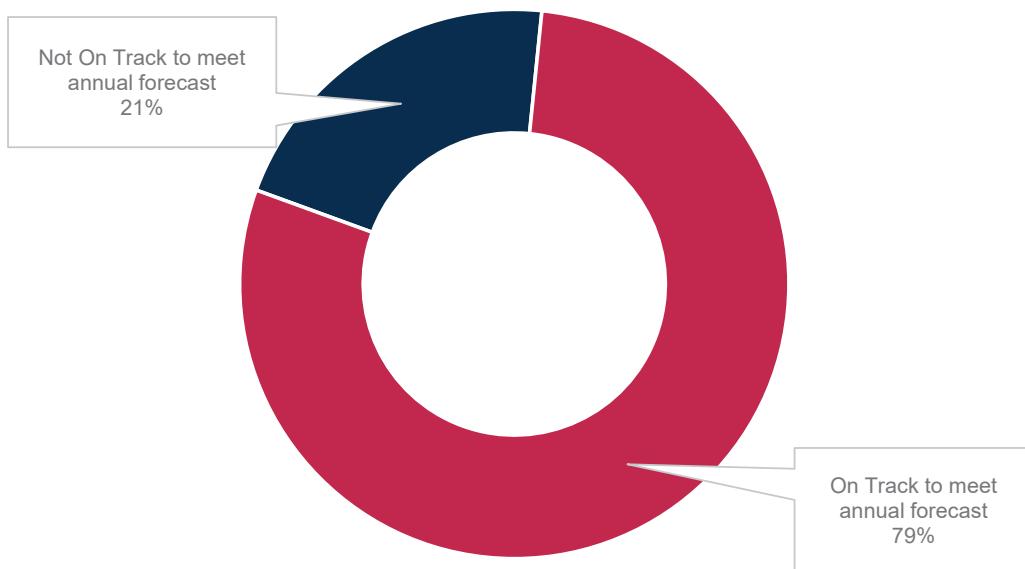


Please refer to **pages 9 - 76** for further details and explanations.

Performance of Strategic Indicators

The Boroondara Community Plan 2021-31 contains 52 strategic indicators of which 31 are annual measures. The remaining 19 are reported on a quarterly basis, with data being available quarterly on the progress towards the annual forecast. Quarter 1 data indicates 4 of the strategic indicators are not on track to be achieved by the end of the financial year, with commentary provided in **Section 3** of this report.

Strategic Indicators reported on a quarterly basis (19 of 52 Strategic Indicators)



For the quarter ended September 2022, data indicates that 4 of the strategic indicators are not on track to be achieved by the end of the financial year.

Please refer to pages **9 to 76** for further details and explanations.

Key financial highlights and overview

Key financial summary	YTD ACTUAL (1) \$'000	YTD BUDGET (2) \$'000	YTD VARIANCE (1) - (2) \$'000	YTD VARIANCE (1) / (2) %	STATUS YTD VARIANCE	ANNUAL ORIGINAL BUDGET \$'000
Surplus/(Deficit) for the year	156,336	156,209	127	0%	✓	6,607
Recurrent income	214,605	215,186	(581)	0%	✓	255,177
Recurrent expenditure	54,063	53,692	(371)	-1%	—	226,608
Capital works						
Expenditure *	14,301	13,374	(927)	-7%	—	78,890
Priority projects						
Expenditure *	5,410	5,723	313	5%	✓	23,148
Closing cash and investments **	175,170	118,064	57,106	48%	✓	87,121

* Please refer to pages 89 & 91 for further explanation of variances.

** Refer to page 87 for further details and explanation of closing cash and investments holdings and financial assets.

Status legend:

✓	Above budgeted revenue or under budgeted expenditure.
—	Below budgeted revenue or over budgeted expenditure by <10%.
✗	Below budgeted revenue or over budgeted expenditure by >10%.

The overall financial position at 30 September 2022 is satisfactory with a working capital ratio of 4.16 to 1 (includes cash contingency for emergency response works and reserve funds of \$23.47 million).

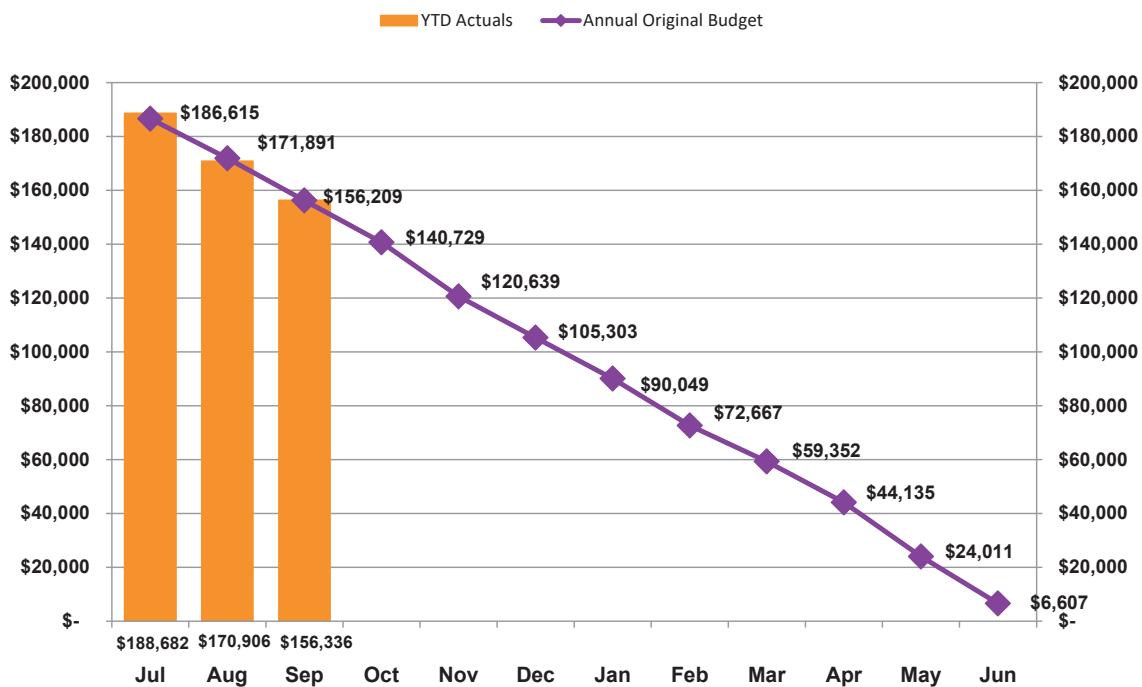
Surplus Result

Year to date actual vs. Year to date Annual Original Budget

The year to date surplus result of \$156.33 million as per the budget is due to the striking of full year annual rates in August 2022. The surplus result will reduce over the course of the year as Council delivers services to the community. In addition the favourable result against year to date budget of \$127,000 or 0% is due to timing differences for income and expenditure across Council. Refer to **Section 4 Financial Performance** for details on Council's financial performance.

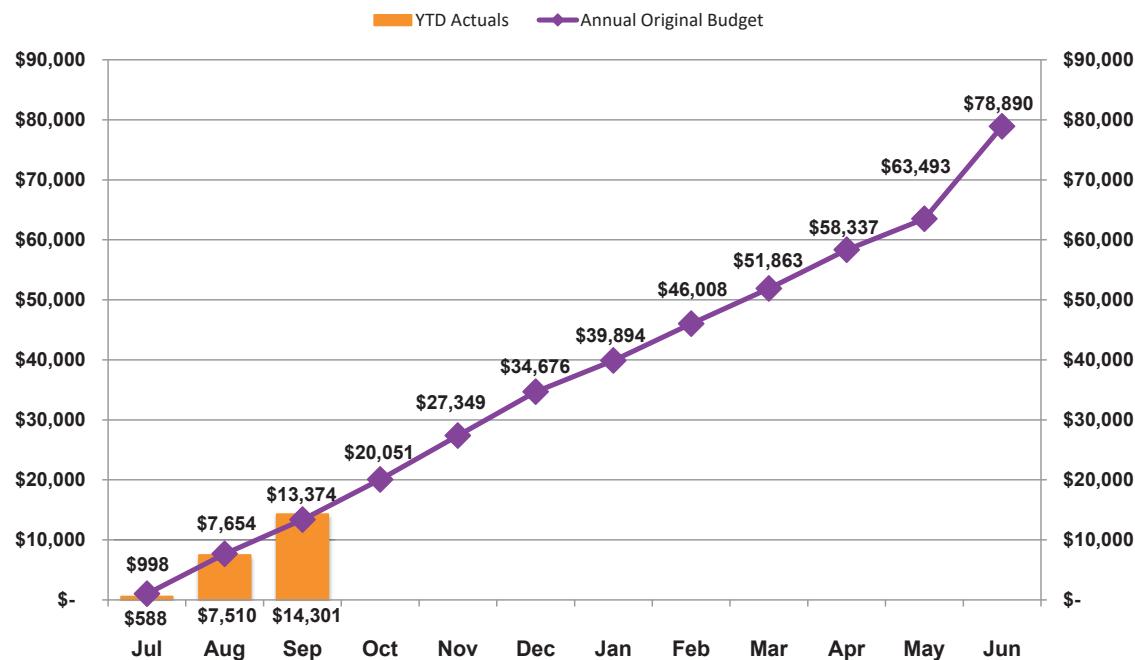
Please refer to the graphical representation below of actual year to date surplus result versus the Annual Original Budget.

Surplus Result 2022-23
Surplus Result vs Annual Original Budget \$'000



Capital Works

Capital Works Projects 2022-23 Cumulative Budget vs Actual Expenditure All Projects - \$'000



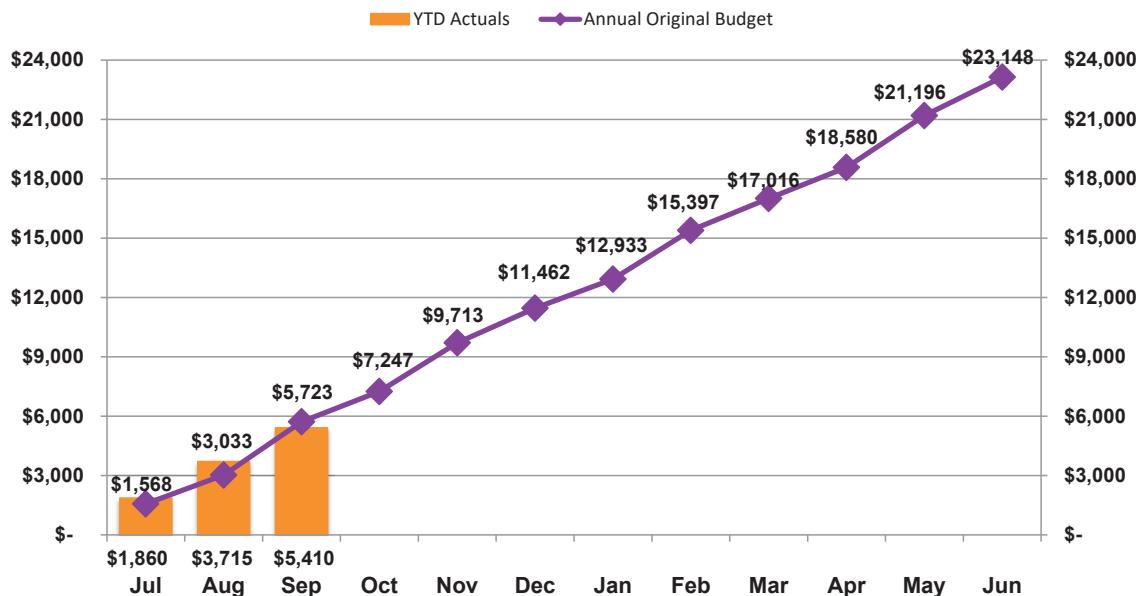
Council's year to date performance in gross capital works expenditure is \$14.30 million which is \$927,000 above year to date budget phasing of \$13.37 million.

Capital works committed expenditure as 30 September 2022 is \$31.53 million (year to date actual and commitments equates to \$45.83 million) and includes committed expenditure for multi-year projects with the most significant being Kew Recreation Centre.

Please refer to **Section 4.7 Capital Works performance** for further explanation.

Priority Projects

Priority Projects 2022-23 Cumulative Budget vs Actual Expenditure All Projects - \$'000

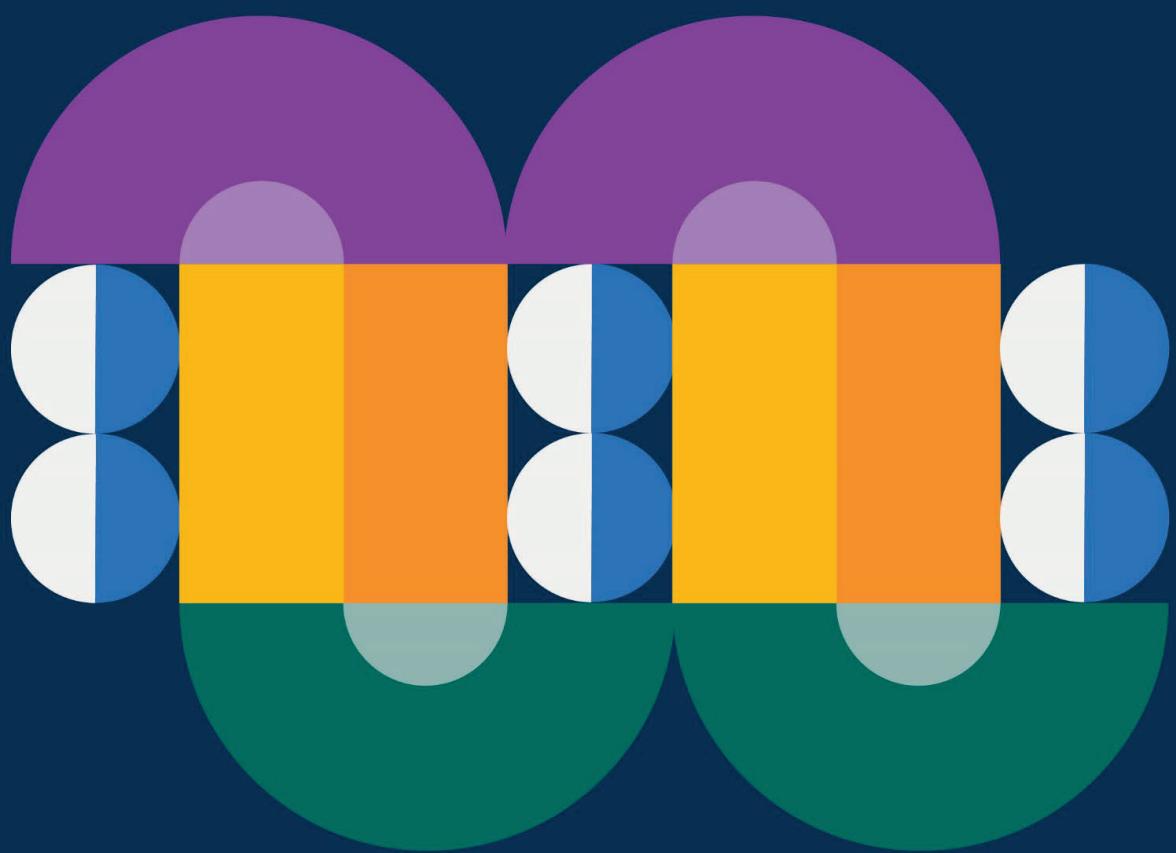


Council's year to date performance in gross priority project expenditure is \$5.41 million which is \$313,000 below year to date budget phasing of \$5.72 million. The difference relates to timing of expenditure on various projects.

