

7.3 September 2023 Quarterly Performance Report

Executive Summary

Purpose

The purpose of this report is to present to Council the September 2023 Quarterly Performance Report for the period ended 30 September 2023 (refer to **Attachment 1**). This report is designed to provide performance reporting on both the 2023-24 Annual Budget and Boroondara Community Plan 2021-31 (incorporating the Community Vision, Council Plan 2021-25 and Municipal Public Health and Wellbeing Plan 2021-25).

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 2023-24 Annual Original Budget, approved by Council on 19 June 2023.

Key Issues

Financial performance

Year to date actual vs. Annual Original Budget

Council's favourable operating result against year to date budget of \$169.93 million is \$5.46 million above the Annual Original Budget of \$164.47 million primarily due to a number of factors which are outlined in **Attachment 1**.

Capital works actual expenditure is \$10.92 million, which is \$538,000 above year to date budget phasing of \$10.38 million. Priority projects expenditure of \$4.05 million is \$45,000 below year to date budget of \$4.09 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 \$178.44 million or \$38.45 million above the year to date budget.

Please refer to **Attachment 1** (pages 62 to 63 and 67) for further detail.

Non-financial performance

Major Initiatives

The 2023-24 Annual Budget contains 43 major initiatives.

For the quarter ending September 2023, 7% (3 out of 43) of the 2023-24 major initiatives have been completed. A total of 93% (40 out of 43) of the major initiatives have commenced and are on track to be completed by the end of the financial year. Further details can be found in **Attachment 1** (pages 14 to 55).

Strategic Indicators

For the quarter ending September 2023, 75% (15 out of 20) of strategic indicators are on track. A total of 20% (4 out of 20) are being monitored and are anticipated to achieve the target by the end of the financial year. A further 5% (1 out of 20) of the strategic indicators are not on track to achieve target by the end of the financial year, with a comment provided below. Further details can be found in **Attachment 1** (pages 13 to 53).

Details of the strategic indicator not on track to meet target at end of financial year:

Strategic Indicator not on track to meet annual target	Comment
Percentage of graffiti removed from Council-owned assets within one business day of notification.	<p>The monthly and annual target delays were due to:</p> <ul style="list-style-type: none"> • wet weather • increased number of Council requests, and • 3rd party Service Supply asset reactive and proactive jobs resulting in these jobs being carried over to the next day.

Local Government Performance Reporting Framework (LGPRF)

There are 59 mandatory performance indicators included in the LGPRF under 3 thematic areas:

- Service Performance Indicators
- Financial Performance Indicators
- Sustainable Capacity Indicators.

Of these LGPRF measures, 28 will be audited and included in Council's performance statement.

For the quarter ending September 2023, 89% (34 out of 38) of the non-financial LGPRF measures are on track. A total of 11% (4 out of 38) are being monitored and are anticipated to achieve the target by the end of financial year. There are currently no non-financial LGPRF measures which are not on track to achieve target by the end of financial year. Further details can be found in **Attachment 1** (pages 17 to 58).

Amendments to the 2023-24 Fees and Charges schedule can be found in **Attachment 2**.

Officers' recommendation

That Council resolve to

1. Receive and adopt the Quarterly Performance Report for September 2023 (**Attachment 1**).
2. Adopt the amendments to the 2023-24 Fees and Charges Schedule (**Attachment 2**).

Responsible director: **Mans Bassi, Director Customer and Transformation**

1. Purpose

The purpose of this report is to present to Council the September 2023 Quarterly Performance Report for the period ended 30 September 2023 (refer to **Attachment 1**). This report is designed to provide performance reporting on both the 2023-24 Annual Budget and Boroondara Community Plan 2021-31 (incorporating the Community Vision, Council Plan 2021-25 and Municipal Public Health and Wellbeing Plan 2021-25).

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

This report is consistent with the Boroondara Community Plan 2021-2031. In particular, Theme 7 Leadership and Governance:

- Strategy 7.1 Decision-making is transparent and accountable through open governance processes with timely communication and reporting.
- Strategy 7.2 Resources are responsibly allocated and used through sound financial and asset planning, procurement and risk management practices.

3. Background

The September 2023 Quarterly Performance Report provides detailed reporting on financial and non-financial performance against both the 2023-24 Annual Budget and Boroondara Community Plan 2021-31 (incorporating the Council Plan 2021-25 and Municipal Public Health and Wellbeing Plan 2021-25) for the year.

The year to date and annual budget figures referred to in this report reflects the 2023-24 Annual Original Budget, approved by Council on 19 June 2023.

Attachment 1: September 2023 Quarterly Performance Report (incorporating major initiatives, Boroondara Community Plan performance, Financial Performance and Local Government Performance Reporting Framework measures).

Attachment 2: Amendments to the 2023-24 Fees and Charges Schedule.

4. Outline of key issues/options

Financial performance

Year to date actual vs. Annual Original Budget

The year to date surplus result of \$169.93 million as per the budget is due to the striking of full year annual rates in August 2023. 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 \$5.46 million or 3% is due to timing differences for income and expenditure across Council.

Balance Sheet and Cash Flow Statement

Cash and investment holdings are \$178.44 million as at 30 September 2023, which has increased by \$32.18 million from 30 June 2023.

The Balance Sheet as at 30 September 2023 indicates a satisfactory result, with total current assets of \$336.82 million and total current liabilities of \$71.81 million.

Please refer to **Attachment 1** (pages 62 to 63 and 67) for further detail.

Capital works

Council's year to date performance in gross capital works expenditure is \$10.92 million which is \$538,000 above year to date budget phasing of \$10.38 million. Capital works committed expenditure as at 30 September 2023 is \$30.60 million (year to date actual and commitments equates to \$41.52 million).

Priority projects

Council's year to date performance in gross priority project expenditure is \$4.05 million which is \$45,000 below year to date budget phasing of \$4.09 million. The difference relates to timing of expenditure on various projects. Priority projects committed expenditure as at 30 September 2023 is \$17.36 million (year to date actual and commitments equates to \$21.41 million).

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

Further information on capital works and priority projects is detailed in **Attachment 1** (pages 68 to 71).

Non-financial performance

Major Initiatives

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Local Government Performance Reporting Framework (LGPRF)

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Of these LGPRF measures, 28 will be audited and included in Council's performance statement.

For the quarter ending September 2023, 89% (34 out of 38) of the non-financial LGPRF measures are on track. A total of 11% (4 out of 38) are being monitored and are anticipated to achieve the target by the end of financial year. There are currently no non-financial LGPRF measures not on track to achieve target by the end of financial year. Further details can be found in **Attachment 1** (pages 17 to 58).

Amendments to the 2023-24 Fees and Charges schedule for changes to the Tree Protection Local Law 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

No officers involved in the preparation of this report have a general or material conflict of interest requiring disclosure under chapter 5 of the Governance Rules of Boroondara City Council.

The recommendation contained in this report is compatible with the Charter of Human Rights and Responsibilities 2006 as it does not raise any human rights issues.

8. Social and environmental issues

There are no direct impacts resulting from this report.

Manager: **Nicole White, Manager Strategy and Performance**
Amy Montalti, Chief Financial Officer

Report officer: Freda Duraku, Corporate Reporting Lead
Sapphire Allan, Coordinator Management Accounting



Quarterly Performance Report

July to September 2023

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1. Executive overview and key highlights

1.1 Introduction

The September 2023 Quarterly Performance Report provides detailed reporting on performance against both the 2023-24 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 - Non-Financial Performance** and **Section 4 - Financial and Performance Statements** will focus in greater detail on variances and key issues and events.

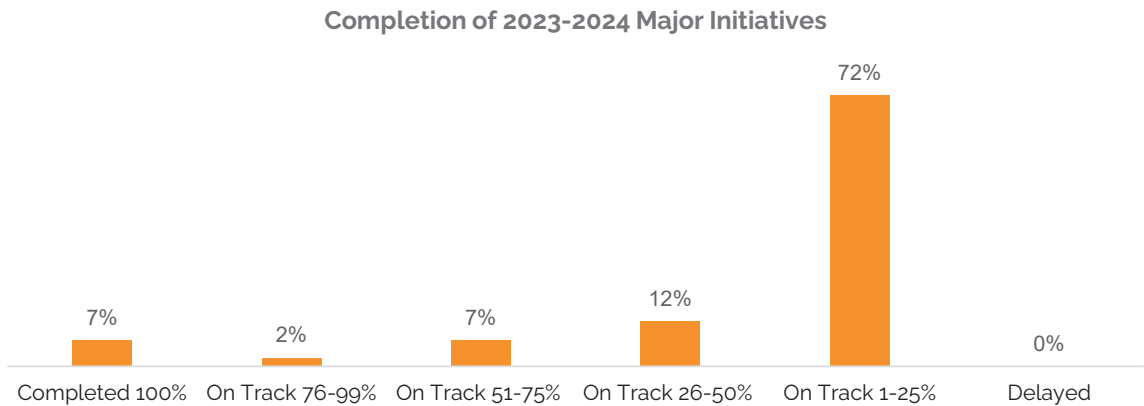
The year to date and annual budget referred to in this report reflects the 2023-24 Annual Budget approved by Council on 19 June 2023.

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1.2 Performance against Major Initiatives

There are 43 major initiatives for the financial year FY2023-24. For the quarter ending September 2023, 7% of initiatives have been completed. A total of 93% of the major initiatives have commenced and are on track to be completed by the end of the financial year.

The progress of achieving the major initiatives has been reported as per the following chart:



Please refer to **Section 3, pages 14 to 55** for further details.

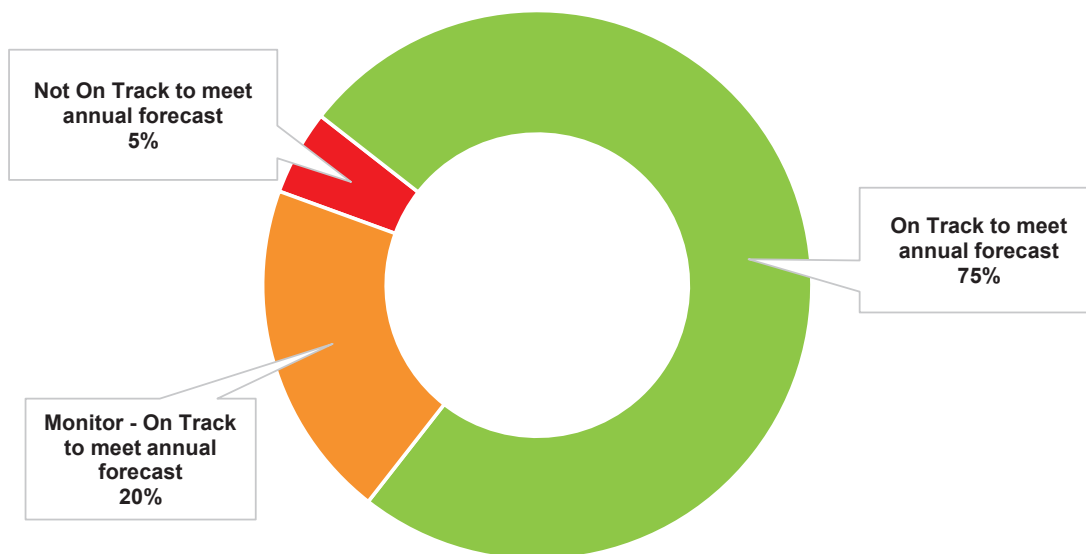
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1.3 Performance of Strategic Indicators

The Boroondara Community Plan 2021-31 contains 52 strategic indicators, of which 32 are annual measures. The remaining 20 are reported on a quarterly basis, with data being available quarterly on the progress towards the annual forecast.

For the quarter ending September 2023, 15 of the strategic indicators are on track to achieve target by the end of the financial year. Four of the strategic indicators are being monitored and anticipated to achieve target by the end of the financial year. One of the strategic indicators is not on track to achieve the annual target by the end of the financial year.

Strategic Indicators reported on a quarterly basis (20 of 52 strategic indicators)



Please refer to **Section 3, pages 13 to 53** for further details and explanations.

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2. 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	169,927	164,467	5,460	3%	✓	14,366
Recurrent income	225,492	223,144	2,348	1%	✓	271,435
Recurrent expenditure	52,888	54,756	1,868	3%	✓	233,216
Capital works						
Expenditure *	10,919	10,381	(538)	-5%	—	80,595
Priority projects						
Expenditure *	4,050	4,095	45	1%	✓	25,158
Closing cash and investments **	178,436	139,983	38,453	27%	✓	106,651

* Please refer to pages 69 & 71 for further explanation of variances.

** Refer to page 67 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 2023 is satisfactory with a working capital ratio of 4.69 to 1 (includes cash contingency for emergency response works and reserve funds of \$25.57 million).