Priority projects committed expenditure as at 30 September 2022 is \$21.73 million (year to date actual and commitments equates to \$27.14 million).

Please refer to **Section 4.8 Priority Projects performance** for further explanation.

Our performance



Our performance

The Boroondara Community Plan

The Boroondara Community Plan 2021–31 (the Plan) sets out the 10-year vision for Council based on the aspirations of our community and the seven priority themes the community told us are important.

The Plan incorporates the 10-year Community Vision, the Council Plan 2021-25 and the Municipal Public Health and Wellbeing Plan 2021-25, responding to Council's requirements under the *Local Government Act 2020* and the *Victorian Public Health and Wellbeing Act 2008*.

Council takes an integrated approach to planning and reporting, with the Plan directly informing the short, medium and long-term goals of Council. Through integrating the seven themes of the Plan across our key strategic documents, this ensures consistency and alignment with the community's aspirations and priorities across our planning, budgeting, asset management and reporting.

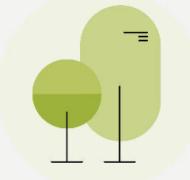
Each year, Council delivers an Annual Budget which demonstrates the resources we will allocate to ensure delivery of the Strategic Objectives of the Plan. The Annual Budget 2022-23 adopted by Council in June 2022 outlines Council's major initiatives and strategic indicator targets for the 2022-23 financial year.

Our ongoing monitoring and reporting of performance through monthly, quarterly, and annual reports ensures we are accountable, transparent and comply with legislation.

How we are measured

Our performance is reported in this section against each Boroondara Community Plan theme in four ways:

- Results of strategic indicators set out in the Annual Budget 2022-23.
- Progress of major initiatives set out in the Annual Budget 2022-23.
- Results of legislatively prescribed service performance indicators and measures.

Themes	Strategic Objective
 Community, Services and Facilities	Community services and facilities are high quality, sustainable, inclusive and strengthen resilience.
 Parks & Green Spaces	Green and open spaces are provided, well-utilised and enhanced.
 The Environment	The environment is considered in all decision making.
 Neighbourhood Character and Heritage	Protect the heritage and respect the character of Boroondara, while facilitating appropriate, well-designed development.
 Moving Around	Travel options are safe, efficient and accessible, with active and public transport encouraged.
 Local Economy	Support local businesses and enhance shopping precincts, fostering a strong economy and welcoming places for the community.
 Leadership and Governance	Ensure decisions are financially and socially responsible through transparent and ethical processes.



Theme 1

Community, Services and Facilities

Community services and facilities are high-quality, sustainable, inclusive and strengthen resilience.



Community, Services and Facilities highlights

- Library Services continued to celebrate and take the opportunity to inform and resource the community about key events, including:
 - Science weeks with several well attended events that were aimed at a variety of age groups and interests, Composting and Worm Farms, Bees in your Backyard, Robogals Arduino Workshop that was aimed at girls in Years 7 and above to increase Science, Technology, Engineering, Arts and Math (STEAM) interest in young girls and women as well as a variety of story times, displays and book lists.
 - Melbourne Writers Festival with the event "Toni Jordan: Dinner with the Schnabel's" which was livestreamed as well as presented to a live audience with more than 88 attendees.
 - Other special weeks and events including Wear It Purple Day and Children's Book Week which included dress ups and story times with a focus on the theme for 2022 Dreaming with eyes open.
- There has been a material increase in non-conformance by registered food businesses under the Food Act. This has resulted in 9 ongoing prosecutions as at 30 September 2022, with two business closures (one forced with public notice). Environmental Health Officers have been operating to a high, professional standard and preventing harm to the community, whilst staying on track with core inspections for the quarter.
- The annual Boroondara Sports Awards were held in September 2022 to recognise the important role sports clubs play to improve community health and wellbeing, increase participation in physical activity and foster social connection.
- Women's health week community events were well attended. Women's health week is a national campaign dedicated to highlighting women's health and making good health a priority. Free and child friendly activities were promoted to remove barriers from women to exercise due to child caring responsibilities.
- Open House Melbourne engaged more than 2,500 participants across the Boroondara municipality, providing opportunity for community to explore historic buildings and engage in family friendly activities.
- Launch of 'Wild Cities' workshops and exhibition, featuring the ideas and creative output of more than 450 local school children exploring solutions for humans and animal ecosystems within cities and the built environment.
- To mark Homelessness Week from 1 to 7 August 2022, Council delivered a number of events and activities to educate the community about homelessness and how to report or support someone experiencing homelessness. Events and activities included a communications campaign, an article on a community housing resident, Brent Sultan, an author talk with Meg Mundell on her book 'We Are Here', and a podcast educating young people about homelessness. Council also developed an online training module for staff about Council's Homelessness Protocol which was rolled out during Homelessness Week and is now ongoing.
- Council awarded a new Infrastructure Cleansing Contract which aims to preserve the appearance of the Municipality, and the regular cleansing of roads, shopping centres, car parks, footpaths and other miscellaneous assets will ensure that the Municipality always appears at its best.
- Council adopted a revised Discontinuance of Roads and Reserves Policy on 22 August 2022.

Strategic Indicator Results

Strategic Objective: Community services and facilities are high quality, sustainable, inclusive and strengthen resilience.

Strategic Indicator	Status	YTD Actual Result	Annual Forecast	Comments
Food safety assessments (percentage of registered class 1 food premises and class 2 food premises receiving an annual food safety assessment)	On Track	23.20%	100%	Food safety assessments are based on a calendar year cycle. The results from the previous two quarters (Q3 and Q4 2021-2022) indicates the team is on track to achieve the yearly target. Some fluctuations below 25% are common, as are results in excess of 25%.
Number of attendances by young people at youth programs or services	On Track	6,176	4,000 - 4,700	Increased youth engagement is a result of higher attendances at the Youth Hub and increased youth programs, including significant engagement with students from Swinburne University of Technology.
Number of vaccinations administered	On Track	3,030	21,432	This quarter is operationally a quieter period for the immunisation program. The community immunisation sessions have had reduced numbers due to an increase in respiratory illnesses and isolation requirements which have impacted the community.

Strategic Indicator	Status	YTD Actual Result	Annual Forecast	Comments
Number of arts and cultural community events delivered or supported by Council	On Track	61	100 - 190	
Overall participation in library services (includes loans, returns, visits programs attendance, e-books and audio loans, enquiries, reservations, Wi-Fi and virtual visits)	On Track	1,854,469	5,000,000 - 5,700,000	There has been a significant increase in the overall participation in library services year to date, as COVID-19 restrictions easing, events occurring in person, in libraries. Study spaces have also been well utilised across all sites, and libraries have observed an increase in digital loans since the onset of the pandemic.
Percentage of graffiti removed from Council- owned assets within one business day of notification	Monitor	98.10%	100%	The contractor experienced resource shortages in quarter 1. However, they are working on filling vacancies and meeting 100% compliance in the next quarter.

Progress of Major Initiatives

Our Initiatives	Status	Progress	Comments
1.1: Inform Council's planning and strategic direction to align its delivery of services to meet community need by undertaking an analysis of the 2021 ABS data to identify current and projected changes in Boroondara's population	On Track	25%	The 2021 ABS Census data is being released in three stages during 2022-23 with the first data release completed in late June 2022. The Social Research Team has since conducted an analysis of the change between the first release of the 2021 Census data and the 2011 and 2016 Census data.
1.2: Consider the needs and aspirations of people with a disability identified through community consultation by presenting a draft	On Track	40%	To inform the refresh of the Boroondara Disability Action Plan 2018-22, Council undertook community consultation between June 2022 and September 2022.

Our Initiatives	Status	Progress	Comments
of the Boroondara Disability Action Plan 2023-27 to Council			<p>The community consultation included a survey online and in hard copy as well as an Easy Read version, completed by 82 people.</p> <p>Community members were also able to make an audio, written or video submission to a question with nine people submitting a response in this way. Eleven interviews were conducted with organisations providing services to people with disability, and ten community workshops were held with community members and organisations with 98 people participating.</p> <p>Two workshops were also held with members of the Community Disability Advisory Committee in June and September. A staff survey was also undertaken and workshops are being held with relevant departments to share the findings from the community consultation and help inform actions in the refreshed Disability Action Plan. The community consultation data from the refresh of the Boroondara Community Plan was also analysed for responses relating specifically to disability access and inclusion with 139 responses identified. Through this consultation, a total of 387 responses have been received.</p>

Our Initiatives	Status	Progress	Comments
1.3: Support older people to understand and navigate the Aged Care system by hosting information sessions and providing written and digital information on My Aged Care and Commonwealth funded aged care services	On Track	25%	<p>Council hosted an aged care information session in August attended by 32 older people.</p> <p>Information on Council's Commonwealth Home Support Program (CHSP) services, and how to access these and other aged care services via My Aged Care, has been updated on Council's website.</p>
1.4: Connect people living with a disability in Boroondara to physical activity opportunities by developing a Disability Sports Hub in collaboration with Disability Sport and Recreation (DSR) and the YMCA	On Track	25%	<p>The first Project Control Group (PCG) meeting was held with YMCA, Council, Disability Sport and Recreation Victoria, Blind Sports Victoria, AFL Victoria, and Sport and Recreation Victoria. The role of the PCG is to provide strategic direction to ensure project success and collaboration with partner organisations.</p> <p>There were 19 Expression of Interest's received for the project's All Abilities Advisory Committee. The role of the All Abilities Advisory Committee is to ensure that the project meets the needs</p>

Our Initiatives	Status	Progress	Comments
			<p>of people with lived experience to increase participation. The committee will provide strategic and operational project advice to improve disability sport and recreation opportunities.</p> <p>As part of the project funding, 6 sport wheelchairs have been purchased. The sport wheelchairs will support participation in All Abilities programming opportunities at Boroondara Sports Complex, which includes education programs such as Wheel Talks sessions delivered by Disability Sport and Recreation.</p>
1.5: Create an all-ability recreation facility to meet current and future community needs by completing the construction of the Kew Recreation Centre	On Track	65%	<p>Construction of Kew Recreation Centre is well advanced with works anticipated for completion mid-2023.</p> <p>This is accurate as at the close of the quarter, however it is anticipated the impact of failure in a section of the roof structure at the Kew Recreation Centre will mean this major initiative will not be delivered by the end of the financial year.</p>

Our Initiatives	Status	Progress	Comments
1.6: Enhance the provision of early years education, disability and recreation services to the local community by completing the construction of the Canterbury Community Precinct and supporting the coordination of the community agencies on site to work together to optimise service provision	On Track	65%	Construction of Canterbury Community Centre is well progressed with stage 1 due for completion late 2022. Stage 2 works anticipated for completion April 2023.
1.7: Enrich and empower the community by providing high quality community-focused library collections, programs, facilities and services through implementation of the 2022-23 actions from the Boroondara Library Action Plan 2020 - 2025	On Track	25%	<p>Actions from the Boroondara Library Services Plan delivered in Quarter 1 include:</p> <p>Collaboration activities were held with Swinburne University (Return of the 'What if ...' series); Women's Health East Network (The Motherload: parenting in the early years, online session and Elder Rights Advocacy (who presented on Understanding your rights when accessing aged care services).</p> <p>Introduction of a digital collection of comics (for children, teens and adults).</p>

Our Initiatives	Status	Progress	Comments
			<p>Piloted “Technology Help” at the library, where community members could book a time for one on one assistance to better utilise their electronic devices.</p> <p>A program of events was delivered during Family History month in August including an Introduction to Genetic Genealogy, Advanced Genetic Genealogy, Ditch that scanner (and printer): using a mobile device as a scanner and an author talk.</p> <p>Two intergenerational workshops on Composting and worm farms which were very well received and attended.</p> <p>September School Holiday program with the theme Design it, over 19 events were held with 460 participants taking part.</p> <p>English Conversation Clubs and bi-lingual story times in Chinese continue to be well attended.</p>
1.8: Support Local Historical societies to boost community access to their collections, which includes support to develop a model of operation at the Canterbury Community Precinct	On Track	10%	<p>Officers continue to work with local Historical societies to help increase access to their collections. The main focus to date has been to support two of the Historical Societies with their relocation to the Canterbury Community Precinct.</p>

Our Initiatives	Status	Progress	Comments
1.9: Make precincts easier to navigate and improve the consistency, readability, placement and accessibility of signage by developing and adopting a Signage Strategy that outlines the style and use of signs that support facilities	On Track	0%	Work due to commence in quarter 3, 2022.