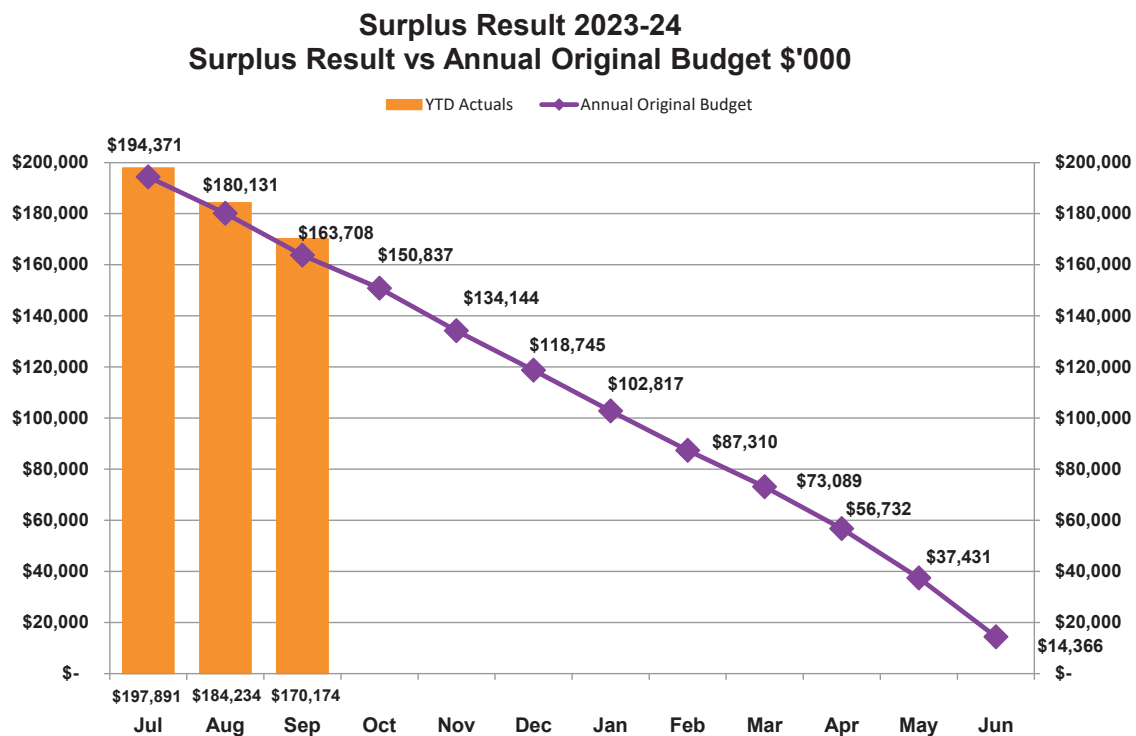
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2.1 Surplus Result

Year to date actual vs. Year to date 2023-24 Annual Original Budget

The year to date surplus result of \$169.93 million as per the budget is due to the striking of full year annual rates in August 2023. 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 \$5.46 million or 3% is due to timing differences for income and expenditure across Council. Refer to **Section 4 Financial Performance** for details on Council's financial performance.

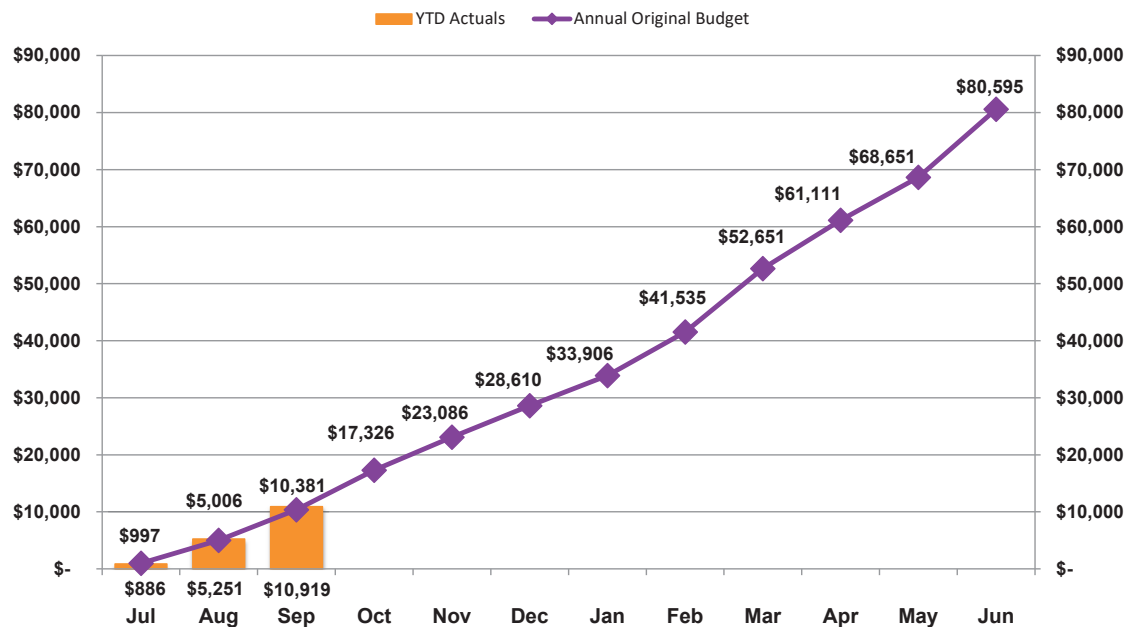
Please refer to the graphical representation below of actual year to date surplus result versus the Annual Original Budget.



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2.2 Capital Works

Capital Works Projects 2023-24 Cumulative Budget vs Actual Expenditure All Projects - \$'000



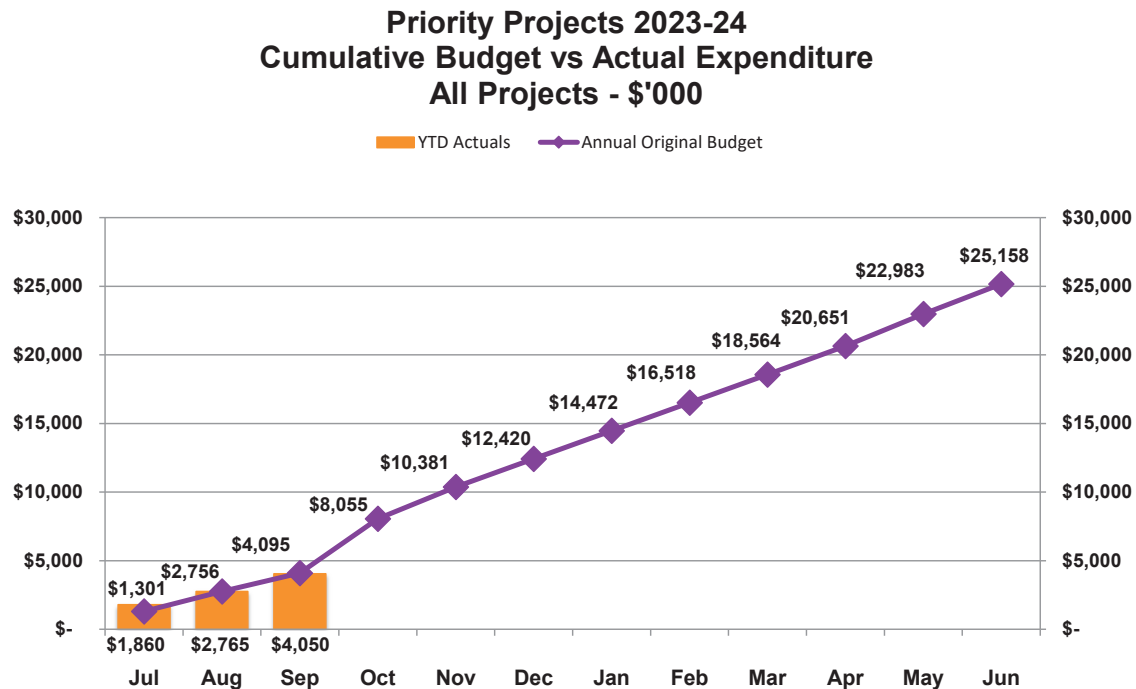
Council's year to date performance in gross capital works expenditure is \$10.92 million which is \$538,000 above year to date budget phasing of \$10.38 million.

Capital works committed expenditure as at 30 September 2023 is \$30.60 million (year to date actual and commitments equates to \$41.52 million) and includes committed expenditure for multi-year projects with the most significant being Kew Recreation Centre, Lynden Park and the Park Playground replacement program.

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

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2.3 Priority Projects

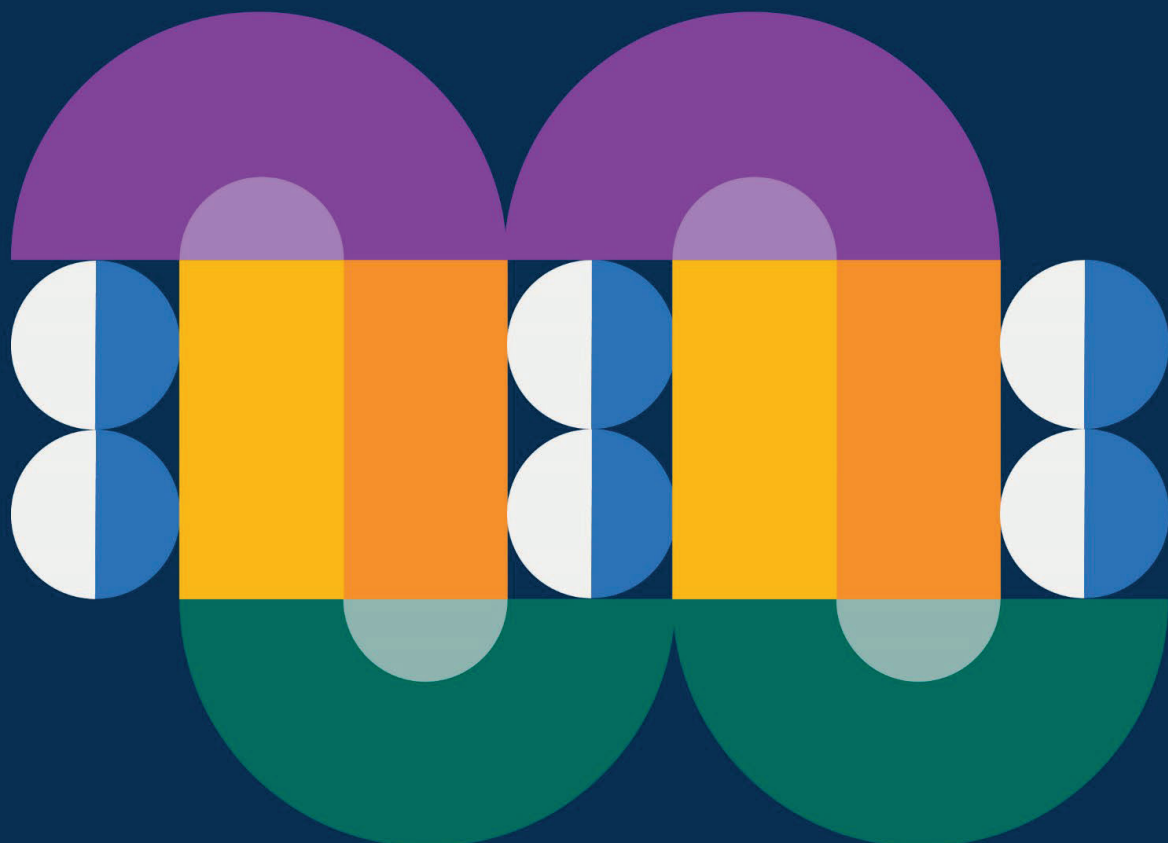


Council's year to date performance in gross priority project expenditure is \$4.05 million which is \$45,000 below year to date budget phasing of \$4.09 million. The difference relates to timing of expenditure on various projects.

Priority projects committed expenditure as at 30 September 2023 is \$17.36 million (year to date actual and commitments equates to \$21.41 million).

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

Our Performance



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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 2023-24 adopted by Council in June 2023 outlines Council's major initiatives and strategic indicator targets for the 2023-24 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 three ways:

- results of strategic indicators set out in the Annual Budget 2023-24
- progress of major initiatives set out in the Annual Budget 2023-24
- results of legislatively prescribed services performance indicators and measures.

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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.



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Community, Services and Facilities highlights

- Open House Melbourne continues to be a successful community initiative with more than 1,600 people exploring some of Boroondara's most iconic buildings across 29 and 30 July 2023.
- The Boroondara Eisteddfod continues to engage significant participants with a record number of 1,277 registrations.
- Boroondara Arts celebrated renown local jazz musician Bob Sedergreen, with a sold-out performance for his 80th birthday.
- A Licence Agreement for five years was entered into with Auburn High School to enable the community sports clubs to use their cricket nets and pitch.
- The 2023 Boroondara Youth Awards were held on 22 September 2023. These awards celebrated young people across a number of award categories.
- The 2023 Boroondara Sports Awards were held on 20 September 2023. These awards celebrated sports participants and volunteers across a number of award categories.
- Boroondara Library Service launched a 'Most Wanted' book collection in August 2023, which brings a range of bestsellers, recent releases, award-winners and popular books, both fiction and non-fiction, for your next great read. The collection has proven to be extremely popular with library members who can gain access to high demand items with no waiting in reservation queues. There has been over 3,600 loans in 2 months for this popular initiative.
- To mark Homelessness Week (7 to 13 August 2023) Council hosted a screening of the documentary Under Cover: The Hidden Faces of Homelessness, followed by a panel discussion with local homelessness service providers at Lido Cinemas. The event, which was attended by over 100 people, raised awareness about homelessness and how community members can support people experiencing or at risk of homelessness.
- The Health Services Team has successfully launched a renewed approach to Food Safety Inspections to improve business standards and protect the health of the community. A significant reduction has been recorded in non-compliance for food businesses, as well as a reduction in the need to perform follow-up inspections.
- The Active Ageing Musical Series saw three sold out events in July, August, and September 2023 (100 seniors attending each of the first two and over 80 seniors attending the September event). The September event was conducted in partnership with the Hawthorn Arts Centre.
- The North Balwyn Seniors Centre construction has been completed and handed over to the tenants. The works improved accessibility and amenity for older adults using the facility for programs that promote social connection, which is beneficial for good health.
- Kew Library Redevelopment community consultation took place between 31 August and 29 September 2023 to get feedback on a draft Vision and Design Brief. Over 1,800 community members viewed the Engage Boroondara page, with 272 participants completing a survey. The draft Vision and Design Brief will be presented to Council in early 2024.
- Community consultation took place on the Michael Tuck Stand and Glenferrie Oval refurbishment between 14 August and 11 September 2023 to get feedback on a draft Vision and Design Brief. Over 3,000 community members viewed the Engage Boroondara page, with 475 participants completing a survey. Structural rectification works have commenced, with internal building strip out works underway to inform on-going building condition assessment.