Local Government Performance Indicators - Service Performance Indicators

Measure	Status	Last Year Result (Q1)	This Year Result (Q1 YTD)	Annual Target	Comments
AM1 Time taken to action animal management requests (The average number of days it has taken for Council to action animal management related requests)	On Track	1.34	1.01	0.34-2.66	

Measure	Status	Last Year Result (Q1)	This Year Result (Q1 YTD)	Annual Target	Comments
AM2 Animals reclaimed (The percentage of collected registrable animals under the Domestic Animals Act 1994 reclaimed)	Monitor	70.9%	56%	61% - 75%	Whilst the reclaim rate for dogs remained high and within target levels, the quarterly result was skewed overall due to a sudden increase in feral and semi feral cats which cannot legally be reclaimed. These cats have come from multiple hoarding properties that we are working with and had to be euthanised for medical and behavioural reasons.
AM5 Animals rehomed (The percentage of collected registrable animals under the Domestic Animals Act 1994 that are rehomed)	On Track	14.5%	41.8%	12% - 22%	

Measure	Status	Last Year Result (Q1)	This Year Result (Q1 YTD)	Annual Target	Comments
AM6 Cost of animal management service per population (The direct cost of the animal management service per municipal population)	On Track	\$2.23	\$1.85	\$7 - \$9	The animal management team are working well together and have 4 permanent officers on staff. Operating costs are kept to a minimum wherever possible. The team is proactive in their approach and with enforcement.
AM7 - AUDITED Animal management prosecutions (The percentage of successful animal management prosecutions)	On Track	100%	100%	80% - 100%	

Aquatic Facilities	Measure	Status	Last Year Result (Q1)	This Year Result (Q1 YTD)	Annual Target	Comments
AF2	Health inspections of aquatic facilities	On Track	0	0	1 - 2	(The number of inspections by an authorised officer within the meaning of the Public Health and Wellbeing Act 2008 carried out per Council aquatic facility)

Measure	Status	Last Year Result (Q1)	This Year Result (Q1 YTD)	Annual Target	Comments
AF6 - AUDITED Utilisation of aquatic facilities (Number of visits to aquatic facilities per head of Municipal population)	On Track	0.64	3.04	4.65 - 10.65	The result indicates an outcome better than the target; however, membership numbers and attendances are still being impacted by the COVID-19 pandemic, with a large number of people still unwilling to return to gym environments.
AF7 Cost of aquatic facilities (The direct cost less any income received of providing aquatic facilities per visit)	Monitor	\$2.64	-\$1.96	\$0 - \$1.88	Leisure and aquatic centre memberships and attendances are still impacted by the COVID-19 pandemic, which is having a negative impact on financial performance.

Food Safety	Measure	Status	Last Year Result (Q1)	This Year Result (Q1 YTD)	Annual Target	Comments
FS3	Cost of food safety service (The direct cost of the food safety service per food premises registered by Council, or for which Council has received notification, during the year)	On Track	\$78	\$62	\$242.64 - \$392.64	

Food Safety - Calendar Year measures (1 January 2022 to 30 September 2022)					
Measure	Status	Last Year Result (Q3 YTD)	This Year Result (Q3 YTD)	Annual Target	Comments
FS1 Time taken to action food complaints (The average number of days it has taken for Council to action food complaints received from members of the public about the safety or handling of food for sale)	On Track	1.53	1.76	0.58- 3.42	

Measure	Status	Last Year Result (Q3 YTD)	This Year Result (Q3 YTD)	Annual Target	Comments
FS2 Food safety assessments (The percentage of registered class 1 food premises and class 2 food premises that receive an annual food safety assessment)	On Track	100%	100%	90% - 100%	

Measure	Status	Last Year Result (Q3 YTD)	This Year Result (Q3 YTD)	Annual Target	Comments
FS4 - AUDITED Critical and major non-compliance outcome notifications	On Track	90.6%	99.5%	83% - 100%	(The percentage of critical and major non-compliance outcome notifications that are followed up by Council)

Maternal and Child Health		Measure	Status	Last Year Result (Q1)	This Year Result (Q1 YTD)	Annual Target	Comments
MC2	On Track	102.3%	101.1%	91% - 100%			
Infant enrolments in MCH service (The percentage of infants enrolled in the MCH service)							
MC3	On Track	\$72.56	\$63.76	\$60 - \$90			
Cost of the MCH service (The cost of the MCH service per hour of service delivered)							
MC4 - AUDITED	Monitor	54.2%	54.2%	73% - 89%	Not all children are due for a key age and stage visit for this quarter. Participation is on track for annual target.		
Participation in the MCH service							

Measure	Status	Last Year Result (Q1)	This Year Result (Q1 YTD)	Annual Target	Comments
(The percentage of children enrolled who participate in the MCH service (YTD))					
MC5 - AUDITED	Monitor	59%	75.6%	83% - 100%	Not all Aboriginal children are due for a key age and stage visit for this quarter. Participation is on track for annual target.

Measure	Status	Last Year Result (Q1)	This Year Result (Q1 YTD)	Annual Target	Comments
MC6 Participation in 4-week Key Age and Stage visit (The percentage of infants enrolled in the MCH service who participated in 4-week Key Age and Stage visit).	On Track	106.6%	104.5%	92% - 100%	

Libraries		Status	Last Year Result (Q1)	This Year Result (Q1 YTD)	Annual Target	Comments
Measure						
<i>LB1</i>	Physical library collection usage (The number of physical library collection item loans per physical library collection item)	On Track	0.61	0.97	1.63 - 8.37	There has been a significant increase in the loaning of physical items since the libraries have reopened to the public without any COVID-19 restrictions. Increased event attendance, dynamic collection campaigns and displays have increased the amount of items being utilised when compared to the same period last year.
<i>LB2</i>	Recently purchased library collection (The percentage of the library collection that has been purchased in the last 5 years)	On Track	59.3%	59.4%	55.15% - 70.15%	

Measure	Status	Last Year Result (Q1)	This Year Result (Q1 YTD)	Annual Target	Comments
LB4 - AUDITED Active library borrowers in municipality (The percentage of the municipal population that are active library borrowers)	Monitor	18.1%	17.9%	20% - 22%	This figure is similar to that in the same period last financial year. Overall however, this figure is lower than the target range as the results relate to the number of active borrowers over the last three (3) years, meaning the three year period of the pandemic (Covid-19), were visitor, and borrower activity was acutely disrupted during lockdowns; library closures; click and collect restrictions; limited in-person events; density limits and social distancing).
LB5 Cost of library service per population (The direct cost of the library service per population)	On Track	\$13.60	\$12.03	\$40 - \$60	This result is within the target range for the period



Theme 2

Parks and Green Spaces

Green and open spaces are provided, well-utilised and enhanced.



Parks and Green Spaces highlights

- Completion of Central Gardens Playground. Central Gardens reflects community feedback for retaining the much-loved Rocket from 1966, which has been carefully restored. The rocket now sits as the hero amongst a space themed playground, with a new mission control, swings, and shade structures.
- Completion of Victoria Park Playground. Victoria Park is a new Regional Playground that features something for every age group, from toddler to seniors. The playground includes ninja warrior poles, water and sand play, flying fox, slides and swings, learn to scoot, fitness station and senior exercise equipment. Both playgrounds have received positive social media posts since opening.
- Seasonal renovations for our sportsgrounds has been completed on time despite weather impacts. All sportsgrounds are now ready for summer sporting competitions to be played enhancing the health and wellbeing of the community.
- Consultation was completed to inform development of a draft master plan for St James Park. Consultation also informed the development of a tree management plan for the site. The master plan will guide the future development of the site including the possible repurposing of the old pentanque court.

Progress of Major Initiatives

Our Initiatives	Status	Progress	Comments
2.1: Improve the sporting experience in Boroondara by setting and meeting service standards for all turf sports areas	On Track	25%	New service levels for both sportsgrounds and the golf course are under development. This document will specify the standards of maintenance to be achieved at the course and all sportsgrounds. Benchmarking with other councils and assessment of community expectations has been completed.
2.2: Improve the community access and experience in parks by implementing new grass management practices and proactively managing mowing contracts	On Track	25%	New service levels and park gradings have been implemented to improve look and feel of parks. These include crown lifting of trees and turf improvement initiatives like fertilising and top-dressing low spots.
2.3: Enhance recreational opportunities for children and families by commencing construction of the play space at Hays Paddock and completing construction of the play spaces at Grovedale and Kate Campbell	On Track	30%	Feedback on the draft concept design for Hays Paddock closed 25 July 2022. Detailed design for Hays Paddock is progressing. Grovedale design documentation is complete with implementation mid-late 2022-23. Further feedback from the community is being considered for Mary Mackillop, updated documentation is expected late November, with implementation mid-late 2023. In accordance with playground auditing Mary Mackillop was identified as higher priority for construction than Kate Campbell. Therefore, Kate Campbell will be constructed in 2023-24.

Our Initiatives	Status	Progress	Comments
2.4: Provide family friendly local community opportunities for enjoyment and social connection via the delivery of the 2023 Summer in the Park series showcasing cinema, music and theatre performances	On Track	25%	Planning for the 2023 Summer in the Park program is well commenced and artists are being contracted as part of this program.
2.5: Improve the health of the Boroondara community, by working with the YMCA to support programming of physical activity opportunities in Boroondara's parks and sports grounds	On Track	25%	Programming took place during Women's Health Week which included the activation of 7 community spaces with 58 female participants. Of the attendees, 89% felt more motivated to be physically active as a result of participation.



Theme 3

The Environment

The environment is considered in all decision-making.



The Environment highlights

- Council awarded a new recycling contract to support sustainable and circular economy outcomes which continues to be a priority as part of Council's Climate Action Plan. Council continues to achieve a high diversion rate from landfill, and this contract provides a reliable and high quality collections service, delivering material to the tenderer who provides high resource recovery rates for recycling in domestic circular outcomes.
- A major exhibition was run in our Town Hall Gallery 'Above the Canopy'. This featured diverse cultural and creative responses from seven artists exploring the awe-inspiring yet fragile grandeur of the natural world and responding to the theme of sustainability and climate change.
- The tree asset input information backlog has reduced from 4,113 items to 416 due to a dedicated resource being assigned to this task. Reducing this backlog will ensure the correct information is available for making accurate decisions in managing our tree assets.
- Council adopted a new masterplan for Gardiners Creek. This plan guides our work in the Gardiners Creek corridor to improve creek health and biodiversity, manage water and drainage, reduce pollution and litter and improve water quality as well as improve usability of the open spaces.

Strategic Indicators Results

Strategic Objective: The environment is considered in all decision making.

Strategic Indicator	Status	YTD Actual Result	Annual Forecast	Comment
Kerbside collection waste diverted from landfill (percentage of garbage, recyclables and green organics collected from kerbside bins that is diverted from landfill)	Monitor	70.13%	72-73%	There has been a delay with completing the FOGO rollout to larger Multi-Unit Developments. As a result, the target has not been met, but the diversion is expected to increase after completing the FOGO service to larger Multi-Unit Developments.

Progress of our Major Initiatives:

Our Initiatives	Status	Progress	Comment
3.1: Progress towards the targets to reduce Council and community emissions established in the Climate Action Plan by implementing the actions detailed in the Climate Action Plan Implementation Plan for 2022-23	On Track	25%	Multiple actions are underway. Electric vehicle chargers have been installed at Maranoa Botanical Gardens and Hawthorn Arts Centre. A Community of Interest Group has been established to assist Council progress Climate.

Our Initiatives	Status	Progress	Comment
3.2: Enable monitoring of community progress towards the Community emissions targets in the Climate Action Plan through the implementation of a community emissions measurement model	On Track	25%	A detailed analysis of community emissions which measures transport, energy usage and waste impacts will be completed later in the financial year.
3.3: Improve the green canopy coverage in our urban spaces for the enjoyment of future generations by implementing a targeted program to increase the planting of trees on local streets by 1000 per annum	On Track	40%	749 trees planted in first quarter of 2022-23.
3.4: Improve the community's ability to access biodiversity and indigenous vegetation now and into the future by ensuring information on the location and size of biodiversity areas are accurately recorded	Completed	100%	All current zones have been mapped and updated in Weave and Conquest.
3.5: Protect the Gardiners Creek now and into the future through the development and adoption of a Masterplan for the Gardiners Creek giving consideration to recreational, active transport, biodiversity and environmental initiatives	On Track	80%	The Gardiners Creek Masterplan was formally endorsed by Council on Monday 10 October 2022.
3.6: Create an Urban Greening Strategy to protect and enhance our landscapes, trees and green cover in response to the challenges of climate, urban heating and urban densification	On Track	10%	A review of other council's Urban Greening Strategies and Council's strategies has been completed. This work has informed what will be included in the Urban Greening Strategy which will now form the basis of a brief to seek quotes for the development of this strategy.

Our Initiatives	Status	Progress	Comment
3.7: Reduce the volume of materials going to landfill by using a minimum of 20% of recycled materials including glass, plastics and toners in our asphalt products to resurface roads	On Track	20%	All resurface and refurbishments of roads includes asphalt materials with a minimum of 20% recycled products that reduces materials going to landfill.
3.8: Provide the community with more options to divert polystyrene from landfill by identifying new partnerships for the disposal of expanded polystyrene	On Track	10%	Council is currently investigating specialised recycling centres that are available to receive polystyrene for recycling. We will then proceed to source providers to collect the material to keep it out of landfill and the environment.
Major initiative 3.9: Commence gradual bin lid replacement to meet Victorian Government requirement to comply with standard bin colours by 2030	On Track	10%	We have commenced bin lid replacements for all bins requiring new lids or delivery of new bins. Bin lid replacement will be an ongoing task for Council until the end of 2028, when extra funding is needed for a bulk replacement of bin lids.

Local Government Performance Indicators - Service Performance Indicators

Waste Collection

Measure	Status	Last Year Result (Q1)	This Year Result (Q1)	Annual Target	Comments
WC1 Kerbside bin collection requests	On Track	51.99	37.70	155 - 195	The new FOGO kerbside service introduced 2 years ago provided new bins to assist residents in transitioning to new collection frequencies. This has resulted in newer bins and a fall in bin requests for size changes and repairs.

Measure	Status	Last Year Result (Q1)	This Year Result (Q1)	Annual Target	Comments
(The number of kerbside bin collection requests per 1,000 kerbside bin collection household)					
WC2 Kerbside collection bins missed (The number of kerbside collection bins missed per 10,000 scheduled kerbside collection bin lifts)	On Track	5.86	6.53	0 - 10	
WC3 Cost of kerbside garbage bin collection service (The direct cost of the kerbside garbage bin collection service per kerbside garbage collection bin)	On Track	\$28.64	\$29.97	\$94 - \$134	
WC4 (The direct cost of the kerbside recyclables collection service (including the contract cost of	On Track	\$19.62	\$20.28	\$76 - \$96	

Measure	Status	Last Year Result (Q1)	This Year Result (Q1)	Annual Target	Comments
collection) per kerbside recyclables collection bin)					
WC5 - AUDITED	On Track	71.1%	70.1%	65% -79%	There has been a delay with completing the FOGO rollout to larger Multi Unit Developments. As a result, the target has not been met, but the diversion is expected to increase after completing the FOGO service to larger Multi-Unit Developments.

Clayton Landfill performance

30 September 2022	YTD Actuals	YTD Budget	Variance	% Variance
Income	\$1,579,058	\$0	\$1,559,058	100%
Expenditure	\$288,801	\$618,560	(\$327,759)	-53.3%
Net Loss	1,290,257	(\$618,560)	\$1,908,817	308.6%



Theme 4



Neighbourhood Character and Heritage

Protect the heritage and respect the character of Boroondara, while facilitating appropriate, well-designed development.