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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
Number of attendances by young people at youth programs or services	On Track	5,215	8,500 - 13,000	Youth programs and services continue to evolve in order to promote high levels of engagement with young people.
Number of vaccinations administered	Monitor	3,925	20,400 - 20,600	Central Immunisation Records Victoria (CIRV) software was rolled out in Quarter 1 and sessions were minimised during this period.
Number of arts and cultural community events delivered or supported by Council	On Track	68	120 - 150	The Boroondara Arts Team is successfully delivering the Season 2023 program and is on track to meet the annual target.
Attendance at Boroondara Arts curated program	On Track	4,184	15,000	The attendance at Council's curated events remains strong and is on track to meet the annual target, indicating a strong interest and appetite from the community and broader audiences to attend the arts and cultural programs held by the Boroondara Arts Team.
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	1,930,175	5,000,000 - 5,700,000	The overall participation in library services continues to grow across all sites with increasing visitation and loans (print and digital), a high demand for study spaces and good attendances at programs. The Quarter 1 total is at the highest level since the pandemic.
Percentage of graffiti removed from Council-owned assets within one business day of notification	Monitor	97%	100%	The monthly and annual target delays were due to: <ul style="list-style-type: none"> wet weather increased number of Council requests, and

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Strategic Indicator	Status	YTD Actual Result	Annual Forecast	Comments
				<ul style="list-style-type: none"> 3rd party Service Supply asset reactive and proactive jobs resulting in these jobs being carried over to the next day.
Number of community events and activities (workshops, talks, forums) offered to promote health and wellbeing, diversity and inclusion (culturally and linguistically diverse, First Nations, disability, gender and LGBTQIA+), and community safety.	On Track	36	45 - 47	The Community Support Directorate delivered 36 health and wellbeing events this quarter. These included activities during Women's Health Week, a parenting seminar, walks during NAIDOC Week, a healthy eating program, a Homelessness Week event and an international student welcome event.

Progress of Major Initiatives

	Our Initiatives	Status	Progress	Comments
1.1	Analyse and share demographic changes to the Boroondara community since 2016, by presenting the revised 2021 Census data and reviewing the social statistics pages on Council's website.	On Track	75%	A review of the social statistics pages on Council's website was conducted using heat maps to assess areas of community interest. Based on this, the content has been revised and information updated to reflect the 2021 Census data. The updated web pages will be live on Council's website in the late 2023.
1.2	Plan and deliver events, projects, advocacy and education activities to improve community health and wellbeing by raising awareness of community safety issues, including prevention of violence against women, and building community resilience.	On Track	25%	<p>Planning was undertaken for activities to mark Community Safety Month in October. Activities will include:</p> <ul style="list-style-type: none"> an Emergency Services Family Fun Day a series of Community Safety Pop-Ups and the information of information about Community Safety

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	Our Initiatives	Status	Progress	Comments
				Month and safety issues in the October edition of the Boroondara Bulletin.
1.3	Support older people to understand, access and navigate the range of Council and other aged care services available to them through the provision of information sessions, dissemination of accessible digital and printed resources and connecting individuals with services where required.	On Track	25%	Active Ageing has delivered two aged care information sessions to senior citizen groups in the last quarter, with 10 and 21 attendees, respectively. Two client newsletters and a Seniors Clubs newsletter were disseminated during the reporting period. The Regional Assessment service continues to link older residents into services available via My Aged Care and 1:1 additional assistance is offered where needed by the aged care navigator service.
1.4	Enhance community spaces by demolishing the Ferguson Stand to improve the visual and physical connection from Glenferrie Precinct to Grace Park.	On Track	60%	Demolition of the Ferguson Stand is complete. Supporting landscape enhancement works will be delivered this year. This includes pedestrian pathway connections, installation of turf, erection of interpretative historical I-beams (from the original Ferguson Stand) and other public realm improvements will also be delivered in 2023-24.
1.5	Plan a contemporary and integrated Library experience by developing a concept design for the Kew Library project.	On Track	20%	The community has been consulted on a draft Vision and Design Brief for the project. Officers have commenced a procurement process to engage an architectural design consultant to prepare the building design. The consultant will be engaged post the draft Vision and Design Brief being presented to Council in early 2024.
1.6	Enhance diversity and inclusion of sports facilities by commencing the construction of the Canterbury Sportsground, and Ferndale Park, Frog Hollow and Willsmere Pavilions.	On Track	25%	Construction contracts are on track to be awarded for both Willsmere Park and Canterbury Sportsground pavilion by the end of 2023. Construction of these facilities is planned to commence in early 2024.

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	Our Initiatives	Status	Progress	Comments
				Invitation of tenders for Frog Hollow and Ferndale Park sports pavilions is scheduled for early 2024, with works to commence by the end of June 2024.
1.7	Consider the needs and aspirations of our multicultural community identified through community consultation, by presenting to Council for endorsement a draft of the Multicultural Action Plan 2024-28.	On Track	25%	The findings from the community consultation undertaken between March and June 2023, which included a community survey, an organisational survey and meeting with multicultural groups, are currently being analysed to help inform the development of the draft Multicultural Action Plan.
1.8	Build strong partnerships with neighbourhood houses to deliver community activities and programs which respond to community need by implementing year 1 actions in the Neighbourhood House Framework.	On Track	10%	In May 2023, Neighbourhood Houses participated in a workshop to develop the 2023-24 annual action plan. The development of actions focused on the opportunities for collaboration. During the first quarter of 2023-24, Neighbourhood Houses have selected their action and formed partnerships and will report quarterly on progress towards achieving the action.
1.9	Support the equitable allocation of Council's sportsgrounds by presenting a draft Allocations and Fees and Charges Policy to Council for endorsement.	On Track	30%	Benchmarking has been undertaken. A workshop was undertaken with councillors in September 2023 and a draft policy is in the process of being developed.
1.10	Celebrate and promote the achievements of young people and those who work with young people by delivering the Boroondara Youth Awards.	Complete	100%	The 2023 Boroondara Youth Awards celebration ceremony was held on Friday 22 September 2023. Winners were recognised across five categories: leadership, environment and sustainability, creative arts, inclusive program, and community work. A total of 31 nominations were received and 80 people attended the awards ceremony.

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	Our Initiatives	Status	Progress	Comments
1.11	Commence renewal of the Tuck Stand with structural rectification works and continue the design and consultation for the full renewal.	On Track	20%	<p>Stage One of the structural rectification program has commenced, with internal building strip out works underway.</p> <p>Stage Two works to address the most urgent structural issues will be tendered, awarded, and delivered in 2023-24.</p> <p>An Expression of Interest for suitably qualified and experienced architectural consultancies has been publicly advertised. Formal appointment of the Design Team is scheduled to occur by April 2024.</p> <p>As part of the process to develop the scope, an analysis of current and potential uses of the Glenferrie Oval and Tuck Stand has been undertaken. This work, along with feedback from key stakeholders, has informed the draft Vision and Design Brief which the community has now had the opportunity to comment on.</p>

Local Government Performance Indicators - Service Performance Indicators

Animal Management

Measure	Status	Last Year Result (Q1 YTD)	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	1.01	1.06	0.00 - 2.50	Measure is on track to meet target.

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Measure	Status	Last Year Result (Q1 YTD)	This Year Result (Q1 YTD)	Annual Target	Comments
AM2 - Animals reclaimed (The percentage of collected registrable animals under the <i>Domestic Animals Act 1994</i> reclaimed)	On Track	56%	60%	36 - 56%	First quarter recorded a high re-claim rate that exceeded target. This was largely due to successful reclaim of domestic dogs by their owners, which have a higher percentage of registration and microchipping than cats.
AM5 - Animals rehomed (The percentage of unclaimed collected registrable animals under the <i>Domestic Animals Act 1994</i> that are rehomed)	Monitor	42%	21%	25 - 45%	First quarter recorded a high number of stray cats of which circa 20% were deemed not suitable for rehoming. The reasons were due to poor health, serious behavioural reasons or they presented as deceased on arrival.
AM6 - Cost of animal management service per population (The direct cost of the animal management service per municipal population)	On Track	\$1.65	\$1.71	\$7.57 - \$9.57	Measure is on track to meet target.
AM7 - Animal management prosecutions (AUDITED) (The percentage of successful animal management prosecutions)	On Track	100%	100%	80 - 100%	Measure is on track to meet target.

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Aquatic Facilities

Measure	Status	Last Year Result (Q1 YTD)	This Year Result (Q1 YTD)	Annual Target	Comments
AF2 - Health inspections of aquatic facilities (The number of inspections by an authorised officer within the meaning of the <i>Public Health and Wellbeing Act 2008</i> carried out per Council aquatic facility)	On Track	1.00	0.67	0.00 - 2.00	Boroondara inspected two out of three aquatic facilities. Kew Recreation Centre is undergoing renovation and is not included in this measure as it is not operational.
AF6 - Utilisation of aquatic facilities (AUDITED) (Number of visits to aquatic facilities per head of Municipal population)	On Track	3.17	3.68	10.90 - 16.90	Measure is on track to meet target.
AF7 - Cost of aquatic facilities (The direct cost less any income received of providing aquatic facilities per visit)	On Track	\$0.00	(\$0.41)	(\$1.03) - \$0.97	Measure is on track to meet target.

Food Safety

Measure	Status	Last Year Result (Q1 YTD)	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)	On Track	\$62.41	\$62.53	\$224.32 - \$374.32	Measure is on track to meet target.

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Measure	Status	Last Year Result (Q1 YTD)	This Year Result (Q1 YTD)	Annual Target	Comments
by Council, or for which Council has received notification, during the year)					

Food Safety - Calendar Year measures (1 January 2023 to 31 December 2023)

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	2	2	1 - 4	Measure is on track to meet target.
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 is on track to meet target.
FS4 - Critical and major non-compliance outcome notifications (AUDITED) (The percentage of critical and major non-compliance outcome notifications that are followed up by Council)	On Track	99%	98%	88 - 100%	Measure is on track to meet target.

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Measure	Status	Last Year Result (Q3 YTD)	This Year Result (Q3 YTD)	Annual Target	Comments
FS5 - Food safety samples (The percentage of food samples obtained per required number of food samples)	On Track	N/A	92%	100%	New Measure for FY2023-24. Measure is on track to meet target.

Maternal and Child Health

Measure	Status	Last Year Result (Q1 YTD)	This Year Result (Q1 YTD)	Annual Target	Comments
MC2 - Infant enrolments in MCH service (The percentage of infants enrolled in the MCH service)	On Track	101.12%	101.44%	91 - 100%	Infant enrolment is greater than birth notifications received due to enrolments of infants born outside of Boroondara.
MC3 - Cost of the MCH service (The cost of the MCH service per hour of service delivered)	On Track	\$64.07	\$70.48	\$64.12 - \$94.12	Measure is on track to meet target.
MC4 - Participation in the MCH service (AUDITED) (The percentage of children enrolled who participate in the MCH service (YTD))	Monitor	54.24%	53.28%	73 - 93%	Not all children are due for a key age and stage visit for this quarter. Participation is on track for annual target.

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Measure	Status	Last Year Result (Q1 YTD)	This Year Result (Q1 YTD)	Annual Target	Comments
MC5 - Participation in the MCH service by Aboriginal children (AUDITED) (The percentage of Aboriginal children enrolled who participate in the MCH service (YTD))	Monitor	75.61%	72.55%	80 - 100%	Quarterly participation by Aboriginal children of the MCH Service is on track to reach the annual participation target.
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	104.46%	99.28%	90 - 100%	Measure is on track to meet target.

Libraries

Measure	Status	Last Year Result (Q1 YTD)	This Year Result (Q1 YTD)	Annual Target	Comments
LB1 - Physical library collection usage	-	-	-	-	This measure has been retired in FY2023-24.
LB2 - Recently purchased library collection (The percentage of the library collection that has been purchased in the last 5 years)	On Track	59.38%	61.15%	56.74 - 71.74%	Measure is on track to meet target.

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Measure	Status	Last Year Result (Q1 YTD)	This Year Result (Q1 YTD)	Annual Target	Comments
LB4 - Active library borrowers in municipality (AUDITED)	-	-	-	-	This measure has been retired in FY2023-24.
LB5 - Cost of library service per population (The direct cost of the library service per population)	On Track	\$13.15	\$14.50	\$46.18 - \$66.18	Measure is on track to meet target.
LB6 - Library loans per population (The number of collection item loans per population)	On Track	N/A	3.09	New Measure - no target set for 2023-24	New Measure for FY2023-24.
LB7 - Library membership (AUDITED) (The percentage of resident municipal population who are registered library members)	On Track	N/A	41.13%	New Measure - no target set for 2023-24	New Measure for FY2023-24.
LB8 - Library visits per population (The number of library visits per head of population)	On Track	N/A	1.37	New Measure - no target set for 2023-24	New Measure for FY2023-24.



Theme 2

Parks and Green Spaces

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



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Parks and Green Spaces highlights

- Delivery of all sportsground renovations after winter season to prepare the grounds ready for community sport in summer.
- Ashburton Park and Lynden Park East sportsground reconstruction contracts were awarded for works over the coming summer.
- Two new playgrounds have been opened for the benefit of the local community, with Mary MacKillop Reserve opening on 22 August 2023, and Grovedale Park on 16 October 2023.
- Delivery of main elements of the Surrey Hills shopping improvements to the streetscape and the forecourt outside the Surrey hills Neighbourhood Centre.

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Progress of Major Initiatives

	Our Initiatives	Status	Progress	Comments
2.1	Enhance recreational opportunities for children and families by completing construction of the local play space at Kate Campbell Reserve.	On Track	10%	Design of Kate Campbell Reserve playground is complete and tenders are planned to be invited in October 2023. Works are scheduled to commence in February 2024 and be complete by June 2024.
2.2	Enhance recreational opportunities for children and families by completing construction of the regional play space at Hays Paddock.	On Track	10%	Hays Paddock Playground commenced construction in July 2023, demolition progressing. Works are planned for completion by June 2024.
2.3	Improve the sporting experience in Boroondara by completing full sportsground reconstructions at Ashburton Park and Lynden Park East.	On Track	25%	Works have been tendered and contracts awarded by Council. Works will commence on both projects in Quarter 2.
2.4	Consult with the community to develop the Macleay Park Master Plan to be endorsed by Council with a focus on improving community access and park experience.	On Track	35%	Initial consultation with the community has been completed and informed a draft Master Plan. This Master Plan will be approved by Council prior to further consultation early in 2024.
2.5	Enhance social connection and the appreciation of Boroondara's parks and gardens through engagement with artists and the delivery of community events using the 2024 Summer in the Park series.	On Track	60%	The planning for the Summer Series in the Park 2024 season is underway. The 2024 season will be held in February to March across Boroondara's most iconic parks and gardens, showing a number of free events and stellar jazz, music and theatre performances, to engage all ages of the community. The feature film for the Cinema in the Park is E.T, which will be held on Saturday 3 February 2024 at 6pm at Riversdale Park. The popularity of this iconic film that captures the essence of childhood and the power of connection, will engage community and family audiences.