Neighbourhood Character and Heritage highlights

- Improved the planning application processes and timeframes for Tree Protection Local Law applications to offer customers better guidance and quicker decision making.
- Completed the Camberwell Junction Vision & Priorities Report for community consultation to guide the future of development and public investment while protecting the character and public spaces the community values.
- Completed the final elements of the Municipal Wide Heritage Gap Study which has been successful in protecting over 5,000 additional heritage places in Boroondara.
- The asset protection and proactive business case is on track for the first quarter. Objectives include the protection of Council assets from damage caused by building work and to protect the health and safety of any person who works or enters building sites. The proactive inspections ensure we maintain a safe environment for the community and those working on Council land to reduce risk of injury.
- Building Services launched a new infringement process to issue Building Infringement Notices for breaches with regards to pool/spa safety barriers in residential properties and Essential Safety Measures non-compliance in public buildings.
- Over 90% of Boroondara's known pools and spas have been successfully registered via Council's website.

Strategic Indicator Results

Strategic Objective: Protect the heritage and respect the character of Boroondara, while facilitating appropriate, well-designed development.

Strategic Indicator	Status	YTD Actual Result	Annual Forecast	Comment
Average number of days to process a planning application	On Track	46	35-45	Timeframes for determining planning applications have been impacted by the recruitment of the new staff. There has been a reduction in the number of current applications which are yet to be determined as well as process improvement initiatives such as pre-application discussions, streamlined reports and system enhancements which are expected to bring the indicator within forecast range.
Percentage of 'demolition consents' under section 29A of the <i>Building Act</i> by Building Services checked within 15 business days	On Track	100%	100%	
Percentage of Council planning decisions upheld, and decisions successfully mediated at the Victorian Civil and Administrative Tribunal (VCAT)	On Track	61.11%	45-55%	Council has successfully mediated a high portion of VCAT cases, in addition to the modest number of Council decisions upheld by VCAT.
Number of "out of time" planning reviews at VCAT where the appeal was lodged more than two weeks after the final consultation with the applicant or objector(s)	On Track	0	5-15	

Progress of our Major Initiatives:

Our Initiatives	Status	Progress	Comments
4.1: Support the provision of appropriate housing in Boroondara through review of the Boroondara Housing Strategy 2015, community consultation and presenting a draft updated Boroondara Housing Strategy to Council and consideration of associated planning scheme changes including residential zones	On Track	20%	Review of the Housing Strategy is currently in progress, including background research and data analysis. A draft Housing Strategy will be presented to Council in 2023.
4.2: Enhance protection of Boroondara's heritage assets by preparing and presenting to Council for endorsement an updated Heritage Action Plan to guide Council's future work program for heritage protection advocacy	On Track	10%	Review of the Heritage Action Plan has commenced. The Heritage Advisory Committee will be consulted as the plan is developed.
4.3: Facilitate sustainable development by investigating the introduction of an Environmentally Sustainable Design Policy to the Boroondara Planning Scheme	On Track	10%	Authorisation for a draft policy has been lodged with the Victorian Government in June 2022. The Department of Environment, Land, Water and Planning (DELWP) have put the request on hold pending further assessment and consideration. Project cannot proceed without approval from Minister for Planning/DELWP.
4.4: Improve pool & spa safety and life safety for our community through investigating and implementing a new Building Infringement Notice for specified Pool & Spa safety breaches and non-compliance of Essential Safety Measures (ESM) in Class 2-9 public buildings	Complete	100%	Building Services has successfully developed processes for issuing Building Infringement Notices for pool safety breaches in Class 1 residential properties and non-compliant Essential Safety Measures in Class 2 public buildings.

Our Initiatives			
4.5: Celebrate & protect Boroondara's heritage by updating the Heritage Action Plan and establishing a process for assessing community heritage nominations	On Track	25%	Work is progressing on both the Community Heritage Nomination Process and the update to the Heritage Action Plan.

Local Government Performance Indicators - Service Performance Indicators

Statutory Planning

Measure	Status	Last Year Result (Q1 YTD)	This Year Result (Q1 YTD)	Annual Target	Comments
SP1 Time taken to decide planning applications (The median number of days between receipt of a planning application and a decision on the application)	Monitor	86	108	61 - 101	Timeframes for determining planning applications have temporarily risen in Q1 due to the recruitment of a number of new staff. The Urban Planning Teams will be working hard to bring timeframes back down to target range in Q2.
SP2 Planning applications decided within required timeframes (Number of planning application decisions made within 60 days for regular permits and 10 days for VicSmart permits / Number of	On Track	53.3%	57.1%	54.82% - 63.72%	

Measure	Status	Last Year Result (Q1 YTD)	This Year Result (Q1 YTD)	Annual Target	Comments
planning application decisions made X 100)					
SP3 Cost of statutory planning service (Direct cost of the statutory planning service / Number of planning applications received)	On Track	\$3,118.90	\$3,435.88	\$3,267 - -\$3,967	
SP4 - AUDITED Council planning decisions upheld at VCAT (Number of VCAT decisions that did not set aside Council's decision in relation to a planning application / Number of VCAT decisions in relation to planning applications) X 100	Monitor	33.3%	22.2%	47% - 58%	The reduction in the number of Council decisions upheld at VCAT reflects the difference between the high quality planning outcomes sought by Boroondara and the decisions made at VCAT. It should also be noted that the indicator does not take in to account the high proportion of cases successfully mediated at VCAT where the Council case was strongest and other parties were therefore more inclined to mediate an outcome.



Theme 5

Moving Around

Travel options are safe, efficient and accessible, with active and public transport encouraged.



Moving Around highlights

- Finalisation of design and securing of all approvals to allow for the construction of the new Walmer Street northern land bridge. Works commenced on 17 August 2022 and are anticipated to be completed by mid-2023. The new land bridge will be wider, meet disability requirements and improve access and safety for pedestrians and bike riders.
- Installation and commissioning of new heritage style lighting in Grace Park for the shared path in August 2022. The new lights are aimed to improve the level of security and safety for pedestrians and cyclists during the hours of darkness and forms part of the overall improvements proposed under the concept master plan adopted by Council in 2009.
- Adoption of the Boroondara Bicycle Strategy and Implementation Plan in July 2022 after extensive community engagement, research and analysis. The new strategy aims to deliver an integrated bicycle network that is safe, connected, protected, works well and appeals to bicycle users of all ages and abilities.

Strategic Indicators Results

Strategic Objective: Travel options are safe, efficient and accessible, with active and public transport encouraged.

Strategic Indicator	Status	YTD Actual Result	Annual Forecast	Comment
Number of traffic counts and surveys used to investigate, assess and respond to traffic and parking issues	On Track	51	200-220	
Average daily bicycle users for Gardiners Creek Trail, the Anniversary Trail, Koonung Trail and Main Yarra Trail	On Track	3,321	3,900-4,500	Seasonal influence over winter impacting on bicycle use.

Progress of our Major Initiatives:

Our Initiatives	Status	Progress	Comments
5.1: Seek to provide an integrated bicycle network that is safe, connected, protected, efficient and appealing to bicycle users of all ages and abilities by developing and adopting a bicycle strategy	Complete	100%	Council formally considered and adopted the Boroondara Bicycle Strategy on Monday 11 July 2022 at the Services Delegated Committee Meeting. The guiding principles of the Boroondara Bicycle Strategy include creating a connected, complete and safe bicycle network. The initiatives contained in the Implementation Plan aim to deliver on these principles for the benefit of the community.

Our Initiatives	Status	Progress	Comments
<p>5.2: Provide a safe and accessible shared path for the community by advocating to the Victorian Government for the Box Hill to City cycling corridor project</p> <p>Council officers have also commenced the feasibility studies for two sections of the Box Hill to Hawthorn Strategic Cycling Corridor (SCC). These sections are:</p> <ol style="list-style-type: none"> 1. Elgin Street to Glenferrie Road, including an underpass at Power Street. 2. Burke Road to Stanhope Grove. <p>A consultant has been appointed to assist with the feasibility studies and concept designs. Consultation with key stakeholders (VicTrack, Metro Trains, Department of Transport) and the community is proposed and then Council will formally consider the studies. Subject to Council approval, the studies would then be presented to the Victorian Government for funding consideration and approval.</p> <p>One more section of the Box Hill to Hawthorn SCC will be investigated and this is intended to be the section between Auburn Road to Burke Road.</p>	On Track	20%	

Our Initiatives	Status	Progress	Comments
<p>5.3: Encourage public transport use and improve access and safety through a range of infrastructure initiatives for the Walmer Street Bridge, Yarra Boulevard and public transport services including disability access through advocacy with the Victorian Government</p>	On Track	30%	<p>Council officers met with the Department of Transport's (DoT) Tram Development and Network Planning Integration teams most recently in July 2022 to discuss Camberwell Placemaking and the disability compliant (DDA) tram stop program. There is no funding commitment from the Victorian Government to consider design investigations for DDA tram stops in Boroondara at this stage. Officers will continue to work with DoT and advocate for DDA tram stops.</p>
<p>On 17 August 2022, the Walmer Street Bridge was closed to the public and construction works commenced. The works are expected to take 8 months (dependent on weather conditions).</p> <p>For the Yarra Boulevard upgrades, the DoT has commenced works with the completion of the lighting at several locations. The treatment at the Walmer Street end has been completed. The roadworks near Studley Park Road are due to commence in September 2022. The DoT works program extends into 2023.</p>	On Track	20%	<p>The Grace Park shared path lighting works were completed in August 2022.</p> <p>Lighting of the Gardiners Creek Trail underpass at Toorak Road is currently being investigated and in-principle support has been received from the DoT. Council is awaiting Melbourne Water consent. Works are due to be completed by the end of 2022.</p> <p>Fee proposals have been received and a consultant has been appointed for a lighting design along the Anniversary Trail between Whitehorse Road and Canterbury Road.</p>

Our Initiatives	Status	Progress	Comments
5.5: Encourage sustainable travel options by undertaking bicycle promotional and behaviour change programs for children including travel plans for primary and high schools and Safe Routes to School initiatives	On Track	20%	<p>A consultant has been appointed to assist with the Boroondara Active and Safe Schools (BASS) program and Road Safety initiatives for one school.</p> <p>Expression of interests have been received from various schools to participate in the program. The appointed consultant and Council officers will select a school and work with them to develop their school travel plan.</p>
5.6: Represent the Boroondara community in decision making by advocating to the Victorian government in relation to public and active transport, open space, urban design and environmental opportunities associated with the North East Link and the Union Road Level Crossing Removal project	On Track	40%	<p>Council has made a submission to the Spark Tunnels Urban Design and Landscape Plan (UDLP). Officers have reviewed Level Crossing Removal Program design plans and continued to advocate on behalf of the community in relation to the Union Road Level Crossing Removal Project including the new civic spaces along Union Road.</p>

Local Government Performance Indicators - Service Performance Indicators

Roads					
Measure	Status	Last Year Result (Q1 YTD)	This Year Result (Q1 YTD)	Annual Target	Comments
R1 Sealed local road requests (Number of sealed local road requests / Kilometres of sealed local roads) x 100	On Track	20.86	21.92	46.14 - 86.14	
R2 Sealed local roads maintained to condition standards (Number of kilometres of sealed local roads below the renewal intervention level set by Council / Kilometres of sealed local roads) x 100	On Track	94.7%	91.1%	82% - 100%	

Measure	Status	Last Year Result (Q1 YTD)	This Year Result (Q1 YTD)	Annual Target	Comments
<i>R3</i> Cost of sealed local road reconstruction (Direct cost of sealed local road reconstruction / Square metres of sealed local roads reconstructed)	On Track	\$96.51	\$108.13	\$79 - \$129	
<i>R4</i> Cost of sealed local road resealing (Direct cost of sealed local road resealing / Square metres of sealed local roads resealed)	On Track	\$29.14	\$27.14	\$17 - \$37	



Theme 6

Local Economy

Support local businesses and enhance shopping precincts, fostering a strong economy and welcoming places for the community.



Local Economy highlights

- Council engaged Circular Economy Victoria to deliver the 'Go Full Circle' project whereby 14 local businesses will learn to incorporate sustainability practices into their business and leverage the circular economy to drive stronger financial, environmental, and social outcomes for their business and customers.

Through the Expression of Interest process, Boroondara received 15 applications for this pilot program, 14 which have been approved and onboarded. Collectively with our partner councils, City of Stonnington and City of Melbourne, we have achieved the 30 program participants. The 'Go Full Circle' program will run between October and the end of November 2022.

- In partnership with the Glenferrie Traders Association and Kew Junction Business Association, Council successfully renewed a 5-year agreement (2022-2027) to continue with a Special Rate and Charge Scheme for each respective Centre. A great success coming out of a COVID-19 environment, with low objections from property owners / business owners for each precinct.
- Completed the Camberwell Junction Vision & Priorities Report for community consultation in October that identifies future opportunities to transform this major centre into a metropolitan destination. Community feedback on this Vision will guide the preparation of the Camberwell Junction Structure and Place Plan that will guide future development and public investment while protecting the character and public spaces the community values.

Strategic Indicators Results

Strategic Objective: Support local businesses and enhance shopping precincts, fostering a strong economy and welcoming places for the community.

Strategic Indicator	Status	YTD Actual Result	Annual Forecast	Comment
Number of permits for outdoor trading	On Track	50	120 - 130	
Number of proactive strip shopping centre maintenance inspections completed	On Track	1,000	1,250 - 1,500	

Progress of our Major Initiatives:

Our Initiatives	Status	Progress	Comment
6.1: Support business COVID-19 recovery through targeted programs and initiatives such as promoting Main Street Australia week, provision of business information workshops, mentoring, outdoor activation in shopping centres and buy local programs	On Track	25%	<p>The Business Boroondara suite of events has included 13 dedicated business workshops and business mentoring sessions which were attended by 125 local business people. Some of the workshop topics included One Page Business Plans, Market Research - Understanding What Motivates People to Buy (New topic) along with various workshops covering ways to market your business on Social Media.</p> <p>Council has continued to highlight local businesses on the @boroondaralife social media platforms, through the Love Local Life website and via our monthly business eNewsletter. Two Mainstreet Australia conferences (Metro and Regional) were</p>

Our Initiatives	Status	Progress	Comment
<p>also promoted on social media and to local businesses through the eNewsletter.</p> <p>Boroondara hosted the Mainstreet Australia Metro Conference at Hawthorn Arts Centre and a number of trader association representatives from across Boroondara were in attendance.</p> <p>Local Economies also partnered with the Arts and Culture team to deliver Open House Melbourne to our community and attract visitation, with a series of coordinated tours of the interior and exterior of the Camberwell Civic Centre and Hawthorn Arts Centre.</p> <p>The outdoor dining project has been retained with 13 parklets still in place across Boroondara.</p>			
<p>6.2: Enhance the vibrancy and economic sustainability of the local economy by the completion of the Economic Development and Tourism Plan in consultation with the business community</p>	On Track	65%	<p>A draft Economic Development and Tourism Plan has been prepared and is scheduled to be endorsed following public consultation in 2023.</p>
<p>6.3: Increase the vibrancy of the Glenferrie Road precinct and aid the economic recovery of local traders following the impacts of the COVID-19 pandemic on the local economy by implementing short-term 2022-2023 projects in the Glenferrie Place Plan</p>	On Track	25%	<p>Revisions to the draft Glenferrie Place Plan are underway and scheduled to be completed in early 2023. Work is progressing on short term initiatives, such as a new mural in Railway Arcade, to enliven the local precinct.</p>

Our Initiatives	Status	Progress	Comment
6.4: Increase the vibrancy of the Maling Road precinct and aid the economic recovery of local traders following the impacts of the COVID-19 pandemic on the local economy by implementing short-term 2022-2023 projects in the Maling Road Place Plan	On Track	25%	Implementation of upgrades to Maling Road laneways continues to progress, along with small scale precinct improvements, such as murals. Work has also commenced on reviewing the streetscape design for Maling Road.
6.5: Promote the Camberwell Junction Precinct as a major economic centre in metropolitan Melbourne through the completion of the draft Camberwell Place Plan, community engagement and review of the Camberwell Junction Structure Plan	On Track	25%	Work on the Camberwell Junction placemaking project is progressing on schedule with the Vision and Priorities report being completed in September for community consultation in October. Feedback on this report will inform the preparation of the Structure and Place Plan which is scheduled for completion in mid-2023.
6.6: Revitalise Boroondara's most important precincts by progressing a draft long-term placemaking strategy that identifies and prioritises investment in key activity centres across the city	On Track	25%	A long-term placemaking strategy is being prepared to guide and prioritise future investment and is scheduled for completion in 2023.