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	Our Initiatives	Status	Progress	Comments
2.6	Provide sportsgrounds that are suitable for the use of community sporting clubs through an increased focus on maintenance and renewal of ground surfaces.	On Track	25%	Grounds were kept playable through the end of winter through rolling, Verti draining and hollow coring activities to ensure all community sport was successfully undertaken.



Theme 3

The Environment

The environment is considered in all decision-making.



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The Environment highlights

- Significant number of street trees being planted to increase canopy cover across the municipality.
- A new soft plastics recycling service was introduced by Council as a temporary measure after the collapse of the REDcycle program. Collection points are at Riversdale and Kew Depots.
- A large biodiversity planting program was completed to work towards Council's goal of increasing area managed for biodiversity by 1ha a year.
- Replacing existing concrete frame and inserts for pits with a lighter fibreglass reinforced product, reducing weight and maintenance requirements with a longer lifespan. These are being replaced within the municipality as required.

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Strategic Indicator Results

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

Strategic Indicator	Status	YTD Actual Result	Annual Forecast	Comments
Kerbside collection waste diverted from landfill (percentage of garbage, recyclables and green organics collected from kerbside bins that is diverted from landfill)	On Track	72%	72 - 73%	Measure is on track to meet target.

Progress of our Major Initiatives

	Our Initiatives	Status	Progress	Comments
3.1	Reduce the volume of virgin construction materials on Council road projects, by using a minimum of 20% recycled materials including glass, plastics, and toners in our asphalt products to resurface roads.	On Track	25%	All crushed rock used in Council's road projects is produced from recycled concrete. Asphalt used has a minimum of 20% recycled material. Quantities are monitored and reported by contractors half-yearly.
3.2	Progress towards meeting the targets of the Climate Action Plan to reduce Council and community emissions by implementing the 2023-24 actions of the Climate Action Plan Implementation Plan.	On Track	25%	Council is net carbon neutral and multiple actions are underway to reduce our corporate energy use, such as installation of solar photovoltaics at Council buildings and electric vehicle chargers for some Council Fleet. Community facing actions such as Solar Savers, Energy Savers and our Living for Our Future workshop program

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	Our Initiatives	Status	Progress	Comments
				<p>are being delivered to support the community to reduce emissions.</p> <p>The Climate Action Plan reported total municipal emissions as 1,804,000 tonnes CO₂-e for the 2019 year using the SnapShot community emissions tool. Since the Plan was published, the methodology has been refined and the emissions for 2019 were revised to 1,643,000 tonnes CO₂-e. The most recent data for FY2020-21 has seen Boroondara municipal emissions decrease to 1,466,000 tonnes CO₂-e.</p>
3.3	Improve the green canopy coverage in our urban environment for the enjoyment of future generations by presenting the Urban Greening Strategy to Council for endorsement.	On Track	25%	Draft has been created and is scheduled to be presented to Council in November 2023.
3.4	Improve the community's ability to access biodiversity and indigenous vegetation now and into the future by finalising the Biodiversity Asset Management Plan.	On Track	90%	The Biodiversity Asset Management Plan is in draft form and almost complete. It will undergo community consultation as part of the Urban Biodiversity Strategy in early 2024.
3.5	Identify options to support the uptake of electric vehicles and low emission vehicles by the Boroondara community through the implementation of electric vehicle charging stations in shopping centre carparks.	On Track	15%	<p>Electric vehicle charging stations are proposed to be installed in two off-street car parks located at Hawthorn Aquatic and Leisure Centre and the Burwood Village Shopping Centre.</p> <p>The exact locations for the charging stations are currently being determined with a view to install by end June 2024.</p>

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Local Government Performance Indicators - Service Performance Indicators

Waste Collection

Measure	Status	Last Year Result (Q1 YTD)	This Year Result (Q1 YTD)	Annual Target	Comments
WC1 - Kerbside bin collection requests					This measure has been retired in FY2023-24.
WC2 - Kerbside collection bins missed (The number of kerbside collection bins missed per 10,000 scheduled kerbside collection bin lifts)	On Track	7	4.09	4.28 - 14.28	Continual performance improvement in this quarter by our General Waste and Recycling Collection Teams had led to a favourable result. The annual target is expected to be met.
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	\$30.00	\$24.21	\$107 - \$147	The cost associated with this measure is slightly lower this quarter than previous results. This is due to the removal of FOGO from this measure following an assessment of what constitutes kerbside garbage. Therefore, the figure for this quarter more accurately represents the cost of kerbside garbage bin collection service per kerbside garbage collection bin.
WC4 - Cost of kerbside recyclables bin collection service (The direct cost of the kerbside recyclables collection service (including the contract cost of	On Track	\$20.33	\$24.05	\$84 - \$104	Measure is on track to meet target.

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Measure	Status	Last Year Result (Q1 YTD)	This Year Result (Q1 YTD)	Annual Target	Comments
collection) per kerbside recyclables collection bin)					
WC5 - Kerbside collection waste diverted from landfill (<i>AUDITED</i>) (The percentage of garbage, recyclables and green organics collected from kerbside bins that is diverted from landfill)	On Track	70%	72%	65 - 79%	Measure is on track to meet target.

Clayton Landfill performance

30 September 2023	YTD Actuals	YTD Budget	Variance	% Variance
Income	\$3,630	\$0	\$3,630	100%
Expenditure	\$292,665	\$236,410	\$56,255	24%
Net Profit	(\$289,035)	(\$236,410)	(\$52,625)	(22%)

Expenditure is higher than planned budget phasing primarily due to the timing of environmental monitoring costs.



Theme 4

Neighbourhood Character and Heritage

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



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Neighbourhood Character and Heritage highlights

- The Draft Camberwell Junction Structure & Place Plan is complete and due to go to the Urban Planning Delegated Committee meeting (UPDC) on 16 October 2023.
- The Asset Protection Team has achieved a significant reduction in escalated complaints as at September 2023, after successive years of team flux and instability post COVID-19. The team has seen a reduction in escalated complaints from 904 to 278 (69%) over the last 12 months. This is largely contributed to recruitment, training and development, and enhanced reporting and monitoring of active cases.
- Following the successful implementation of Section 30 Building Permit lodgement e-form, feedback was sought by the users where they recommended to increase the document upload capacity, including refinement of the wording on the e-form. The changes have now been made and as a result, over 87% of private building surveyors now lodge their building permit documents via the Council website.
- Following the successful implementation of Section 29A Demolition consent e-form, 95% of demolition consent applications are now received by Council's website.
- Building Services processed 1,101 Compliance and Non-Compliance Certificates with regards to Pool and Spa Safety Barriers this quarter, which is almost double the normal number of lodgements received. Building Services also processed over 900 requests for extension of time.

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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	Comments
Average number of days to process a planning application	On Track	32	30 - 40	Measure is on track to meet target.
Percentage of 'demolition consents' under section 29A of the Building Act by Building Services checked within 15 business days	On Track	100%	100%	Measure is on track to meet target.
Percentage of Council planning decisions upheld, and decisions successfully mediated at the Victorian Civil and Administrative Tribunal (VCAT)	On Track	55%	45 - 55%	Measure is on track to meet target.
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 objectors)	On Track	1	5 - 10	Measure is on track to meet target.

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Progress of our Major Initiatives

	Our Initiatives	Status	Progress	Comments
4.1	Continue to protect the heritage and history of Boroondara through presenting the revised Heritage Action Plan to Council for endorsement and commencing implementation of the plan.	On Track	25%	Council has completed its review of the Heritage Action Plan 2016 to Urban Planning Delegated Committee (UPDC) and decided to proceed with preparing a Heritage Strategy.
4.2	Support appropriate housing in Boroondara through presenting the Boroondara Housing Strategy to Council for endorsement and consider associated planning scheme amendments.	Complete	100%	The Boroondara Housing Strategy has been formally adopted by Council and implementation has commenced.
4.3	Assist with protecting and celebrating Boroondara's heritage by commencing implementation of a Community Heritage Nomination Process.	On Track	25%	The Community Heritage Nomination Process has been adopted by Council, staff have been recruited to key positions and application forms are now live on Council's website. The first round of community nominations is now being assessed.
4.4	Improve the experience for all participants in the statutory planning process by enhancing technologies and additional online capabilities.	On Track	25%	A range of improvements are being made to the Council website and systems to improve the customer experience associated with the statutory planning process.
4.5	Improve public and occupant safety by completing fire safety inspections of buildings that contain combustible cladding in response to referrals from the Victoria Building Authority.	On Track	20%	Building Services carry out Essential Safety Audits on public and residential apartment buildings as part of enforcing and resolving buildings containing combustible cladding.

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	Our Initiatives	Status	Progress	Comments
4.6	Contribute to shaping Boroondara to be more liveable, safe, enjoyable and sustainable through enhanced enforcement of public amenity, construction activities and health standards. This includes increasing capability through technology, systems and complementing enforcement practices.	On Track	25%	<p>Key highlights for Quarter 1 include:</p> <ul style="list-style-type: none"> Enforcement Practices are being reviewed across the following compliance teams: <ul style="list-style-type: none"> investigations training held in partnership with Maddocks on 31 August 2023 new Health Team compliance approach developed and in use new Local Laws & Animal Management compliance approach in draft for review. Technology is being researched and reviewed to aid capability: <ul style="list-style-type: none"> parking technology is under review for new sensor rollout strategy PinForce software for Council officers is being reviewed for version upgrade with vendor to enhance capability and reliability.

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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)	On Track	113	98	82 - 122	Measure is on track to meet target.
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 planning application decisions made X 100)	On Track	56%	65%	65%	Measure is on track to meet target.
SP3 - Cost of statutory planning service (Direct cost of the statutory planning service / Number of planning applications received)	Monitor	\$3,413.75	\$4,250.91	\$3,751.67 - \$4,451.67	The cost of statutory planning service per application is greater than expected in Quarter 1 due to a reduction in the number of new applications likely resulting from a cyclical downturn in the development industry associated with higher interest rates. The overall costs of

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Measure	Status	Last Year Result (Q1 YTD)	This Year Result (Q1 YTD)	Annual Target	Comments
					Statutory Planning services are relatively fixed (e.g., staff salaries), so when the number of new applications drops below average the results for this measure consequently rises above average.
SP4 - Council planning decisions upheld at VCAT(AUDITED) (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	On Track	22%	75%	34 - 54%	Council was able to settle a higher proportion of applications than anticipated prior to a hearing during this reporting period. The applications which proceeded to a merits hearing were often the consequence of other parties unwilling to resolve application flaws, meaning Council had a high prospect of success in those matters.



Theme 5

Moving Around

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



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Moving Around highlights

- The Maling Road Place Plan was considered and approved by Council on 11 September 2023. The Traffic and Transport Team contributed to the Streetscape Options by providing input into the development of traffic management measures to address the community's traffic concerns.
- Preparing for the Koonung Creek Reserve draft concept design community consultation on Engage Boroondara (27 September 2023 to 22 October 2023) and release of the North East Link Eastern Freeway Upgrades Urban Design and Landscape Plan for public exhibition on 9 October 2023.
- Ongoing monitoring of Level Crossing Removal works - in particular, construction of new open space and coordinating inspection of assets to be handed back to Council.

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Strategic Indicator 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	Monitor	44	200 - 220	Quarter 1 was Impacted by school holidays. Greater number of counts are programmed for Quarter 2.
Average daily bicycle users for Gardiners Creek Trail, the Anniversary Trail, Koonung Trail and Main Yarra Trail	Monitor	2,790	3,900 - 4,500	For the Gardiners Creek Trail, the average daily use was 1,493. The Anniversary Trail recorded an average daily use of 284, the Koonung Trail 464, and the Main Yarra Trail near Chandler Highway, 549. Greater use expected over Quarters 2 and 3 with warmer weather and daylight savings.

Progress of our Major Initiatives

	Our Initiatives	Status	Progress	Comments
5.1	Improve safety, driver awareness and wayfinding of routes by installing shared lane markings along select informal bicycle routes identified in Boroondara's TravelSmart map and adopted Bicycle Strategy.	On Track	25%	<p>Proposals for shared lane markings (bike sharrows) for the below mentioned locations have been prepared:</p> <ul style="list-style-type: none"> Prospect Hill Road at Highfield Road Bowler Street Roundabouts of Durham Rd / Kent Rd, Dent St / Albion Rd / Dunlop St and Dent St / Munro Ave. <p>These are being finalised with a view to install by end 2023. Other routes will also be examined.</p>

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	Our Initiatives	Status	Progress	Comments
5.2	Encourage use, improve safety and security of shared paths by progressively installing energy efficient lighting along the Anniversary Trail between Whitehorse Road and Canterbury Road.	On Track	15%	<p>The lighting design along the Anniversary Trail between Whitehorse Road and Canterbury Road has been completed.</p> <p>The contract has been awarded for the section between Whitehorse Road and Mont Albert Road and works are due to commence in October 2023.</p> <p>The tender process for the next section from Mont Albert Road to Canterbury Road is underway with a view to appointing a successful tenderer by end November 2023.</p>
5.3	Provide an improved integrated bicycle network, by progressively implementing a range of on-road infrastructure initiatives.	On Track	25%	<p>Preliminary designs to improve safety along three Council managed road sections, namely Auburn Road between Riversdale Road and Toorak Road, Kilby Road including Willsmere Road and Robinson Road have been prepared.</p> <p>Tee-intersection treatments involving signage, line marking and green pavement markings have been prepared to improve the level of safety and access for cyclists and these are intended to be used on the existing on-road bike lanes in Union Road, Greythorn Road, Highfield Road and Willsmere Road.</p> <p>Concept plans have been prepared for Kilby Road and Willsmere Road. This involves the physical separation for one section and a unique line marking treatment for the divided section of Kilby Road. Subject to Council approval, these works will potentially be issued for construction in February 2024.</p>
5.4	Represent the Boroondara community in decision making by advocating to the Victorian government	On Track	25%	Council has advocated to the North East Link Program (NELP) to ensure community and Council interests are

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	Our Initiatives	Status	Progress	Comments
	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 projects.			<p>taken into account. Key issues and concerns include design and siting of the proposed North East Link construction compounds in Boroondara, traffic management, tree canopy retention and planting, and site investigations in local parks and on local roads. Council launched a consultation on the draft Koonung Creek Reserve concept plan on Wednesday 25 September 2023. The plan was developed by NELP to guide reinstatement of the reserve once construction has finished in 2028-29.</p> <p>We have continued advocating to the Level Crossing Removal Project (LXRP) to ensure impacts on businesses and local residents are minimised as much as possible, and to advocate for community amenity and benefits including design and construction of the new open space on 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 (The number of sealed local road requests per 100 kilometres of sealed local road.)	On Track	22	16.46	77.22 - 117.22	We attribute the decrease in requests to the dryer conditions over the quarter, leading to fewer road maintenance requests.

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Measure	Status	Last Year Result (Q1 YTD)	This Year Result (Q1 YTD)	Annual Target	Comments
R2 - Sealed local roads maintained to condition standards (AUDITED) (The percentage of sealed local roads that are below the renewal intervention level set by Council and not requiring renewal.)	On Track	91%	91%	82 - 100%	Measure is on track to meet target.
R3 - Cost of sealed local road reconstruction (Direct cost of sealed local road reconstruction / Square metres of sealed local roads reconstructed)	On Track	\$108.13	\$127.61	\$89.85 - \$139.85	Measure is on track to meet target.
R4 - Cost of sealed local road resealing (Direct cost of sealed local road resealing / Square metres of sealed local roads resealed)	On Track	\$27.41	\$36.03	\$19.74 - \$39.74	Measure is on track to meet target.



Theme 6

Local Economy

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



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Local Economy highlights

- The second round of the Go Full Circle Program commenced in August 2023, following a highly successful first round in 2022. The Go Full Circle program is aimed at helping small businesses to learn circular economy principles and balance economic, environmental and social objectives. Designed for small and medium-sized businesses in the hospitality, retail, and professional services industries, this free program is being delivered in partnership with City of Melbourne and City of Stonnington. Ten Boroondara businesses are participating in the current program.
- The Local Economies Team has facilitated the establishment of an internal Cross-Council Shopping Precinct Coordination Group to better ensure strategic management and coordination of Council interactions and activities occurring within Boroondara's 53 shopping centres. The purpose of the group is to foster stronger relationships between Council staff responsible for projects and activities which maintain, enhance, and activate shopping precincts and enable consistent communications between Council and stakeholders including trader associations and local businesses.

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Strategic Indicator 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	Comments
Number of proactive strip shopping centre maintenance inspections completed	On Track	318	1,250 - 1,350	Measure is on track to meet target.

Progress of our Major Initiatives

	Our Initiatives	Status	Progress	Comments
6.1	Enhance the economic sustainability of the local economy through the adoption of the Economic Development and Tourism Strategy and the implementation of the year one actions.	On Track	10%	The draft Economic Development and Visitor Attraction Strategy is due to be presented to Council for adoption before the end of 2023.
6.2	Stimulate economic recovery and enhance the Glenferrie Road Precinct visitor experience by implementing the approved 2023-24 projects in the Glenferrie Place Plan.	On Track	25%	Updated Glenferrie Place Plan ready to be taken to Council for adoption before the end of 2023. Columbia Street upgrade design currently being progressed by consultants with progress subject to VicTrack approvals.
6.3	Increase the vibrancy of the Camberwell Junction precinct by presenting to Council for endorsement the Camberwell Junction Structure and Place Plan, commencement of work on associated	On Track	25%	Draft Camberwell Junction Structure and Place Plan and supporting documentation near completion with community engagement scheduled to take place between 30 October and 11 December 2023.

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	Our Initiatives	Status	Progress	Comments
	planning scheme amendments and implementation of short-term initiatives.			
6.4	Provide enhanced support to traders associations to ensure their long term viability through good governance practices and the provision of customised training and support materials.	On Track	30%	<p>As part of the Governance and Reporting Improvement Project, the Local Economies Team is supporting the municipality's eleven Traders'/Business Associations, (particularly those eight centres with a special rate and charge scheme in place), to improve governance practices. The project aims to provide information, tools and resources to enhance governance capabilities in these groups.</p> <p>In July 2023, an internal audit of Boroondara's Special Rate and Charge Scheme Program was undertaken. Recommendations from the audit will inform future process improvement.</p> <p>In addition, the Local Economies Team are undergoing check in consultations with Boroondara's eight traders' associations with a special rate and charge scheme in place, to identify any gaps, challenges / barriers and opportunities to further guide and support them with the necessary information, tools and resources.</p>
6.5	Deliver the annual parklet program for hospitality businesses to enhance outdoor dining opportunities to support strong and activated shopping precincts.	On Track	25%	<p>The transition to the Council Parklet Program has been successful since the transition from the State Government funded program on 1 February 2023. As part of the new Council program, 10 parklets are now in place, with a total of 17 traders. One new application has been approved and will be installed in November 2023, and one other has been conditionally approved, subject to final parklet design approval.</p>



Theme 7

Leadership and Governance

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



Leadership and Governance highlights

- Transformation and Technology completed the implementation of the Identity and Access Management system (IDAM). This platform increases Council's cyber security and provides the foundations for a secure customer portal, which will be delivered as part of the Transforming Boroondara program. The team also completed key security uplifts across business systems and successfully completed disaster recovery testing.
- Customer Connect services have been improved through uplifts to Council's technology, data, and processes. The Webex cloud-based contact centre was implemented with an improved reporting ability to guide improvements for first contact resolution.
- Updates have been made to all bookable space and venue pages on the Council website. This will make it easier to find information, provide more visibility of features, amenities, and accessibility support, and better support the decision-making process of customers.
- Council reached a significant milestone in achieving full WCAG 2.0 AA accessibility compliance for all customer e-forms (80+) on the Council website, with e-forms being evaluated by Vision Australia. This has resulted in more inclusive service for customers with accessibility needs, as well as delivering a more usable experience for all customers.
- This quarter, Council had over a million views on the corporate Facebook and Instagram channels, up by 43.3% compared to the same period last year. During this period, a total of 734 net new followers across Facebook, Instagram, LinkedIn and Twitter (up 13.1% compared to same period last year) has been achieved; a total of 8,156 clicks generated on Facebook (up 34.8% compared to same period last year); and 31,421 Facebook engagements (up 16.0% compared to same period last year). Our social media channels provide readily available, easy to consume information for our community.
- In line with the actions identified in the 2023 Asset Management Strategy, Asset and Capital Planning has established the Transport Asset Steering Group and completed Asset Management Plans for Drainage, Building, Transport and Open Space asset portfolios.
- The Strategic Asset Systems Team has worked closely with the Transforming Boroondara program to deliver the Assetic Predictor Strategic Asset Management system - a new full asset lifecycle modelling software. The team is utilising the new system to inform the 2024-25 capital renewal budget.
- Council's strategic partnership with Swinburne University is delivering mutually beneficial outcomes for both organisations and the community. A highlight from the quarter has been Swinburne University's "Science in Society" undergraduate subject project, which focused on exploring some of Council's most complex challenges. In the course, 100 second-year students were tasked with generating science-based recommendations aimed at addressing a wide array of intricate topics. These challenges span from the preservation of our tree canopy to the prevention of microplastics from entering our waterways. These findings were then presented to Council staff who are subject matter experts in the areas of interest.
- Conferring 500 new citizens over four ceremonies.
- The Governance and Legal Team prepared a new legal and ethical risk framework including a new assurance process to ensure legal and ethical compliance within Council.
- The Boroondara Volunteer Resource Centre's (BVRC) volunteer management system, Viktor/Vira, has been enhanced to include a member portal. The new portal provides a streamlined volunteer recruitment experience for volunteer involving organisations to contact candidates who apply for roles listed with the BVRC, as well as access to the Boroondara Skills Bank to approach volunteers directly with relevant skills and experience.

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Strategic Indicator Results

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

Strategic Indicator	Status	YTD Actual Result	Annual Forecast	Comments
Percentage of freedom of information requests responded to within prescribed timeframes	On Track	100%	100%	Measure is on track to meet target.
Number of calls abandoned when customers are trying to reach Council's customer service	Monitor	3.58%	Less than or equal to 3.50%	This measure will continue to be monitored.
Average time callers wait before their call is answered	On Track	32 seconds	45 - 60 seconds	Measure is on track to meet target.
Number of cyber security incidents that compromise user data	On Track	0	0	Measure is on track to meet target.
Number of visits to Council's website	On Track	277,867	1,000,000 - 1,100,000	Measure is on track to meet target.

Progress of our Major Initiatives

	Our Initiatives	Status	Progress	Comments
7.1	Ensure Council operates within a financially sustainable framework through preparation of the Annual Budget 2024-25 (plus three subsequent financial years) in-line with statutory requirements and present to Council for endorsement.	On Track	10%	The 2023-24 Amended Budget is currently being prepared and will form the basis for development of next year's budget 2024-25.

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	Our Initiatives	Status	Progress	Comments
7.2	Progress reconciliation locally through activities and events in collaboration with community groups, service providers, networks and local schools by implementing year 2 actions of the Boroondara Reconciliation Strategy 2022-26.	On Track	25%	<p>Council continues to strengthen relationships with local Aboriginal and Torres Strait Islander stakeholders and seek advice and/or identify opportunities for collaboration in implementing year two actions of the Boroondara Reconciliation Strategy 2022-26 (the Strategy). Work in Quarter 1 includes:</p> <ul style="list-style-type: none"> Engagement/collaboration with various stakeholders in the local Aboriginal and Torres Strait Islander sector about actions in the Strategy, including the newly formed Murnong First Peoples Gathering Place Steering Committee; Department of Families, Fairness and Housing; Mullum Mullum Indigenous Gathering Place; Inner East Local Aboriginal Network; Reconciliation Officers at councils in the Eastern Metropolitan Region, and individual stakeholders in the local Aboriginal and Torres Strait Islander sector. Convening the ninth meeting of the internal Boroondara Reconciliation Advisory Committee on 14 August 2023 with special guests, Koorie Engagement Support Officers in the North Eastern and Inner Eastern regions at the Department of Education and Training, which covers Boroondara. Holding cultural consultation sessions with the Wurundjeri Woi-wurrung Cultural Heritage Aboriginal Corporation on 10 and 28 August 2023 to discuss relevant Council projects.
7.3	Drive continued delivery of the Boroondara Community Plan 2021-31 by implementing a new Strategy Framework that provides an updated	On Track	40%	A future state Strategy Framework has been developed and was presented to the Executive Leadership Team (ELT) for feedback and approval. Following the discussion, Strategy and Performance will socialise

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	Our Initiatives	Status	Progress	Comments
	approach to strategy development, delivery, monitoring and evaluation.			further before presenting the updates to councillors for discussion and approval.
7.4	Enable effective strategic management of Council Assets by completing the detailed design and commencing the build of our new Strategic Asset management system.	Complete	100%	The delivery of this project is now complete.
7.5	Protect customer and Council data by increasing our Cyber Security maturity against ISO27001 framework to minimise service disruptions and the risk of data security breaches.	On Track	20%	There have been zero breaches to customer or Council data. Council continues to protect customer and Council data through ongoing improvements to cyber security.
7.6	Upgrade Council's telephony system to a cloud-based system to improve reliability, support hybrid working and enable future enhancement of customer service delivery.	On Track	50%	Council has completed the upgrade of the Customer Connect telephony platform to a cloud-based system. In addition, a unified communications strategy, and a market scan to identify options for future telephony improvements have been undertaken.

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 (The percentage of Council resolutions made at a meeting of Council, or at a meeting of a	On Track	2.47%	3.16%	2 - 8%	Measure is on track to meet target.

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Measure	Status	Last Year Result (Q1 YTD)	This Year Result (Q1 YTD)	Annual Target	Comments
delegated committee consisting only of Councillors, closed to the public under section 66(1) of the Act.)					
G3 - Councillor attendance at Council meetings (The percentage of attendance at Council meetings by Councillors.)	On Track	100%	96%	88 - 100%	Measure is on track to meet target.
G4 - Cost of elected representation (The direct cost of delivering council's governance service per councillor.)	On Track	\$12,798.45	\$13,824.38	\$49,403 - \$59,403	Measure is on track to meet target.

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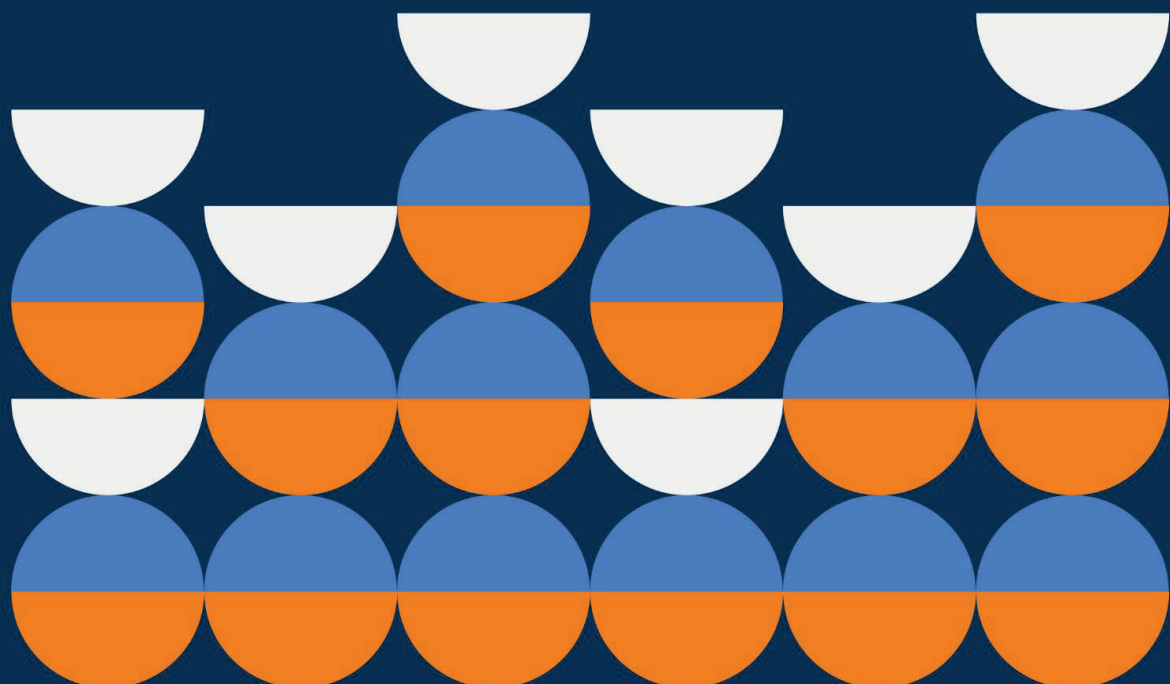
LGPRF Performance Indicators - Sustainable Capacity and Financial Performance Indicators				
For the period ending 30 September 2023				
Indicator/measure	Annual 2022-23	Q1 YTD 2022-23	Q1 YTD 2023-24	Q1 YTD Difference
Sustainable Capacity Indicators				
Population				
Expenses per head of municipal population [Total expenses / Municipal population]	\$1,518	\$337	\$336	-\$1
Infrastructure per head of municipal population [Value of infrastructure / Municipal population]	\$6,227	\$5,587	\$6,209	\$622
Population density per length of road [Municipal population / Kilometres of local roads]	258.29	310.43	258.29	-52.14
The length of road used in the Q1 2022-23 result excluded the additional 95 kms of laneways Council agreed to include as part of the Road Management Plan review in 2021. The adjusted YTD result for 2022-23 was 269.69 with YTD difference of 12.				
Own-source revenue				
Own-source revenue per head of municipal population [Own-source revenue / Municipal population]	\$1,479	\$1,196	\$1,311	\$115
Recurrent grants				
Recurrent grants per head of municipal population [Recurrent grants / Municipal population]	\$78	\$11	\$4	-\$8
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	18.8%	11.0%	4.1%	-6.9%
The 2022-23 years workforce turnover was impacted by the transfer of in home aged care services to MECWA as part of the Commonwealth Home Support Programme from 31 July 2022. The 2023-24 result is comparable with the 2021-22 years Q1 result of 5%. Turnover continues to be closely monitored. A level of turnover is good for innovation, growth and improved organisation performance.				