Theme 7

Governance and Leadership

Ensure decisions are financially and socially responsible through transparent and ethical processes.



Governance and Leadership highlights

- The Diversity and Inclusion Strategy has been developed and endorsed by ELT to progress our cultural agenda. It supports Council's Disability Action Plan 2018-2022 and its Multicultural Action Plan 2019-2023 which called for the development of a workforce inclusion strategy. It works towards ensuring our workforce is reflective of, and responsive to the needs of the community, and actively seeks to include people with a range of experiences and diverse backgrounds.
- The Annual Boroonstar Awards were held, recognising the work that our staff are doing and the contribution and impact they are making to ensure as an organisation we deliver on Boroondara Community Plan (BCP) objectives for our community.
- To inform the refresh of the Boroondara Disability Action Plan (DAP) 2018-22, Council undertook community consultation. The community consultation included a range of ways the community could contribute including a survey online and in hard copy. Interviews were held with organisations providing services to people with disability and ten community workshops were conducted with community members and organisations. In addition, workshops were held with the Community Disability Advisory Committee. The community consultation data from the refresh of the Boroondara Community Plan was analysed for responses relating specifically to disability access and inclusion. The information gathered from the community consultation along with research and benchmarking will be used to inform the refresh of the Disability Action Plan which will be presented for public exhibition in 2023.
- Council successfully delivered a series of governance workshops with the tenants at the Canterbury Community Precinct (CCP). The aim of the workshops included developing positive working relationships between the tenants and user groups, and establishing the vision and cultural values for the CCP. The outcomes set the foundation for the operations for the CCP and included the development of a Memorandum of Understanding between the tenants, a Terms of Reference for the Planning and Operations committees and a calendar of shared events and activities.
- In July, Council adopted the Boroondara Volunteer Resource Centre Strategic Service Plan 2022-2026. The Plan sets the strategic objectives of the BVRC for the next four years and builds on the work from the previous plan continuing to deliver support services to volunteer involving community organisations and prospective volunteers and providing support to council volunteer programs.
- Completed an Asset Audit for Buildings and Roads and presented to Audit Committee with audit actions to be completed by the end of the financial year.
- Council underwent the annual external audit from the Victorian Auditor-General's Office which looked at our financial reporting and performance statement and was provided with a clear audit opinion.
- Completed a number of public tenders with appropriate contracts awarded by either delegated role or by Council.
- Delivered further improvements to Council's website, making it easier for our community to search and find the information they're looking for when they need it. This includes improvements which make Council's website more accessible.
- Continued to progress the delivery of Council's Transforming Boroondara Program, including upgrading some back-end systems to improve security and functionality, streamlining processes and e-forms for certain infringement appeals to make it easier for the community to interact with Council.
- Development and rollout of Digital Content Accessibility training for staff across Council, to ensure Council is communicating with residents and other stakeholders in ways that are accessible to everyone.

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- An innovation academy has been launched at Council. Its objective is to foster creative problem-solving and improve service delivery by up-skilling staff to use innovative tools and methods in their respective business areas.
- Managed three Council meetings, two Services Delegated Committee meetings, five Urban Planning Delegated Committee meetings, and one Audit and Risk Committee meeting.
- Managed 9 online citizenship ceremonies, 1 in person citizenship ceremony and naturalised 207 citizens.
- A community consultation was undertaken recently with residents who participated in the Stage 2 Boroondara Community Plan (BCP) consultations. This consultation was designed to validate the top 5 Boroondara Community Plan focus areas for the next 1-4 years that were identified during the initial BCP consultation. 76% of those who responded agreed the top 5 focus areas are still appropriate which included: Become more environmentally friendly, avoid over-development, Preserve and increase green spaces, care for all community members and expand cycling infrastructure.

Strategic Indicators Results

Strategic Objective: Ensure decisions are financially and socially responsible through transparent and ethical processes.

Strategic Indicator	Status	YTD Actual Result	Annual Forecast	Comment
Percentage of freedom of information requests responded to within prescribed timeframes	On Track	100%	100%	
Number of calls abandoned when customers are trying to reach Council's customer service	Monitor	4.90%	3% - 3.5%	Due to an increase in calls and emails to our Contact Centre (Customer Connect) combined with resourcing challenges arising from COVID-19 and winter flu, there were insufficient team members available to answer every customer call quickly which caused some customers to abandon rather than wait to speak to a team member. The abandon rate is monitored daily, and resourcing adjusted to meet the greatest demand and thereby reduce the number of customers who hang up before having their call answered.
Average time callers wait before their call is answered	Monitor	90 seconds	45 - 60 seconds	A challenging external climate has led to resourcing challenges, and therefore the quarter target was not met. Work is being undertaken to bring this back on track in the coming quarters.
Number of cyber security incidents that compromise user data	On Track	0	0	

Progress of our Major Initiatives:

Our Initiatives	Status	Progress	Comment
7.1: Ensure Council operates within a financially sustainable framework through preparation of the Annual Budget 2023-24 (plus three subsequent financial years) in-line with statutory requirements, and submit for consideration by Council	On Track	10%	The amended budget for 2022-23 is currently being prepared and will form the basis for development of next years budget 2023-24.
7.2: Services are designed to deliver enhanced customer and business value through the review of a minimum of 3 'customer facing' services using a service design approach	On Track	25%	Currently reviewing services to support infringement appeals, health premises registrations, sports ground bookings and investigating digital parking permits process.
7.3: Performance reporting is engaging and fit-for-purpose for the community and decision-makers through implementing enhancements to our reporting mechanisms and communication methods	On Track	50%	The Annual Report has been enhanced to better align Council's achievements to BCP themes. This alignment enables our community to have greater oversight over the priorities that are most important to them and how they are being delivered. The Annual Report is being presented to Council for adoption in October. New templates have been established for an updated Quarterly Performance Report that will be rolled out for the first quarter of 2022-23. We have worked with strategic communications to provide them with excerpts and stories from the Annual Report that will form part of the social media calendar facilitated by communications.

Our Initiatives	Status	Progress	Comment
7.4: Enable effective management of customer requests by completing the detailed design and commencing the build of our new customer and relationship management system	On Track	5%	Works have commenced to gather the requirements for the implementation of the new customer and relationship management system, with some delays as a result of resource issues experienced by the vendor.
7.5: Enhance management of property and rating activities, including management of customer enquiries for rates, permits, infringements and land information by completing the detailed design and commencing the build of our new property and rating system	On Track	5%	Planning for the property & ratings enhancements has commenced. Pre-planning is almost complete with detailed design commencing from November 2022. Project implementation for the property and rating system is still on track to commence this financial year.
7.6: Improve customer experience and satisfaction by implementing the Customer Charter and communicating our service principles to the community	On Track	10%	Project delivery for the Customer Charter has been scoped and insights are currently being gathered that will inform the development of this Charter.
7.7: Work with Aboriginal and Torres Strait Islander peoples and the community to promote and support reconciliation in Boroondara by implementing year 1 actions of the Boroondara Reconciliation Strategy 2022-26	On Track	25%	<p>Council has continued to strengthen relationships with local Aboriginal and Torres Strait Islander stakeholders and seek advice and/or identify opportunities for collaboration in implementing year 1 actions of the Boroondara Reconciliation Strategy 2022-26. Examples of work that has been completed includes:</p> <ul style="list-style-type: none"> • written acknowledgement of Traditional Owners included on Council's website and staff email signature blocks • Tell me a story exhibition at Town Hall Gallery featuring artwork by Aunty Kim Wandin and emerging local Wurundjeri Woi-wurrung artist Lewis Wandin-Bursill • NAIDOC Week Council staff event at Camberwell Civic Centre under the Aboriginal Flag

Our Initiatives	Status	Progress	Comment
<ul style="list-style-type: none"> Mullum Mullum Cooking Workshop delivered by Boroondara Youth in collaboration with Mullum Mullum Creations, the social enterprise at Mullum Mullum Indigenous Gathering Place school holiday sustainability program with young people discussing Indigenous perspectives cultural consultations with Wurundjeri Woi-wurrung Elders on key projects across Council Council attendance at Aboriginal-led network meetings including with the Aboriginal engagement team at Department of Families, Fairness and Housing and the Inner East Local Aboriginal Network contributing to a draft Inner East Resource Guide 'Aboriginal Knowledges' led by Aboriginal Community Controlled Organisations in the Inner East cultural awareness training sessions delivered to youth workers and Boroondara Volunteer Resource Centre member organisations 'Strengthening Diversity in Volunteering' video series developed featuring Mullum Mullum Indigenous Gathering Place various activities at Boroondara Libraries including Dr Gary Presland history talk; monthly online Wurundjeri Woi-wurrung storytime; Reconciliation Week display; NAIDOC Week activities. 	On Track	10%	The current video content available on Council's website is under review for relevance and accuracy.
7.8: Educate our community on councils decision making processes by refreshing the video content available on councils website			

Our Initiatives	Status	Progress	Comment
7.9: Protect customer privacy and data through securely managing, monitoring and enhancing current software to minimise service disruptions and the risk of data security breaches	On Track	25%	Cyber risk maturity assessment is in-progress, which will review and inform the revision of Council's cyber security roadmap. In addition, annual penetration testing is currently underway, with reporting expected early in quarter 2.

Local Government Performance Indicators - Service Performance Indicators

Governance	Measure	Status	Last Year Result (Q1 YTD)	This Year Result (Q1 YTD)	Annual Target	Comments
G1 Council decisions made at meetings closed to the public (Number of council resolutions made at ordinary or special meetings of council, or at meetings of a special committee consisting only of councillors closed to the public / Number of council resolutions made at ordinary or special meetings of	On Track	2.5%	2.5%		3.65% - 4.47%	

Measure	Status	Last Year Result (Q1 YTD)	This Year Result (Q1 YTD)	Annual Target	Comments
council or at meetings of a special committee consisting only of councillors) x 100					
G3 Councillor attendance at council meetings (The sum of the number of councillors who attended each ordinary and special council meeting / (Number of ordinary and special council meetings) x (Number of councillors elected at the last council general election) x 100	On Track	100%	100%	88% - 100%	
G4 Cost of elected representation (Direct cost of the governance service / Number of councillors elected at the last council general election)	On Track	\$13,345.86	\$12,798.45	\$48,351.91 - \$58,351.91	

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LGPRF Performance Indicators - Sustainable Capacity and Financial Performance Indicators
For the period ending 30 September 2022

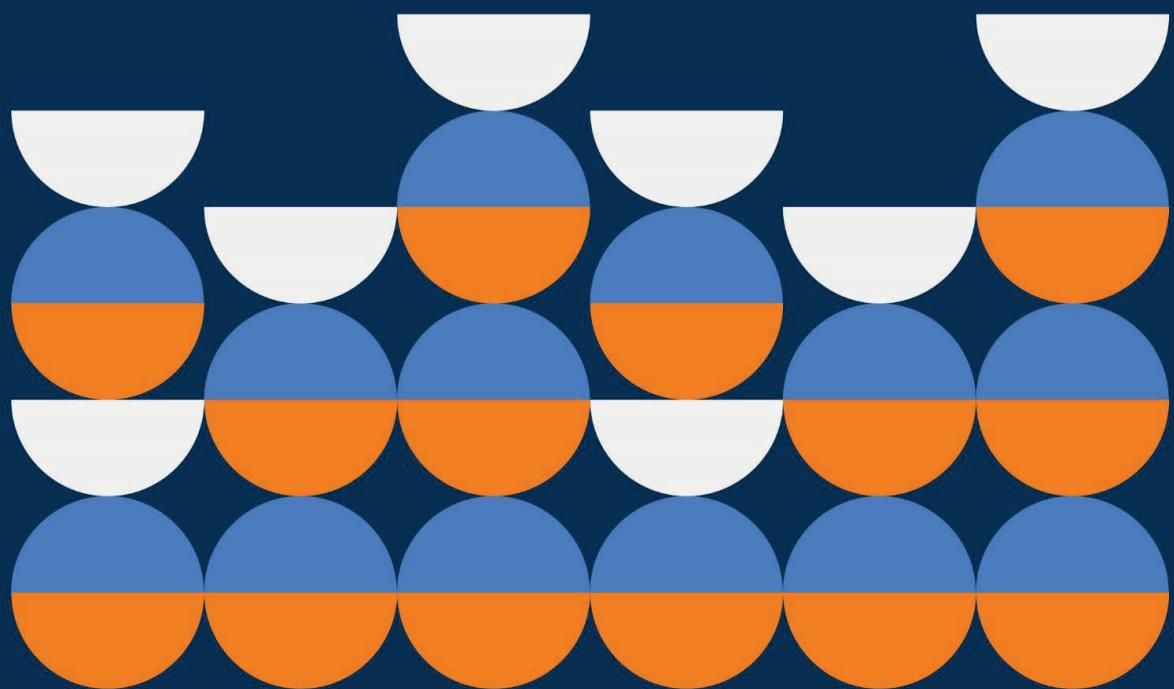
Indicator/measure	Annual 2021-22	Q1 YTD 2021-22	Q1 YTD 2022-23	Q1 YTD Difference
Sustainable Capacity Indicators				
Population				
Expenses per head of municipal population [Total expenses / Municipal population]	\$1,375	\$314	\$337	\$22
Infrastructure per head of municipal population [Value of infrastructure / Municipal population]	\$5,752	\$5,070	\$5,587	\$516
Population density per length of road [Municipal population / Kilometres of local roads]	310.43	321.66	310.43	-11.23
Own-source revenue				
Own-source revenue per head of municipal population [Own-source revenue / Municipal population]	\$1,288	\$1,115	\$1,196	\$80
Recurrent grants				
Recurrent grants per head of municipal population [Recurrent grants / Municipal population]	\$89	\$21	\$11	-\$10
Disadvantage				
Relative Socio-Economic Disadvantage [Index of Relative Socio-Economic Disadvantage by decile]	10.00	10.00	10.00	0.00
Workforce turnover				
Percentage of staff turnover [Number of permanent staff resignations and terminations / Average number of permanent staff for the financial year] x100	17.1%	5.0%	11.0%	6.0%