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LGPRF Performance Indicators - Sustainable Capacity and Financial Performance Indicators				
For the period ending 30 September 2023				
Financial Performance Indicators				
Indicator/measure	Annual 2022-23	Q1 YTD 2022-23	Q1 YTD 2023-24	Q1 YTD Difference
Efficiency				
Expenditure level *				
Expenses per property assessment [Total expenses / Number of property assessments]	\$3,214	\$746	\$711	-\$34
Revenue level *				
Average rate per property assessment [General rates and Municipal charges / Number of property assessments]	\$2,119	\$2,124	\$2,208	\$84
Liquidity				
Working capital				
Current assets compared to current liabilities [Current assets / Current liabilities] x100	224.1%	415.6%	469.0%	53%
Unrestricted cash				
Unrestricted cash compared to current liabilities [Unrestricted cash / Current liabilities] x100	20.6%	177.2%	193.4%	16%
Obligations				
Loans and borrowings				
Loans and borrowings compared to rates [Interest bearing loans and borrowings / Rate revenue] x100	42.2%	45.4%	40.5%	-5%
Loans and borrowings repayments compared to rates [Interest and principal repayments on interest bearing loans and borrowings / Rate revenue] x100	14.8%	0.1%	0.1%	0%
Indebtedness				
Non-current liabilities compared to own source revenue [Non-current liabilities / Own source revenue] x100	36.4%	46.0%	41.0%	-5%
Asset renewal and upgrade *				
Asset renewal and upgrade compared to depreciation [Asset renewal and asset upgrade expense / Asset depreciation]	125.5%	95.3%	95.2%	0%
Operating position				
Adjusted underlying result *				
Adjusted underlying surplus (or deficit) [Adjusted underlying surplus (deficit) / Adjusted underlying revenue] x100	3.4%	72.2%	74.6%	2%
Stability				
Rates concentration *				
Rates compared to adjusted underlying revenue [Rate revenue / Adjusted underlying revenue] x100	76.1%	94.2%	93.9%	0%
Rates effort				
Rates compared to property values [Rate revenue / Capital improved value of rateable properties in the municipality] x100	0.15%	0.15%	0.15%	0%

*This is an annual indicator. Timing of revenue and expenditure can vary throughout the year, distorting quarterly results.

Financial Performance



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4. 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	211,835	211,546	289	0%	212,058
Statutory fees and fines	4,067	4,257	(190)	-4%	16,821
User fees	2,504	2,563	(59)	-2%	15,423
Grants - operating	838	929	(91)	-10%	10,726
Contributions - cash	2,668	1,250	1,418	113%	5,239
Rental income	467	604	(137)	-23%	2,998
Other income	1,325	870	455	52%	3,670
Interest	1,788	1,125	663	59%	4,500
Total recurrent income	225,492	223,144	2,348	1%	271,435
Recurrent expenditure					
Employee costs	20,660	20,778	118	1%	98,791
Materials and services	18,535	20,018	1,483	7%	77,283
Bad and doubtful debts	-	-	-	0%	2,357
Depreciation and amortisation ¹	9,708	9,708	-	0%	38,846
Amortisation - right of use assets	1,106	1,106	-	0%	4,399
Borrowing costs	877	877	-	0%	3,408
Finance costs - leases	78	78	-	0%	314
Other expenses	1,924	2,191	267	12%	7,818
Total recurrent expenditure	52,888	54,756	1,868	3%	233,216
Net recurrent operating surplus	172,604	168,388	4,216	3%	38,219
Non-recurrent income					
Priority projects income	976	174	802	461%	830
Capital works income	397	-	397	100%	3,238
Total non-recurrent income	1,373	174	1,199	689%	4,068
Non-recurrent expenditure					
Priority projects expenditure	4,050	4,095	45	1%	25,158
Total non-recurrent expenditure	4,050	4,095	45	1%	25,158
Net non recurrent operating surplus (deficit)	(2,677)	(3,921)	1,244	-32%	(21,090)
Net gain (loss) on disposal of property, infrastructure, plant and equipment	-	-	-	0%	(2,763)
Surplus/(Deficit) for the year ²	169,927	164,467	5,460	3%	14,366

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 \$169.93 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 \$5.46 million or 3% is due to timing differences for income and expenditure. Refer to **Section 4.5 Financial Performance** for details on Council's financial performance.

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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 *	210,322	210,097	225	0%	210,609
Places & Spaces	794	728	66	9%	3,008
Community Support	2,740	2,706	34	1%	11,193
Urban Living	6,041	6,366	(325)	-5%	28,490
CEO's Office	9	13	(4)	-31%	52
Chief Financial Office	1,039	785	254	32%	3,251
Total income	220,945	220,695	250	0%	256,603
Expenditure					
Places & Spaces	16,684	17,268	584	3%	76,350
Community Support	7,726	8,189	463	6%	34,976
Urban Living	5,006	5,534	528	10%	27,853
Customer & Transformation	7,517	7,470	(47)	-1%	28,295
CEO's Office	3,048	3,207	159	5%	6,570
Chief Financial Office	1,312	1,349	37	3%	6,280
People, Culture & Development	905	858	(47)	-5%	3,887
Depreciation and amortisation **	9,708	9,708	-	0%	38,846
Total expenditure	51,906	53,583	1,677	3%	223,057
Net non departmental ***	3,565	1,276	(2,289)	-179%	4,673
Net loss on disposal of property, infrastructure, plant and equipment	-	-	-	0%	(2,763)
Capital income	397	-	397	100%	3,238
Net priority projects	(3,074)	(3,921)	(757)	19%	(24,328)
Surplus/(Deficit) for the year	169,927	164,467	5,460	3%	14,366

* Rate income includes interest on rates but excludes special rates which are included under the Community Support 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.

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4.3 Balance Sheet

	30 Sep 2023 \$'000	30 Jun 2023 \$'000	30 Sep 2022 \$'000
Current assets			
Cash and cash equivalents ¹	178,436	66,751	175,170
Other financial assets ¹	-	79,500	-
Trade and other receivables	157,068	24,135	149,077
Prepayments	1,315	3,177	979
Total current assets	336,819	173,563	325,226
Non-current assets			
Financial assets	4	4	4
Property, plant and equipment, infrastructure	4,444,193	4,442,982	4,414,772
Right of use assets	6,713	7,176	7,865
Intangible assets	15	15	269
Investment property	18,105	18,105	8,756
Total non-current assets	4,469,030	4,468,282	4,431,666
Total assets	4,805,849	4,641,845	4,756,892
Current liabilities			
Trade and other payables	9,525	22,505	23,241
Interest-bearing liabilities	7,897	8,117	7,372
Provisions	19,602	19,844	18,832
Trust funds and deposits	23,928	16,032	13,585
Unearned income	7,880	7,981	11,947
Lease liabilities	2,980	2,980	8,154
Total current liabilities	71,812	77,459	83,131
Non-current liabilities			
Provisions	2,244	2,244	2,120
Interest-bearing liabilities	77,216	77,216	83,960
Provision for investments in joint ventures	7,557	7,557	6,040
Lease liabilities	3,990	4,266	-
Total non-current liabilities	91,007	91,283	92,120
Total liabilities	162,819	168,742	175,251
Net assets	4,643,030	4,473,103	4,581,641
Equity			
Accumulated surplus	1,128,770	958,843	1,091,678
Asset revaluation reserve	3,488,693	3,488,693	3,466,496
Reserves ²	25,567	25,567	23,467
Total equity	4,643,030	4,473,103	4,581,641
Working capital ratio	4.69		

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 (\$15.63 million) and Defined Benefits Superannuation future call up reserve (\$9.50 million).

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4.4 Statement of Cash Flows

	YEAR TO DATE			ANNUAL ORIGINAL BUDGET
	ACTUAL (1) \$'000	YTD ANNUAL BUDGET (2) \$'000	VARIANCE (unfav) (1) - (2) \$'000	
Cash flows from operating activities				
Rates and waste charges ¹	77,260	69,979	7,281	214,458
Statutory fees and fines	3,292	4,257	(965)	13,794
User charges and other fines	2,431	2,818	(387)	16,965
Grants - operating	1,873	1,088	785	12,208
Grants - capital	192	-	192	3,238
Contributions - monetary ²	2,852	1,251	1,601	5,239
Interest received	1,352	1,125	227	4,500
Other receipts	1,914	1,622	292	7,335
Net GST refund	4,441	4,111	330	15,292
Trust funds and deposits taken ³	7,896	-	7,896	100
Employee costs ⁴	(22,573)	(23,850)	1,277	(105,444)
Materials and services ⁵	(32,517)	(31,291)	(1,226)	(106,654)
Short-term, low value and variable lease payments	(203)	(147)	(56)	(589)
Other payments	(1,922)	(2,275)	353	(8,118)
Net cash provided by/(used in) operating activities	46,289	28,688	17,601	72,324
Cash flows from investing activities				
Payments for property, infrastructure, plant and equipment ⁶	(12,837)	(14,999)	2,162	(80,595)
Proceeds from sale of property, plant and equipment	-	-	-	4,720
Net cash used in investing activities	(12,837)	(14,999)	2,162	(75,875)
Cash flows from financing activities				
Finance costs	(44)	(44)	-	(3,408)
Repayment of borrowings	(220)	(220)	-	(8,117)
Interest paid - lease liability	(79)	(79)	-	(313)
Repayment of lease liabilities	(924)	(1,533)	609	(6,130)
Net cash provided by (used in) financing activities	(1,267)	(1,876)	609	(17,968)
Net increase (decrease) in cash and cash equivalents	32,185	11,813	20,372	(21,519)
Cash and cash equivalents at beginning of year ⁷	146,251	128,170	18,081	128,170
Cash and cash equivalents at end of year	178,436	139,983	38,453	106,651

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 (35.83%) than anticipated (33%).
2. Higher than planned developer open space contributions of \$1.60 million due to timing.
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 \$1.28 million lower than budgeted primarily due to staff vacancies across the organisation.
5. Materials and Services are higher than budget due to timing of cash outflows \$1.23 million.
6. Payments for property, infrastructure, plant and equipment differs from that presented in the capital works statement due to settlement of the 30 June 2023 creditors and forward commitment expenditure. Works delivered in the 2022-23 financial year have previously been brought to account and accrued against the 2021-22 capital works statement.
7. For management reporting purposes, cash and cash equivalents at the beginning of the year include investments of \$79.50 million. These investments (term deposits) were classified as financial assets at 30 June 2023 as their maturity dates were greater than three months. The investments have been redeemed during July and August and classified as cash equivalents.

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4.5 Overview

This section details Council's financial performance for the period ended 30 September 2023.

The annual budget referred to in this report reflects the 2023-24 Annual Original Budget approved by Council on 19 June 2023.

Operating budget

The year to date surplus result of \$169.93 million is \$5.46 million above the Annual Original Budget surplus of \$164.47 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 \$3.55 million comprising recurrent income of \$2.35 million and non-recurrent income of \$1.20 million, while year to date total recurrent and non-recurrent expenditure is \$1.92 million (\$1.87 million + \$45,000) below 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 Year to date actual vs year to date budget variations
Rates and charges \$289,000	T	Higher than budgeted income: <ul style="list-style-type: none"> \$289,000 - rates and charges income ahead of planned budget phasing.

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Income		
Income line	Expected variance (P)ermanent (T)iming	Explanation Year to date actual vs year to date budget variations
Statutory fees and fines (\$190,000)	T	Lower than budgeted income: <ul style="list-style-type: none"> • (\$137,000) - parking management income.
Grants - operating (\$91,000)	T	Lower than budgeted income: <ul style="list-style-type: none"> • (\$101,000) - Community Transport funding received lower than planned budget phasing.
Contributions - Cash \$1.42 million	T	Higher than budgeted income: <ul style="list-style-type: none"> • \$1.38 million - developers open space contributions received higher than planned budget phasing.
Rental income (\$137,000)	T	Lower than budgeted income: <ul style="list-style-type: none"> • (\$128,000) - lease income received lower than planned budget phasing.
Other income \$455,000	T/P	Higher than budgeted income: <ul style="list-style-type: none"> • \$478,000 - other income primarily due to the sale of right of ways.
Interest \$663,000	T	Higher than budgeted income: <ul style="list-style-type: none"> • \$663,000 - 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 \$118,000	T	Lower than budgeted expenditure: <ul style="list-style-type: none"> • \$1.03 million - salaries and associated costs primarily due to staff vacancies across the organisation.
	T	Offset by higher than budgeted expenditure: <ul style="list-style-type: none"> • (\$722,000) - temporary staff filling vacancies across the organisation.
	T	<ul style="list-style-type: none"> • (\$254,000) - overtime and casuals and relievers filling vacancies across the organisation.