LGPRF Performance Indicators - Sustainable Capacity and Financial Performance Indicators

For the period ending 30 September 2022

Financial Performance Indicators		Annual 2021-22	Q1 YTD 2021-22	Q1 YTD 2022-23	Q1 YTD Difference
Indicator/measure					
Efficiency					
<i>Expenditure level *</i>					
<i>Expenses per property assessment</i>	\$3,047	\$728	\$746	\$18	
[Total expenses / Number of property assessments]					
<i>Revenue level *</i>					
<i>Average rate per property assessment</i>	\$2,082	\$2,099	\$2,124	\$25	
[General rates and Municipal charges / Number of property assessments]					
Liquidity					
<i>Working capital</i>					
<i>Current assets compared to current liabilities</i>	213.9%	412.4%	415.6%	3.2%	
[Current assets / Current liabilities] x100					
<i>Unrestricted cash</i>					
<i>Unrestricted cash compared to current liabilities</i>	22.1%	151.1%	177.2%	26.2%	
[Unrestricted cash / Current liabilities] x100					
Obligations					
<i>Loans and borrowings</i>					
<i>Loans and borrowings compared to rates</i>	46.1%	11.7%	45.4%	33.7%	
[Interest bearing loans and borrowings / Rate revenue] x100					
<i>Loans and borrowings repayments compared to rates</i>	1.5%	0.1%	0.1%	0.0%	
[Interest and principal repayments on interest bearing loans and borrowings / Rate revenue] x100					
<i>Indebtedness</i>					
<i>Non-current liabilities compared to own source revenue</i>	42.9%	18.2%	46.0%	27.7%	
[Non-current liabilities / Own source revenue] x100					
<i>Asset renewal and upgrade *</i>					
<i>Asset renewal and upgrade compared to depreciation</i>	142.3%	99.9%	95.3%	-4.6%	
[Asset renewal and asset upgrade expense / Asset depreciation] x100					
Operating position					
<i>Adjusted underlying result *</i>					
<i>Adjusted underlying surplus (or deficit)</i>	0.9%	72.4%	72.2%	-0.2%	
[Adjusted underlying surplus (deficit) / Adjusted underlying revenue] x100					
Stability					
<i>Rates concentration *</i>					
<i>Rates compared to adjusted underlying revenue</i>	81.0%	94.7%	94.2%	-0.5%	
[Rate revenue / Adjusted underlying revenue] x100					
<i>Rates effort</i>					
<i>Rates compared to property values</i>	0.16%	0.16%	0.15%	0.0%	
[Rate revenue / Capital improved value of rateable properties in the municipality] x100					

Financial Performance



Financial and performance statements

4.1 Income Statement

	YTD ACTUAL (1) \$'000s	YTD BUDGET (2) \$'000s	YTD VARIANCE (1) - (2) \$'000s	YTD VARIANCE %	ANNUAL ORIGINAL BUDGET \$'000s
Recurrent income					
Rates and charges	202,579	203,068	(489)	0%	203,580
Statutory fees and fines	3,889	3,305	584	18%	14,245
User fees	2,135	2,445	(310)	-13%	16,728
Grants - operating	2,015	3,980	(1,965)	-49%	10,257
Contributions - cash	1,543	1,257	286	23%	5,079
Rental income	549	471	78	17%	2,430
Other income	991	573	418	73%	2,508
Interest	904	87	817	939%	350
Total recurrent income	214,605	215,186	(581)	0%	255,177
Recurrent expenditure					
Employee costs	22,265	20,829	(1,436)	-7%	97,599
Materials and services	18,489	19,129	640	3%	73,556
Bad and doubtful debts	-	-	-	0%	1,818
Depreciation and amortisation ¹	9,610	9,610	-	0%	38,454
Amortisation - right of use assets	1,082	1,082	-	0%	4,331
Borrowing costs	1,021	1,021	-	0%	2,781
Finance costs - leases	80	80	-	0%	322
Other expenses	1,516	1,941	425	22%	7,747
Total recurrent expenditure	54,063	53,692	(371)	-1%	226,608
Net recurrent operating surplus	160,542	161,494	(952)	-1%	28,569
Non-recurrent income					
Priority projects income	383	438	(55)	-13%	1,333
Capital works income	821	-	821	100%	2,616
Total non-recurrent income	1,204	438	766	175%	3,949
Non-recurrent expenditure					
Priority projects expenditure	5,410	5,723	313	5%	23,148
Total non-recurrent expenditure	5,410	5,723	313	5%	23,148
Net non recurrent operating surplus (deficit)	(4,206)	(5,285)	1,079	-20%	(19,199)
Net gain (loss) on disposal of property, infrastructure, plant and equipment	-	-	-	0%	(2,763)
Surplus/(Deficit) for the year ²	156,336	156,209	127	0%	6,607

Note: All numbers are rounded to the nearest thousand.

1. Depreciation and amortisation primarily relates to property, plant, equipment and infrastructure assets.
2. The year to date surplus result of \$156.33 million as per the budget is due to the striking of full year annual rates in August 2022. The surplus result will reduce over the course of the year as Council delivers services to the community. In addition, the favourable result against year to date budget of \$127,000 or 0% is due to timing differences for income and expenditure. Refer to Section 4.5 Financial Performance for details on Council's financial performance.

4.2 Income Statement by Directorate

	YTD ACTUAL (1) \$'000s	YTD BUDGET (2) \$'000s	YTD VARIANCE (1) - (2) \$'000s	YTD VARIANCE %	ANNUAL ORIGINAL BUDGET \$'000s
Income					
Rates and waste charges *	201,160	201,693	(533)	0%	202,206
Places & Spaces	345	458	(113)	-25%	2,605
Community Support	2,812	4,815	(2,003)	-42%	16,063
Urban Living	6,648	5,740	908	16%	24,385
CEO's Office	19	13	6	46%	52
Chief Financial Office	745	730	15	2%	2,912
People Culture & Development	(1)	-	(1)	100%	-
Total income	211,728	213,449	(1,721)	-1%	248,223
Expenditure					
Places & Spaces	16,608	16,377	(231)	-1%	72,540
Community Support	9,852	8,678	(1,174)	-14%	38,338
Urban Living	5,021	5,134	113	2%	25,469
Customer & Transformation	6,922	7,348	426	6%	26,930
CEO's Office	2,831	3,130	299	10%	6,535
Chief Financial Office	1,219	1,271	52	4%	5,886
People, Culture & Development	850	867	17	2%	3,752
Depreciation and amortisation **	9,610	9,610	-	0%	38,454
Total expenditure	52,913	52,415	(498)	-1%	217,904
Net non departmental ***	1,727	460	(1,267)	-275%	(1,750)
Net loss on disposal of property, infrastructure, plant and equipment	-	-	-	0%	(2,763)
Capital income	821	-	821	100%	2,616
Net priority projects	(5,027)	(5,285)	368	-7%	(21,815)
Surplus/(Deficit) for the year	156,336	156,209	127	0%	6,607

* Rate income includes interest on rates but excludes special rates which are included under the Chief Financial Office Directorate.

** Depreciation and amortisation primarily relates to property, plant, equipment and infrastructure assets.

*** Non departmental includes - Victorian Local Government Grants Commission funding, finance costs, interest on investments, open space developers contributions.

Note: All numbers are rounded to the nearest thousand.

4.3 Balance Sheet

	30 Sep 2022 \$'000	30 Jun 2022 \$'000	30 Sep 2021 \$'000
Current assets			
Cash and cash equivalents ¹	175,170	71,342	116,435
Other financial assets ¹	-	79,000	-
Trade and other receivables	149,176	26,093	149,542
Prepayments	979	2,373	1,536
Total current assets	325,325	178,808	267,513
Non-current assets			
Financial assets	4	4	4
Property, plant and equipment, infrastructure	4,414,773	4,410,083	4,041,756
Right of use assets	7,865	8,552	9,808
Intangible assets	269	269	584
Investment property	8,756	8,756	8,745
Total non-current assets	4,431,667	4,427,664	4,060,897
Total assets	4,756,992	4,606,472	4,328,410
Current liabilities			
Trade and other payables	14,542	27,671	18,781
Interest-bearing liabilities	7,372	7,579	1,479
Provisions	18,833	19,749	20,952
Trust funds and deposits	22,383	13,411	9,796
Unearned income	11,947	11,985	10,640
Lease liabilities	3,206	3,206	10,030
Total current liabilities	78,283	83,601	71,678
Non-current liabilities			
Provisions	2,120	2,120	2,024
Interest-bearing liabilities	83,960	83,960	21,539
Provision for investments in joint ventures	6,040	6,040	6,727
Lease liabilities	4,949	5,447	-
Total non-current liabilities	97,069	97,567	30,290
Total liabilities	175,352	181,168	101,968
Net assets	4,581,640	4,425,304	4,226,442
Equity			
Accumulated surplus	1,091,677	935,341	1,079,778
Asset revaluation reserve	3,466,496	3,466,496	3,125,778
Reserves ²	23,467	23,467	20,886
Total equity	4,581,640	4,425,304	4,226,442
Working capital ratio	4.16		

Note: All numbers are rounded to the nearest thousand.

1. Cash reflects balances in the general ledger not actual bank account balances.
2. Reserve funds comprise of Strategic Acquisition Fund (\$434,000), Open Space Development Fund (\$14.03 million) and Defined Benefits Superannuation future call up reserve (\$9.00 million).

4.4 Statement of Cash Flows

	YEAR TO DATE			ANNUAL ORIGINAL BUDGET \$'000	
	YTD		VARIANCE (unfav)		
	ACTUAL (1) \$'000	ANNUAL ORIGINAL BUDGET (2) \$'000			
Cash flows from operating activities					
Rates and waste charges ¹	77,381	67,182	10,199	205,981	
Statutory fees and fines	3,152	3,305	(153)	11,757	
User charges and other fines	3,025	2,690	335	18,401	
Grants - operating ²	2,415	4,827	(2,412)	12,618	
Grants - capital	666	-	666	2,616	
Contributions - monetary	1,588	1,258	330	5,079	
Interest received	261	87	174	350	
Other receipts	1,741	1,149	592	5,432	
Net GST refund	4,867	4,110	757	14,221	
Trust funds and deposits taken ³	8,972	-	8,972	100	
Employee costs ⁴	(24,914)	(23,873)	(1,041)	(103,667)	
Materials and services	(32,270)	(32,443)	173	(101,138)	
Short-term, low value and variable lease payments	(215)	(149)	(66)	(596)	
Other payments	(1,462)	(1,943)	481	(8,002)	
Net cash provided by/(used in) operating activities	45,206	26,200	19,006	63,152	
Cash flows from investing activities					
Payments for property, infrastructure, plant and equipment	(19,136)	(18,574)	(562)	(78,889)	
Proceeds from sale of property, plant and equipment	-	-	-	4,720	
Net cash used in investing activities	(19,136)	(18,574)	(562)	(74,169)	
Cash flows from financing activities					
Finance costs	(57)	(56)	(1)	(2,859)	
Proceeds from borrowings	-	-	-	19,700	
Repayment of borrowings	(207)	(207)	-	(26,362)	
Interest paid - lease liability	(81)	(81)	-	(323)	
Repayment of lease liabilities	(897)	(933)	36	(3,733)	
Net cash provided by (used in) financing activities	(1,242)	(1,277)	35	(13,577)	
Net increase (decrease) in cash and cash equivalents	24,828	6,349	18,479	(24,594)	
Cash and cash equivalents at beginning of year ⁵	150,342	111,715	38,627	111,715	
Cash and cash equivalents at end of year	175,170	118,064	57,106	87,121	

Note: All numbers are rounded to the nearest thousand.

1. Rates and waste charges are higher than budget due to timing and a higher collection rate (37.40%) than anticipated (33%).
2. Grants operating are lower than budget due to a change to Commonwealth Home Support Programme service agreement.
3. Trust funds and deposits includes the fire services property levy received which relates to the timing of fire services property levy and levy interest amounts received and subsequently remitted to the State Revenue Office (SRO) which are to be made in four payments in accordance with Section 41(1) of the FSPL Act. An instalment is due and payable to the Commissioner of State Revenue 28 days after the due date of rates instalments. Levy monies are to be remitted to the SRO by the following dates each financial year - 28 October; 28 December; 28 March; and 28 June.
4. Employee costs are higher than budget due to a once off increase in expenditure related to changes in the Commonwealth Home Support Programme.
5. For management reporting purposes, cash and cash equivalents at the beginning of the year include investments of \$79.00 million. These investments (term deposits) were classified as financial assets at 30 June 2022 as their maturity dates were greater than three months. The investments have been redeemed during July and August and classified as cash equivalents.

4.5 Overview

This section details Council's financial performance for the period ended 30 September 2022.

The annual budget referred to in this report reflects the 2022-23 Annual Original Budget approved by Council on 27 June 2022.

Operating budget

The year to date surplus result of \$156.33 million is \$127,000 above the Annual Original Budget surplus of \$156.21 million. The favourable result against year to date budget is due to a number of factors which are outlined below.

Year to date total recurrent and non-recurrent income is above budget by \$185,000 comprising recurrent income of (\$581,000) and non-recurrent income of \$766,000, while year to date total recurrent and non-recurrent expenditure is (\$58,000) ((-\$371,000) + \$313,000) above budget.

The following table includes explanations on major income and expenditure line variances over **\$75,000** against the year to date budget.

Definitions

Timing (T) = Year to date expenditure or income level is less/more than anticipated in the budget phasing. Anticipated this variance will correct by end of financial year without management action.

Permanent (P) = The dollars outlined as a permanent variance are anticipated to add/reduce the end of year result.

Forecast = Where a permanent variance has been determined, an expected full year forecast variance has been noted.

Phasing = When anticipated spread of expenditure/income across the financial year is expected to be spent/received.

Year to date actual vs. year to date budget variations.

Income		
Income line	Expected variance (P)ermanent (T)iming	Explanation
Rates and charges (\$489,000)	T	Lower than budgeted income: <ul style="list-style-type: none"> • (\$489,000) - rates and charges income, primarily in supplementary rates.

Income		
Income line	Expected variance (P)ermanent (T)iming	Explanation Year to date actual vs year to date budget variations
Statutory fees and fines \$584,000	T	Higher than budgeted income: <ul style="list-style-type: none"> \$680,000 - parking management income.
	T	Offset by lower than budgeted income: <ul style="list-style-type: none"> (\$122,000) - lodgement fee income - primarily in scheme control income.
User fees (\$310,000)	T	Lower than budgeted income: <ul style="list-style-type: none"> (\$255,000) - service fees and charges across the organisation.
Grants - operating (\$1.96 million)	T	Lower than budgeted income: <ul style="list-style-type: none"> (\$2.04 million) - grants operating - primarily due to timing of receipt of Public Libraries grant funding \$1.13 million and a change to Commonwealth Home Support Programme service agreement \$840,000.
	T	Offset by higher than budgeted income: <ul style="list-style-type: none"> \$103,000 - School Crossing Supervisor funding received higher than planned budget phasing.
Contributions - Cash \$286,000	T	Higher than budgeted income: <ul style="list-style-type: none"> \$293,000 - developers open space contributions received higher than planned budget phasing.
Rental Income \$78,000	T	Higher than budgeted income: <ul style="list-style-type: none"> \$89,000 - rental income - primarily at Hawthorn Arts Centre higher than planned budget phasing.
Other income \$418,000	T	Higher than budgeted income: <ul style="list-style-type: none"> \$199,000 - right of ways income higher than planned budget phasing.
	T	<ul style="list-style-type: none"> \$196,000- road and footpath occupation income higher than planned budget phasing.
Interest \$817,000	T	Higher than budgeted income: <ul style="list-style-type: none"> \$817,000 - managed interest - due to interest on investments.

Expenditure		
Expense line	Expected variance (P)ermanent (T)iming	Explanation Year to date actual vs year to date budget variations
Employee costs <i>(\$1.44 million)</i>	T T T T	<p>Higher than budgeted expenditure:</p> <ul style="list-style-type: none"> • (\$2.03 million) - due to once off increase in expenditure related to changes in the Commonwealth Home Support Programme. • (\$1.12 million) - temporary staff filling vacancies across the organisation. • (\$75,000) - overtime and casuals and relievers filling vacancies across the organisation. <p>Offset by lower than budgeted expenditure:</p> <ul style="list-style-type: none"> • \$1.70 million - salaries and associated costs primarily due to staff vacancies across the organisation.
Materials and services <i>\$640,000</i>	T T T T T T T T T T T T T T	<p>Lower than budgeted expenditure:</p> <ul style="list-style-type: none"> • \$360,000 - trade services expense. • \$181,000 - waste/recycling disposal expense. • \$171,000 - insurance premiums, decrease to Council's public liability and building insurance expenses influenced by movements in the insurance markets. • \$146,000 - legal fees expense. • \$141,000 - consultants expense. • \$139,000 - professional services and advise expense. • \$100,000 - application support expense. • \$95,000 - telephone/internet/data sim cards expense. • \$85,000 - capital works in progress (items expensed due to not meeting the asset capitalisation criteria - this is a non-cash accounting entry). <p>Offset by higher than budgeted expenditure:</p> <ul style="list-style-type: none"> • \$512,000- specialist tree work, high voltage works and block tree pruning in Environmental Sustainability and Open Space. • \$158,000 - plumbing services expense. • \$136,000 - concrete expense. • \$96,000 - asphalt expense. • \$85,000 - below excess claims, public liability expense.
Other expenses <i>\$425,000</i>	T T	<p>Lower than budgeted expenditure:</p> <ul style="list-style-type: none"> • \$279,000 - grants and subsidies behind planned budget phasing, primarily in Operational Social Support Grants and Senior Citizen Centre grants. • \$138,000 - special rates expenditure behind planned budget phasing.

4.6 Balance Sheet and Cash Flow Statement

Cash and investment holdings are \$175.17 million as at 30 September 2022 which has increased by \$24.83 million from 30 June 2022.

Total cash and investment holdings are \$57.11 million higher than year to date budget primarily due to the opening balance of the cash and cash equivalents at the beginning of the year being \$38.63 million higher than budget. This was a result of having a higher cash balance at the end of 30 June 2022 largely due to the forward commitments from 2021-22 for Priority Projects of \$9.76 million and Capital Works of \$14.37 million, which were previously identified in the June 2022 Quarterly Financial Report, and also due to additional unearned grants received at 30 June 2022 of \$2.41 million for Capital Works.

Other favourable variances contributing to the higher cash and investment holdings are rates and charges of \$10.20 million due to Council issuing rate notices at an earlier point than the previous year and recording a higher level of ratepayers accessing the 2% discount for early lump sum payment of rates. Trust funds and deposits is \$8.97 million higher, due to receiving Fire Service Property Levies (FSPL) of \$8.80 million. Council collects the fire service property levy on behalf of the State Government and remits the levies to the State Revenue Office in four payments in accordance with Section 41(1) of Fire Services Property Levy Act (FSPL). This item is not provided for in the Annual Budget as all monies received during the financial year are forwarded on to the State Revenue Office. The accounting treatment is in accordance with that approved by the Victorian Auditor-General's Office.

This is partially offset by lower grants operating of (\$2.41 million) primarily due to a change to Commonwealth Home Support Programme service agreement.

The Balance Sheet as at 30 September 2022 indicates a satisfactory result with total current assets of \$325.33 million and total current liabilities of \$78.28 million.

The working capital ratio of 4.16 to 1 (includes a 0.5% or \$847,000 cash contingency for emergency response works and reserve funds of \$23.47 million) reflects the increase in current debtors resulting from the striking of the rates which will reduce by 30 June 2023 as Council funds its operating programs and capital works. The rate debt will be repaid over the remainder of the financial year in accordance with the payment options chosen by ratepayers.

4.7 Capital Works

4.7.1 Capital Works Program summary

	YTD ACTUAL (1) \$'000s	YTD BUDGET (2) \$'000s	YTD VARIANCE (1) - (2) \$'000s	YTD VARIANCE %	COMMIT \$'000s	ANNUAL ORIGINAL BUDGET \$'000s
Infrastructure						
Bridges	881	350	(531)	-152%	2,488	1,459
Drainage	376	427	51	12%	1,044	4,218
Footpaths and cycleways	153	205	52	25%	151	2,100
Off street carparks	-	200	200	100%	248	721
Parks, open space and streetscapes	1,226	620	(606)	-98%	1,194	4,693
Recreational, leisure & com facilities	691	372	(319)	-86%	1,408	3,639
Roads	1,489	1,402	(87)	-6%	1,085	12,551
Total Infrastructure	4,816	3,576	(1,240)	-35%	7,618	29,381
Plant and Equipment						
Computers and telecommunications	439	300	(139)	-46%	625	1,062
Fixtures, fittings and furniture	34	570	536	94%	149	1,655
Library books	235	249	14	6%	104	995
Plant machinery and equipment	265	289	24	8%	274	1,363
Total Plant and Equipment	973	1,408	435	31%	1,152	5,075
Property						
Building	1,978	1,969	(9)	0%	7,182	22,740
Building improvements	7	-	(7)	100%	3	58
Major Projects	6,527	6,421	(106)	-2%	15,577	21,636
Total Property	8,512	8,390	(122)	-1%	22,762	44,434
Total capital works expenditure	14,301	13,374	(927)	-7%	31,532	78,890
Represented by:						
Asset renewal expenditure	7,939	7,942	3	0%	19,222	53,595
Asset upgrade expenditure	1,224	837	(387)	-46%	3,172	2,315
New asset expenditure	4,285	3,990	(295)	-7%	6,521	16,946
Asset expansion expenditure	853	605	(248)	-41%	2,617	6,034
Total capital works expenditure	14,301	13,374	(927)	-7%	31,532	78,890

Note: All numbers are rounded to the nearest thousand.

4.7.2 Capital Works performance versus budget

Commentary (by exception)

Year to date actual vs. year to date Annual Original Budget

Council's year to date performance in gross capital works expenditure is \$14.30 million which is \$927,000 above year to date budget phasing of \$13.37 million. The most significant variances being:

- **72585 - Walmer Street Bridge - (\$532,000)**
Works are occurring over 8 months on this project funded by Council and the State government. Works are progressing well onsite and are ahead of planned budget phasing.
- **72248 - North Balwyn Tennis - (\$447,000)**
Completion of unplanned building rectification works to address health and safety related concerns identified on site.

Capital works committed expenditure as at 30 September 2022 is \$31.53 million (year to date actual and commitments equates to \$45.83 million).

4.7.3 Major Projects Capital Works performance

**Major Projects - Progress Update
Expenditure**
For the period ending 30 September 2022

	YEAR TO DATE			ANNUAL	
	ACTUALS	ORIGINAL ADOPTED BUDGET		VARIANCE	ORIGINAL ADOPTED BUDGET
		ORIGINAL	ADOPTED		
Kew Recreation Centre	1	4,647,889	4,750,000	102,111	17,274,911
Canterbury Community Precinct	2	1,818,150	1,656,429	(161,721)	3,712,858
Tuck Stand	3	20,518	15,000	(5,518)	484,534
Library Redevelopment Kew	4	39,708	0	(39,708)	164,188
Total		6,526,264	6,421,429	(104,835)	21,636,491

All projects overseen by Project Control Groups.

1. Kew Recreation Centre

This is a multi-year project. There have been a number of COVID-19 restrictions, with the most recent challenge being supply chain issues impacting steel arriving on site, resulting in the works program being slightly delayed. Although the delay will extend the programme works, it was originally anticipated that the project would still remain on schedule for completion by mid 2023. This was prior to the roof collapse which occurred on the evening of Thursday 20th October 2022. Once the financial implications are known, these will be considered as part of the development of the 2022-23 Full Year Forecast and the 2023-24 Budget development. It is likely that the completion of the facility will now extend beyond the end of the financial year.

2. Canterbury Community Precinct

This is a multi-year project. There have been a number of COVID-19 restrictions, including workforce reductions, construction industry shutdowns and supply chain delays that have resulted in the works program being slightly delayed. The delayed program will extend the work scheduled however the project is anticipated to remain on schedule for stage 1 works completion by late 2022, and stage 2 works extended to April 2023.

3. Tuck Stand

This is a multi-year project. Feasibility investigations to determine the appropriate service and tenant mix to occupy a redeveloped Tuck Stand building are advanced and have considered spatial allocations, physical limitations and opportunities, cost planning, ancillary infrastructure upgrades and broader precinct impacts. The project is now well positioned to progress with consultation late 2022-early 2023 and design and authority approvals into 2022-2023.

4. Library Redevelopment Kew

This is a multi-year project. Consultants have been engaged to commence early concept design and cost estimates.

4.8 Priority Projects

Commentary (by exception)

Year to date actual vs. year to date Annual Original Budget

Council's year to date performance in gross priority project expenditure is \$5.41 million which is \$313,000 below year to date budget phasing of \$5.72 million.

There are minor variances (favourable)/unfavourable across multiple projects with the most significant being:

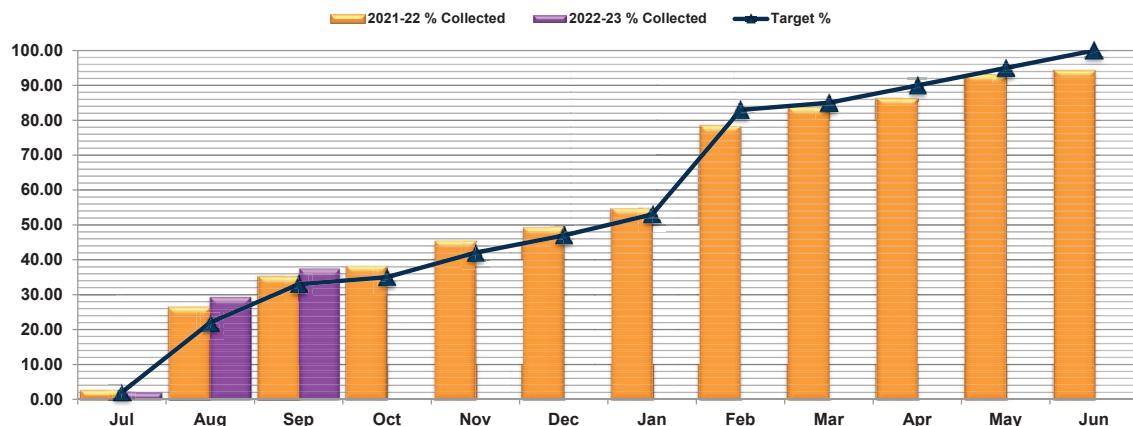
- **81105 - Box Hill to Hawthorn Strategic Cycling Corridor \$160,000**
Due to heavy vegetation along the railway embankment, additional work for a feature survey is required to provide the basis for the feasibility study. This will involve additional survey work in proximity to passing trains and approvals are being sought through Metro Trains for this to safely occur. This has affected the timing for the feasibility study.
- **80691 - Christmas in Boroondara Program - \$116,000**
Timing of the purchase of new decorations for Christmas 2022 is behind planned budget phasing. This project budget has been fully allocated and is expected to be expended within this financial year.

Priority projects committed expenditure as at 30 September 2022 is \$21.73 million (year to date actual and commitments equates to \$27.14 million).

4.9 Debtors

4.9.1 Rate debtors

% Rates and charges collected



Rates and charges collection percentage at the end of September 2022 is 37.40% and is higher than the anticipated target of 33%. This is up from the 2021-22 year to date result of 35.03%.