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Expenditure		
Expense line	Expected variance (P)ermanent (T)iming	Explanation Year to date actual vs year to date budget variations
Materials and services \$1.48 million	T T T T T T T T T T	<p>Lower than budgeted expenditure:</p> <ul style="list-style-type: none"> \$324,000 - professional services and advice across the organisation. \$272,000 - trade services across the organisation. \$141,000 - legal fees expense. \$127,000 - waste/recycling disposal expense. \$99,000 - cleaning buildings internal expense. \$93,000 - insurance premium other expense. \$91,000 - consultants expense. \$91,000 - water supply expense. \$77,000 - infringements court filing fees expense. \$75,000 - mowing contractors expense. <p>Offset by higher than budgeted expenditure:</p>
Other expenses \$267,000	T	<p>Lower than budgeted expenditure:</p> <ul style="list-style-type: none"> \$251,000 - special rates expenditure behind planned budget phasing.

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4.6 Balance Sheet and Cash Flow Statement

Cash and investment holdings are \$178.44 million as at 30 September 2023 which has increased by \$32.18 million from 30 June 2023.

Total cash and investment holdings are \$38.45 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 \$18.08 million higher than budget. This was a result of having a higher cash balance at the end of 30 June 2023 largely due to the forward commitments from 2022-23 for Priority Projects of \$4.50 million and Capital Works of \$11.02 million, which were previously identified in the June 2023 Quarterly Financial Report, and also due to additional unearned grants received at 30 June of \$3.97 million for Capital Works.

Other favourable variances contributing to the higher cash and investment holdings are rates and charges of \$7.28 million due to a higher collection rate of 35.83% than anticipated of 33%. Trust funds and deposits is \$7.90 million higher, due to receiving Fire Services Property Levies (FSPL) of \$8.36 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. Payments for property, infrastructure, plant and equipment are \$2.16 million lower than budget due to timing of cash outflows relating to the capital works program. Higher than planned developer open space contributions of \$1.60 million due to timing. Employee costs are lower than budget due to staff vacancies across the organisation.

This is partially offset by higher payments for materials and services of \$1.23 million due to timing.

The Balance Sheet as at 30 September 2023 indicates a satisfactory result with total current assets of \$336.82 million and total current liabilities of \$71.81 million.

The working capital ratio of 4.69 to 1 (includes a 0.5% or \$884,000 cash contingency for emergency response works and reserve funds of \$25.57 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.

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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	514	-	(514)	100%	548	67
Drainage	1,402	1,343	(59)	-4%	843	5,244
Footpaths and cycleways	333	470	137	29%	161	2,388
Off street carparks	41	262	221	84%	157	852
Parks, open space and streetscapes	1,792	1,454	(338)	-23%	3,802	6,537
Recreational, leisure & com facilities	86	13	(73)	-562%	1,545	7,322
Roads	2,597	2,468	(129)	-5%	214	13,830
Total Infrastructure	6,765	6,010	(755)	-13%	7,270	36,240
Plant and Equipment						
Computers and telecommunications	246	265	19	7%	266	1,267
Fixtures, fittings and furniture	75	162	87	54%	782	1,682
Library books	167	250	83	33%	147	1,000
Plant machinery and equipment	101	209	108	52%	251	1,269
Total Plant and Equipment	589	886	297	34%	1,446	5,218
Property						
Building	3,196	3,223	27	1%	7,576	21,193
Building improvements	-	27	27	100%	-	352
Major Projects	369	235	(134)	-57%	14,313	17,592
Total Property	3,565	3,485	(80)	-2%	21,889	39,137
Total capital works expenditure	10,919	10,381	(538)	-5%	30,605	80,595
Represented by:						
Asset renewal expenditure	8,642	8,729	87	1%	20,892	54,456
Asset upgrade expenditure	601	40	(561)	-1403%	660	1,587
New asset expenditure	1,486	1,443	(43)	-3%	6,575	17,187
Asset expansion expenditure	190	169	(21)	-12%	2,478	7,365
Total capital works expenditure	10,919	10,381	(538)	-5%	30,605	80,595

Note: All numbers are rounded to the nearest thousand.

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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 \$10.92 million which is \$538,000 above year to date budget phasing of \$10.38 million. The most significant variances being:

- **72585. Walmer Street Bridge - (\$514,000)**
The delivery of this project was originally delayed due to latent conditions and protracted authority approvals. Works are ahead of budget phasing primarily due to the timing of recognising final forward commitment from 2022-23 financial year as noted below. Works are progressing and are scheduled for completion by the end of December 2023.
- **72798. Lewin Reserve - (\$279,000)**
Construction of the new pavilion was originally delayed due to adverse weather conditions. Construction is scheduled for completion by the end of October 2023. Works are ahead of budget phasing primarily due to the timing of recognising final forward commitments from 2022-23 financial year as noted below. Demolition of the old pavilion is due to be completed by December 2023.
- **72939. Concrete drain relining - (\$118,000)**
Carry forward works from the 2022-23 financial year have been completed. Works are ahead of planned budget phasing primarily due to the timing of recognising final forward commitments from 2022-23 financial year as noted below. The 2023-24 programmed works have been tendered and are anticipated to be awarded by November 2023.

Partially offset by:

- **72934. Building Condition Audit works - \$302,000**
Building maintenance and improvement works have commenced across several Council facilities based on the building condition audit undertaken in 2022. Works are proceeding as planned with the delayed expenditure versus planned budget phasing due to the timing of finalisation of invoices received for processing.
- **73040. Parking Sensors - various shopping centre car parks - \$192,000**
Project has been delayed pending further information on parking technology landscape and architecture requirements before proceeding to tender. Works are anticipated to be completed by 30 June 2024.
- **72935. Lynden Park - \$169,000**
Commencement of works was delayed while temporary accommodation options for tenants were resolved. Construction is now underway and is scheduled for completion by June 2024.

Capital works committed expenditure as at 30 September 2023 is \$30.60 million (year to date actual and commitments equates to \$41.52 million).

The Amended Budget will include final forward commitments as noted in the June 2023 Quarterly Performance Report and will be used for management reporting purposes from October onwards.

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4.7.3 Major Projects Capital Works performance

Major Projects - Progress Update
Expenditure
For the period ending 30 September 2023

		YEAR TO DATE			ANNUAL
		ACTUALS	ORIGINAL ADOPTED BUDGET	VARIANCE	ORIGINAL ADOPTED BUDGET
Kew Recreation Centre	1	36,282	99,162	62,880	13,839,108
Tuck Stand	2	133,089	122,449	(10,640)	2,206,123
Library Redevelopment Kew	3	16,263	14,039	(2,224)	1,066,765
Total		185,634	235,650	50,016	17,111,996

All projects overseen by Project Control Groups.

1. Kew Recreation Centre

This is a multi-year project. Works have been delayed following a partial collapse of the steel roof structure on the 20 October 2022. Demolition of the partially collapsed steel roof structure has been completed. Further minor works will be undertaken on site while expert investigations continue and planning is undertaken for re-build. Industry experts will support planning to ensure all elements of this project are examined before construction resumes. Once a revised construction timeframe is confirmed, we will update the community.

2. Tuck Stand

This is a multi-year project. The project has been delayed due to ongoing condition and compliance investigations and scope confirmation. The estimated construction commencement date for this project is early 2026, with several minor works packages planned in the interim to address structural issues with the existing building.

3. Library Redevelopment Kew

This is a multi-year project. The project design brief is currently being finalised. It is anticipated that a consultant team will be engaged early in the 2024 calendar year.

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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 \$4.05 million which is \$45,000 below year to date budget phasing of \$4.09 million.

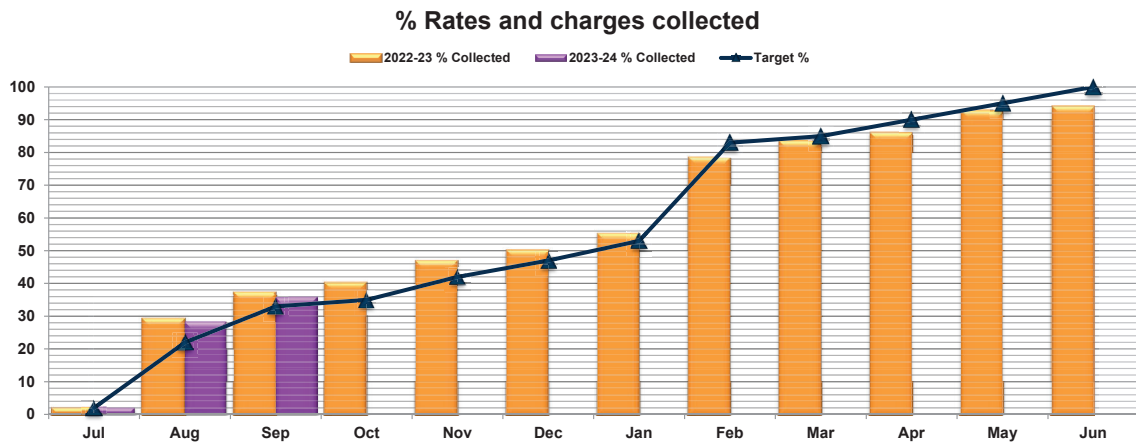
There are no significant variances to date.

Priority projects committed expenditure as at 30 September 2023 is \$17.36 million (year to date actual and commitments equates to \$21.41 million).

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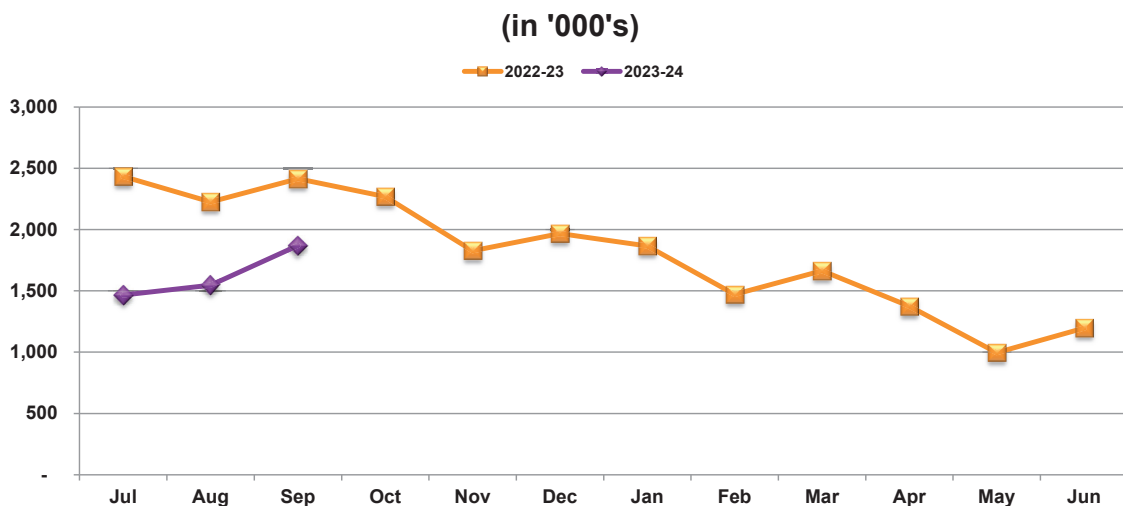
4.9 Debtors

4.9.1 Rate debtors



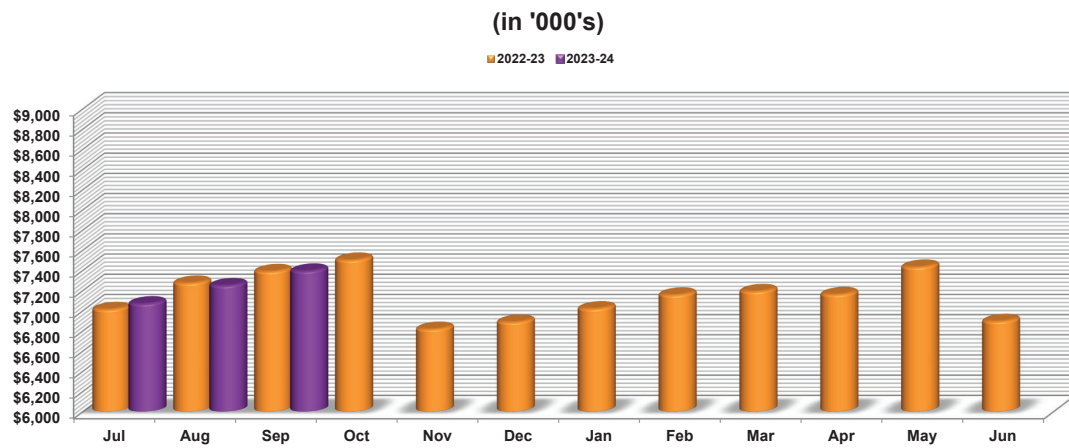
Rates and charges collection percentage at the end of September 2023 is 35.83% and is higher than the anticipated target of 33%. This is down from the 2022-23 year to date result of 37.40%.

4.9.2 Sundry debtors



The sundry debtors balance at the end of 30 September 2023 is \$1.87 million and is \$544,000 lower than the prior year. Balances will vary from year to year depending on individual transactions processed.

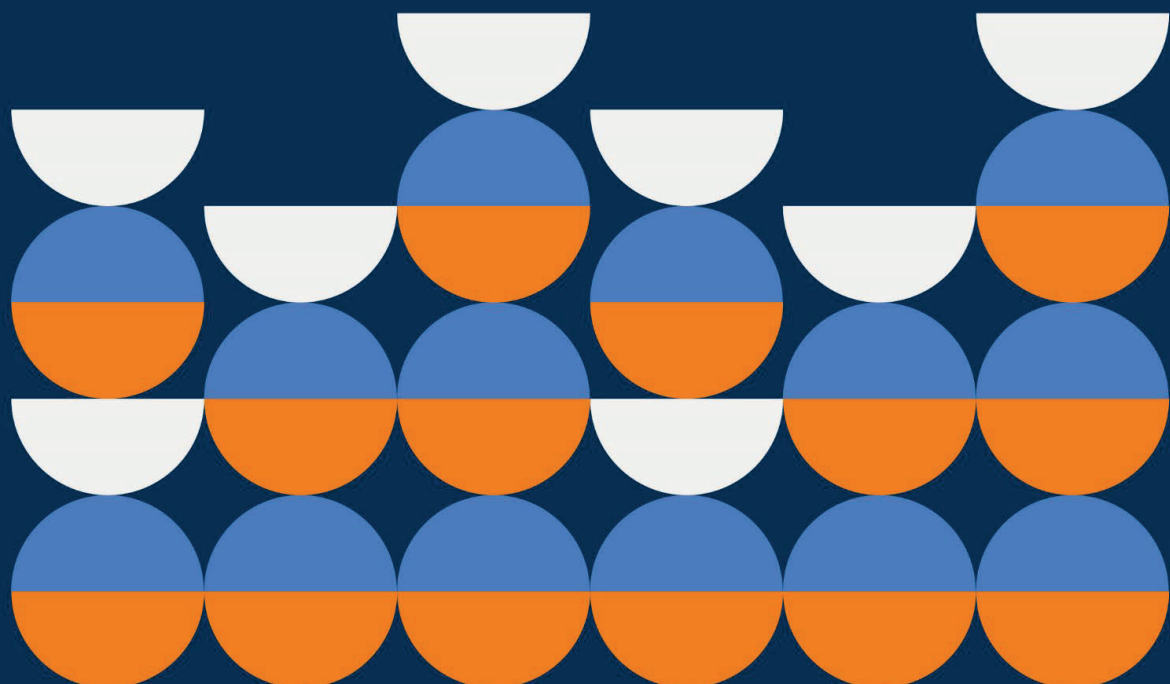
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4.9.3 Infringement debtors

The outstanding 'infringement debtors' balance of \$7.39 million is \$5,000 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



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5. Corporate governance

5.1 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 2023-24 (1 July 2023 - 30 September 2023) 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)
2023/13	Victoria Road Reserve Reconstruction	Contractor to provide works for the reconstruction of the sports oval and surrounding sporting infrastructure at Victoria Road Reserve, Hawthorn East as part of the Turf Management Capital Works program.	Schedule of rates	24 July 2023	Council	Hendriksen Contractors Pty Ltd	Existing supplier to Council	Project expected to be completed by end of March 2024	\$1,649,077
2023/2	Provision of Mattress Collection & Recycling Services	This Contract will provide improvement to the quality of the recycling collections service and responsible processing of recyclable material managed as a resource.	Schedule of rates	21 August 2023	Council	WM Waste Management Services Pty Ltd	Existing supplier to Council	3 years + 1+1	\$795,000

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Contract	Contract Name	Description	Contract Type	Award Date	Awarded By	Contractor	Contractor History	Contract Term	Contract Value (ex GST)
2022/173	Lynden Park East - Oval Reconstruction	Reconstruction works of the Eastern sports oval at Lynden Park, Camberwell, as part of the Turf Management Capital Works program.	Lump Sum	11 September 2023	Council	SJM Turf & Civil Pty Ltd	Existing supplier to Council	1 Year & 6 Months (Including Defects Liability Period)	\$1,006,866
2022/172	Ashburton Park - Oval Reconstruction	Reconstruction works of the sports oval at Ashburton Park, Ashburton as part of the Turf Management Capital Works program.	Lump Sum	11 September 2023	Council	SJM Turf & Civil Pty Ltd	Existing supplier to Council	1 Year & 6 Months (Including Defects Liability Period)	\$1,066,387
2022/127	Provision of Pavement Line Marking Services	Provision of Pavement and Line Marking Services throughout the Municipality.	Schedule of rates	11 September 2023	Council	Trustee for Cannizaro Family Trust T/A 1st Class Linemarking RoadLinez Pty Ltd	New suppliers	3 Years+1+1	\$974,900

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5.2 Councillor expenses

As required by the Councillor Support and Resources Policy, the following costs or expenses were paid for, or reimbursed to Councillors year-to-date 30 September 2023 are reported below:

	Ward	TOTAL FOR	Information and	Fares/Cabcharge/	Travel/Vehicle/	Other	Professional	Councillor
		WARD	Communication	Parking	Accomm	Expenses	Development	Allowances
YTD SEP 2023	Cr Jim Parke - Bellevue Ward	\$ 9,732	\$ 305	\$ 36	\$ -	\$ -	\$ -	\$ 9,391
	Cr Felicity Sinfield - Cotham Ward (Mayor)	\$ 34,235	\$ 158	\$ 149	\$ 2,505	\$ 306	\$ -	\$ 31,117
	Cr Victor Franco - Gardiner Ward	\$ 9,470	\$ 79	\$ -	\$ -	\$ -	\$ -	\$ 9,391
	Cr Wes Gault - Glenferrie Ward	\$ 9,999	\$ 237	\$ 266	\$ -	\$ 105	\$ -	\$ 9,391
	Cr Di Gillies - Junction Ward	\$ 9,617	\$ 113	\$ 32	\$ -	\$ 81	\$ -	\$ 9,391
	Cr Lisa Hollingsworth - Lynden Ward	\$ 15,740	\$ 158	\$ -	\$ -	\$ 23	\$ -	\$ 15,559
	Cr Jane Addis - Maling Ward	\$ 9,745	\$ 270	\$ -	\$ 84	\$ -	\$ -	\$ 9,391
	Cr Cynthia Watson - Maranoa Ward	\$ 10,169	\$ 127	\$ 200	\$ 356	\$ 95	\$ -	\$ 9,391
	Cr Garry Thompson - Solway Ward	\$ 9,518	\$ 127	\$ -	\$ -	\$ -	\$ -	\$ 9,391
	Cr Nick Stavrou - Studley Ward	\$ 9,549	\$ 158	\$ -	\$ -	\$ -	\$ -	\$ 9,391
	Cr Susan Biggar - Riversdale Ward	\$ 9,579	\$ 188	\$ -	\$ -	\$ -	\$ -	\$ 9,391
Year to date total		\$ 137,353	\$ 1,920	\$ 683	\$ 2,945	\$ 610	\$ -	\$ 131,195

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 Felicity Sinfield is \$2,505.

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5.3 Chief Executive Officer Expenses

The following reimbursements were paid to the Chief Executive Officer year-to-date 30 September 2023:

YTD SEP 23		TOTAL	Information and Communication	Fares/Cabcharge/Parking	Travel/Vehicle/Accomm	Professional Development	Equipment Purchases	Catering
	Executive Management	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Year to date total	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

All information is produced directly from the financial ledger.

5.4 Citizen decision and process review

There were two requests received from the community during this quarter for a review of decisions via the Council decision and review process.

5.5 Excess annual leave analysis

Key Performance Indicator	2022-23 YTD Results	2023-24 YTD Results
Employees with more than 40 days annual leave		
Total number	23	36
Percentage	1.99%	3.70%

5.6 Confidentiality Agreements

No confidentiality agreements entered in Quarter 3.

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6. Grants progress report

Grant applications completed/pending for the September Quarter

Funding Body and Grant Program	Council Department	Council Project or Purpose	Closing Date Or Date submitted	Amount Requested	Status and amount granted
Creative Victoria - Eisteddfod Grants - Royal South Street Society	Arts and Culture	Support for the 2023 Boroondara Eisteddfod.	30/01/2023	\$4,900	Pending
Public Office of Victoria - Local History Grant Program	Arts and Culture	To support an oral history project to be undertaken for the redevelopment of the Glenferrie Oval Precinct.	30/01/2023	\$15,000	Unsuccessful
Sport and Recreation Victoria - 2022/23 Local Sports Infrastructure Fund (Round 2)	Health and Wellbeing Services	Boroondara Leisure and Aquatic Facilities (BLAF) Planning Study.	27/02/2023	\$40,000	Successful
Sustainability Victoria - SV Circular Economy Council's Fund	Environmental Sustainability and Open Spaces	Go Full Circle - implementation. Will see the iteration and further implementation of a recently completed pilot which addressed a gap in training and support available for businesses in hospitality and retail sectors to realise circular economy opportunities.	10/03/2023	\$260,000	Pending

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Funding Body and Grant Program	Council Department	Council Project or Purpose	Closing Date Or Date submitted	Amount Requested	Status and amount granted
Department of Social Services (DSS) - Strong and Resilient Communities (SARC) Volunteering grant	Community Planning and Development	Volunteering Boroondara: strengthening diversity and inclusion.	12/05/2023	\$100,000	Pending
National Library of Australia - Community Heritage Grants 2023	Arts and Culture	Enhanced storage Town Hall Gallery Collection storerooms and conservation treatment for Collection items. This application seeks funding to purchase new shelving units for the Town Hall Gallery Collection storerooms and to undertake conservation treatment for a number of Collection items as recommended by Grimwade Conservation Services in the Town Hall Gallery Collection Preservation Needs Assessment 2021.	31/05/2023	\$13,531.25	Pending
National Library of Australia - Community Heritage Grant Program	Arts and Culture	Support for enhanced storage Town Hall Gallery Collection storerooms and conservation treat for Collection items.	01/06/2023	\$13,531.25	Successful \$3,140
Department of Education - Building Blocks Capacity Expansion	Health and Wellbeing Services	The JJ McMahon Memorial Kindergarten renewal includes the reconstruction of the original 1961 building which is at the end of its life, securing kindergarten places for the future.	23/06/2023	\$1,700,000	Pending

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Funding Body and Grant Program	Council Department	Council Project or Purpose	Closing Date Or Date submitted	Amount Requested	Status and amount granted
		The works will deliver safe, functional, and renewed infrastructure, providing the kindergarten a facility which will meet the growing needs of children and families in Kew. The project will secure and maintain existing capacity and provide additional capacity for licenced places in Kew.			
Department of Education - Building Blocks Inclusion	Health and Wellbeing Services	Funding for installation of children's toilet partitions at Boroondara Preschool was submitted through the Building Blocks Inclusion grant to the Victorian School Building Authority.	23/06/2023	\$8,654	Pending
Department of Education - Building Blocks Inclusion	Health and Wellbeing Services	Funding for installation of children's toilet partitions at The Merrell Kindergarten was submitted through the Building Blocks Inclusion grant to the Victorian School Building Authority.	23/06/2023	\$15,000	Pending
Department of Education - Building Blocks Improvement - 2023 Minor Infrastructure	Health and Wellbeing Services	West Hawthorn Early Childhood Centre Security upgrade. The planned works will include installation of duress alarm with electronic system controls to allow override switch in case of an emergency situation.	05/09/2023	\$9,332	Pending

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Funding Body and Grant Program	Council Department	Council Project or Purpose	Closing Date Or Date submitted	Amount Requested	Status and amount granted
Department of Education - Building Blocks Improvement Grant	Health and Wellbeing Services	Deepdene Preschool Renewal.	06/09/2023	\$750,000	Pending
Department of Transport and Planning - Blackspot Program	Traffic and Transport	To improve safety at the intersection of Carson Street and Stevenson Street.	06/09/2023	\$31,008	Successful
Department of Education - Children's Week Grant - 2023	Health and Wellbeing Service	Boroondara Play Day - A special Boroondara Play Day at Kew Traffic School. With a range of fun activities on offer like art and craft, storytime and bike or scooter riding. The play sessions will showcase the 2023 theme by offering a range of play and relaxation opportunities.	12/09/2023	\$700	Pending
Safe and Equal - 16 Days of Activism Local Government Grassroots Initiative	Health and Wellbeing Service	During 16 Days of Activism 2023, the City of Boroondara plans to deliver a suite of programs and activities to drive community awareness and build capacity in responding to gender-based violence.	16/09/2023	\$1,500	Pending

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Grant Status	Number of Grants*
Grant applications submitted for the September quarter	5
Successful grants	3
Unsuccessful grants	1
Grants pending	11

**Note: Totals provided in the table include grants submitted in the last quarter and grants still pending outcome.*

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 centre:

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

2023-24 FEES AND CHARGES SCHEDULE

Fees and charges to be changed	Statutory Fee	UNIT	ADOPTED GST inclusive 2023-24 fee \$	PROPOSED GST inclusive 2023-24 fee \$	Fee increase \$	Fee increase %	GST applied at 10%	Policy / Strategy Act / Regulation	Pricing Policy Category
AMENDED FEES									
Urban Living - Planning and Placemaking									
Other Fees and Charges									
Fee for applications made under the Tree Protection Local Law, including works within 2 metres of a Canopy Tree or works within the Tree Protection Zone of a Significant Tree	N	Per Tree	\$88 (per tree sought to be removed or works within 2 metres of a Canopy Tree or within the Tree Protection zone of a Significant Tree), \$44.00 (per Significant Tree sought to be pruned)	\$140 (per tree sought to be removed or works within 2 metres of a Canopy Tree or within the Tree Protection zone of a Significant Tree), \$70.00 (per Significant Tree sought to be pruned)	\$52 (per tree sought to be removed or works within 2 metres of a Canopy Tree or within the Tree Protection zone of a Significant Tree), \$26.00 (per Significant Tree sought to be pruned)	59%	N	Pricing Policy	Full Cost Recovery Pricing
<p>Commentary for amended fees:</p> <p>The current fee is \$88 to remove or work near a tree protected by the Tree Protection Local Law and \$44 to prune a significant tree. Current staff costs to process, inspect and provide an outcome for an application ranges from approximately \$80-\$192 depending on the complexity. This estimate does not include administrative and management costs or on-costs such as vehicle use, mobile SIM data and equipment. The average cost to Council for an application is estimated to be \$140. Approximately 900 applications are received each year. This equates to an annual estimated direct subsidy for the service of more than \$25,000. An increased fee for an application will assist in covering costs to process and determine applications and fund additional resources for the Urban Planning Forestry team to undertake proactive services related to replacement tree inspections, and property advice to customers when undertaking demolition and building proposals. The increased fee will remain less than the cost of a tree removal application under the planning scheme which is \$214.</p>									