4.9.2 Sundry debtors

(in '000's)

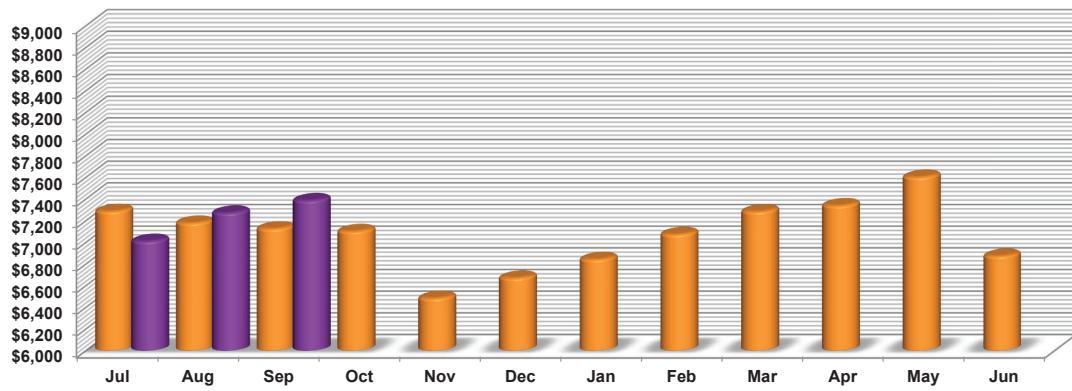


The sundry debtors balance at the end of 30 September 2022 is \$2.41 million and is \$583,000 higher than the prior year. Balances will vary from year to year depending on individual transactions processed.

4.9.3 Infringement debtors

(in '000's)

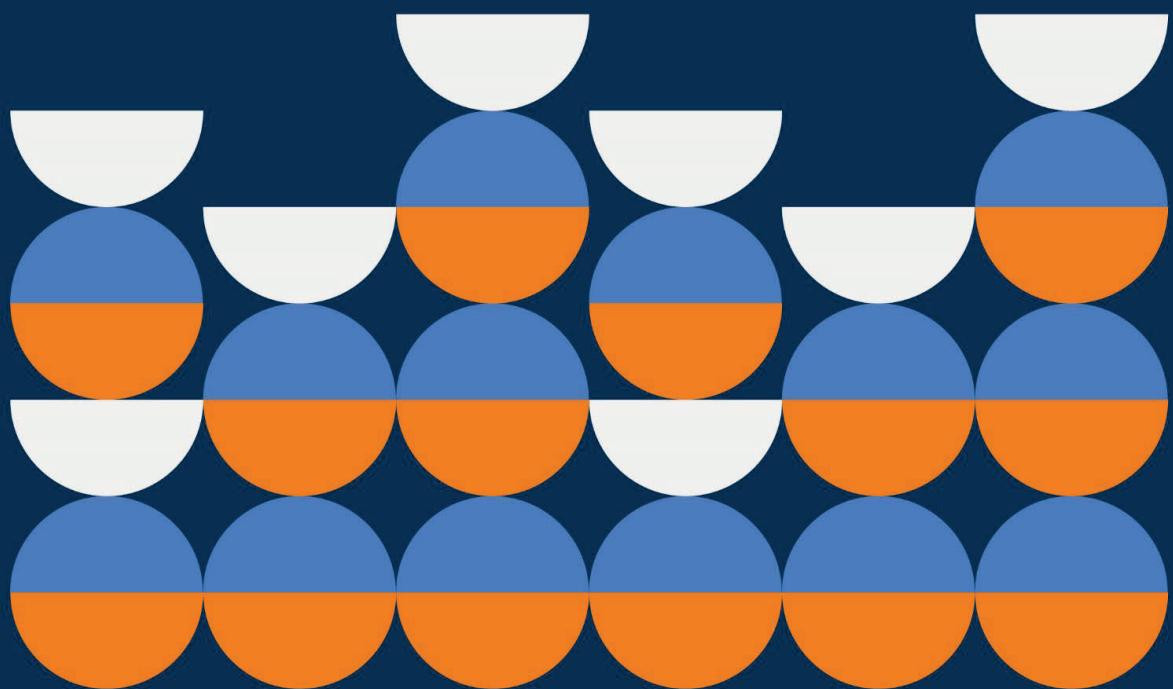
■ 2021-22 ■ 2022-23



The outstanding 'infringement debtors' balance of \$7.39 million is \$261,000 higher than the corresponding prior year period. This is primarily due to Parking Infringements debtors.

*In accordance with Victorian Government legislation, the majority of these fines are now in the hands of Fines Victoria for the management and collectability of the fines.
Council has no control over Fines Victoria debt collection performance.*

Corporate Governance



Corporate governance

Publicly tendered contracts greater than \$500,000 (excluding GST) for goods, services and works.

Contracts Valued at \$500,000 or more (excluding GST) for Goods, Services and Works

The below table summarises key information relating to the awarded contracts in the first quarter of 2022-23 (1 July 2022 - 30 September 2022) valued at \$500,000 or more (excluding GST) in accordance with Council's adopted Procurement Policy 2021-25.

Contract	Contract Name	Description	Contract Type	Award Date	Awarded By	Contractor	Contractor History	Contract Term	Contract Value (ex GST)
2021/144	Recyclables Collection and Processing Services	Replace the existing contract for Recycling Collections and Processing Services	Schedule of Rates	25 July 2022	Council	A - Collections Solo Resource Recovery	New Contractor to Council	5 years + 2x2 year optional extensions	\$32,923,489
2021/207	Material Cartage and Leaf Disposal Services	Provide all Material Cartage and Leaf Disposal Services	Schedule of rates	28 February 2022	Council	B - Processing Visy Recycling	Contractor has provided similar services to Council in the past	2 years + 3x1 year optional extension	\$9,767,400
2021/106	General Tree Services	Provides the range of reactive amenity tree	Schedule of Rates	22 August 2022	Council	Panel Contract	A mixture of existing and new suppliers	3 years + 2x1 year	Panel A - \$4,017,686

Contract	Contract Name	Description	Contract Type	Award Date	Awarded By **	Contractor	Contractor History	Contract Term	Contract Value (ex GST)	
		works and consulting services required				<ul style="list-style-type: none"> - Recovery Tree Services Pty Ltd - Reynolds Tree Care Pty Ltd - The Tree Company - Arboricultural Services Pty Ltd - Professional Tree Care Services Pty Ltd - ArborCo Australia Pty Ltd - TreeServe Pty Ltd - Xylem TreeCare Pty Ltd - C&R Ryder Consulting Pty Ltd - Greenscape Tree Consulting Pty Ltd - Arborspray Pty Ltd 	optional extension	Panel B - \$1,181,082 Panel C - \$57,331 Panel D - \$70,705.26		

** Contracts awarded by Directors is by delegation

Councillor expenses

As required by the Councillor Support and Resources Policy, the following costs or expenses were paid for, or reimbursed to Councillors in the year to date as at 30 September 2022 are reported below:

Ward	TOTAL FOR WARD	Information and Communication	Fares/Cabcharge/ Parking	Travel/Vehicle/Accomm	Other Expenses	Professional Development	Councillor Allowances
Councillor - Bellevue Ward	\$ 9,170	\$ 177	\$ -	\$ -	\$ -	\$ -	\$ 8,993
Councillor - Cotham Ward	\$ 9,214	\$ 221	\$ -	\$ -	\$ -	\$ -	\$ 8,993
Councillor - Gardiner Ward	\$ 9,988	\$ 145	\$ 195	\$ 655	\$ -	\$ -	\$ 8,993
Councillor - Glenferrie Ward	\$ 12,219	\$ 145	\$ -	\$ -	\$ -	\$ -	\$ 12,074
Councillor - Junction Ward	\$ 16,759	\$ 221	\$ -	\$ -	\$ -	\$ 7,545	\$ 8,993
Councillor - Lynden Ward	\$ 13,206	\$ 221	\$ 139	\$ 578	\$ -	\$ 3,275	\$ 8,993
Councillor - Maling Ward (Mayor)*	\$ 30,177	\$ 182	\$ 40	\$ 126	\$ -	\$ -	\$ 29,829
Councillor - Maranoa Ward	\$ 9,214	\$ 221	\$ -	\$ -	\$ -	\$ -	\$ 8,993
Councillor - Solway Ward	\$ 9,214	\$ 221	\$ -	\$ -	\$ -	\$ -	\$ 8,993
Councillor - Studley Ward	\$ 9,729	\$ 145	\$ -	\$ -	\$ -	\$ 591	\$ 8,993
Councillor - Riversdale Ward	\$ 9,138	\$ 145	\$ -	\$ -	\$ -	\$ -	\$ 8,993
Year to date total	\$ 138,028	\$ 2,044	\$ 374	\$ 1,359	\$ -	\$ 11,411	\$ 122,840

All information is produced directly from the financial ledger. The amounts claimed by Councillors vary for each Councillor. Not all Councillors claim motor vehicle or other expenses, and not all claims are made in time to be included in the relevant accounting period.

Other expenses

Other expenses include levies and charges, membership fees, minor equipment purchases, general administration and childcare expenses.

Fleet charges and fuel

The Councillor Support and Resources Policy provides that a fully maintained vehicle shall be available to the Mayor and relevant fleet and fuel expenses are attributed to the Mayor of the day. Total fleet charges and fuel costs for Mayor Jane Addis was \$126.

Please Note

* Councillor for Maling Ward - Mayor from 22 November 2021 (current)

Chief Executive Officer Expenses

The following reimbursements were paid to the Chief Executive Officer in the year to date as at 30 September 2022:

YTD SEP 22	TOTAL	Information and Communication	Fares/Cabcharge	Travel/Vehicle/Accomm	Professional Development	Equipment Purchases	Catering
					\$	\$	\$
Executive Management	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Year to date total	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

All information is produced directly from the financial ledger.

Citizen decision and process review

There was one formal request received from the community during this quarter for a review of decisions via the Council decision and review process.

Excess annual leave analysis

Key Performance Indicator	2021-22 YTD Results	2022-23 YTD Results
Employees with more than 40 days annual leave		
Total number	27	39
Percentage	2.36%	4.58%

Confidentiality Agreements

No confidentiality agreements entered in quarter 1.

Grants progress report

Grant applications completed/pending for this quarter

Funding Body & Grant Program	Council Department	Council Project or Purpose	Closing Date or Date submitted	Amount Requested	Status and amount granted
Victorian Department of Health - Local council Adolescent Vaccination Grants	Health and Wellbeing Services	Adolescent Youth Grant for LGA's to assist with promoting and educating youth around the importance of the HPV vaccine	03/09/2021	\$45,000	Successful - \$45,000
Tyre Stewardship Australia	Environmental Sustainability and Open Spaces	Change path material at Freeway Golf Course reconfiguration works to a product which incorporates recycled tyres	27/09/2021	\$450,000	Successful - \$196,000
Victorian Government - Building Safer Communities	Community Planning and Development	Connecting Safely: Canterbury Gardens and Canterbury Community Precinct - addressing community safety issues, crime prevention and perceptions of safety.	01/02/2022	\$287,855	Unsuccessful
Victoria Department of Education and Training - Children's Week 2022	Health and Wellbeing Services	Celebrate Children's Week with a focus on engaging children's minds and bodies with intergenerational activities that support wellbeing and healthy development.	31/06/2022	\$1,000	Successful - \$1,000
Victorian Government - Emerging Stronger Program	Community Planning and Development	Capacity building program to strengthen volunteering in Boroondara	19/07/2022	\$80,000	Successful - \$80,000

Funding Body & Grant Program	Council Department	Council Project or Purpose	Closing Date or Date submitted	Amount Requested	Status and amount granted
Department of Jobs, Precincts and Regions - Living Local Program	Traffic and Transport	Provide a broad framework for wayfinding within and to the Ashburton Shopping Centre (inclusive of decision points and destinations to be signed) and develop the detailed design of signage and implement on site for key pedestrian access corridors.	13/08/2022	\$60,000	Pending
Department of Jobs, Precincts and Regions - Living Local Program	Capital Projects	Playground renewal which will support community connection, engage local indigenous groups and provide much needed facilities for children of all abilities.	10/08/2022	\$200,000	Pending
Department of Jobs, Precincts and Regions - Living Local Program	Liveable Communities	Upgrade/refurbishment of the Balwyn North Senior Citizens Centre - Marwall Avenue, Balwyn North. Refurbishment of the existing centre to suit community needs.	13/08/2022	\$200,000	Pending
Safe and Equal - 16 days of Activism	Community Planning & Development	Activities related to the 16 Days of Activism Campaign.	30/08/2022	\$1,500	Successful - \$1,500
VicHealth - JumpStart!	Health and Wellbeing Services	Café Club is a job readiness and life skills program that aims to build social connections through focussing on food and hospitality. Participants will undertake workshops including barista training, resume writing, and food preparation.	14/09/2022	\$47,500	Pending

Funding Body & Grant Program	Council Department	Council Project or Purpose	Closing Date or Date submitted	Amount Requested	Status and amount granted
YACVic - HEY Grant	Health and Wellbeing Services	Film Festival will invite local young people (16 - 25 years) to take part in an evening of celebration, inclusion, and entertainment at the local Lido Cinemas. The festival will showcase independent films made by and sharing the stories of LGBTQIA+ identifying young people.	28/09/2022	\$10,000	Pending
Victoria Department of Education and Training - CALD Outreach Initiative	Health and Wellbeing Services	Build and strengthen connections with families from culturally and linguistically diverse (CALD) backgrounds, to ensure families have a strong understanding of the benefits of early childhood education and support families to register their children in funded kindergarten programs.	29/09/2022	\$218,500	Pending

Grant Status	Number of Grants
Grant applications submitted	7
Successful grants	5
Unsuccessful grants	1
Grants pending	7

Contact us

Website: www.boroondara.vic.gov.au
Email: boroondara@boroondara.vic.gov.au
Telephone: 9278 4444
After hours emergencies: 9278 4444

Postal address:

Private Bag 1
Camberwell VIC 3124

Customer Service centres:

Camberwell Office,
8 Inglesby Road, Camberwell

For speech or hearing impaired:

National Relay Service TTY 13 36 77
Speak and Listen 1300 555 727

Free interpreting service: 9278 4002



Attachment 2**Payment Card Surcharge Rates**

Regulations from the Reserve Bank of Australia with respect to payment card surcharging require that organisations only levy a surcharge equal to the cost of acceptance of transactions through these channels.

The cost of acceptance incurred by Council for the 2021-22 year are as follows.

Card Type	Cost of Acceptance
Mastercard Credit	1.14%
Visa Credit	1.17%
Mastercard Debit	0.67%
Visa Debit	0.77%
American Express	0.88%

In 2020-2021 Council removed the surcharge on debit cards and applied a surcharge only on credit cards. The same approach is to be considered this year.

As per the 2022-23 Adopted Fees and Charges, the Credit card payment surcharge is the fee the credit card provider imposes on Council - the cost of acceptance. The fee is recovered by Council via credit card payments option (credit card surcharge).

The proposed surcharge rates for 2022-23 is as follows:

Card Type	Cost of Acceptance 2021-2022	Proposed Cost of Acceptance 2022-23
Mastercard and Visa Credit Cards	1.03%	1.14%
Mastercard and Visa Debit Cards	0.00%	0.00%
American Express	0.88%	0.88%

It is recommended that the change in surcharging rates be effective from 3 January 2023.