



Manningham Council
Annual Report

2021/22

A warm welcome to our Annual Report.

Manningham is a great place to live, work and play. We are passionate about doing everything we can to support our community to enjoy our local environment and live happy, healthy lives.

Why we have an Annual Report

Our Annual Report helps inform our community and stakeholders about our activities, performance and future direction.

We are required under the *Local Government Act 2020* to present an Annual Report to the Minister for Local Government each year.

How to read this document

We have structured this report to make it easy to find what you need.

On the following pages, you will find information about who we are, what we do, what we have achieved, our challenges and plans for the future.

You can also find out about how to get involved in our thriving community and local places.

We have interviewed local people about how our work impacts them and our much-valued community.

You will find further information on our financials, strategic reporting, corporate structure and governance in the appendix.

We're pleased to present the Annual Report in this new format, we've included all the information and more from previous years and hope you enjoy reading about our 2021/22.

Acknowledgement of Country

Manningham Council acknowledges the Wurundjeri Woi-wurrung people as the Traditional Owners of the land and waterways that are now known as Manningham.

Council pays respect to Elders past, present and emerging, and values their ongoing contribution to enrich the cultural heritage of Manningham.

We acknowledge and respect Australia's First Peoples as Traditional Owners of lands and waterways across Country and encourage reconciliation between all.

Our diverse community

We are proud of our diverse and multicultural community in Manningham. Manningham Council recognises and values the contribution made to Manningham over the years by people of diverse backgrounds and cultures.

Our commitment to gender equality

We are committed to ensuring that all people in our community are treated with dignity, respect and fairness. We consider the gender, equality and diversity of all people in our community as we develop our plans, strategies and services. We will uphold our requirements in the Victorian Government's *Gender Equality Act 2020* and will continue to seek ways to improve all that we do to make Manningham a safe, respectful and inclusive community.

Our commitment to people with a disability

We are committed to working in partnership with our community to enhance the health and wellbeing of people with disabilities. Activities targeting people with disabilities are integrated and reflected across our Council Plan, our Health and Wellbeing Strategy and associated action plans to address the Victorian Government's *Disability Act 2006* s 38(1).

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Message from our Mayor



It's my pleasure to present Manningham's Annual Report 2021/22 on behalf of my fellow Councillors.

I'm proud of the many meaningful initiatives we have delivered this year, including:

- Holding our Civic Awards in October and recognising five outstanding locals for their service to our community.
- Hosting our Carols by Candlelight celebration in December following the relaxing of COVID-19 restrictions.
- Making improvements to a wide variety of community spaces, playspaces, shopping precincts and sporting facilities for our community.
- Officially naming wonguim wilam in Warrandyte to reflect the language, culture and heritage of the Wurundjeri Woi-wurrung people and receiving the Excellence in place naming award at the 2022 Asia-Pacific Spatial Excellence Awards recognising the process.
- Becoming an accredited 'welcoming city' in recognition of our ongoing initiatives to ensure we are inclusive for all members of our diverse community.
- Continuing our advocacy work to reflect our community's views on major projects.

Our Councillors were proud to finalise our 2021-25 Council Plan, which sets out our priorities over the next four years. This includes our Community Vision 2040, which was developed with our community panel as representatives of our Manningham community.

This Annual Report is the first to showcase our 2021-25 Council Plan and I encourage you to read on and find out more about the variety of activities and projects delivered during 2021/22.

My thanks to our previous Mayor, Cr Andrew Conlon, and our team of dedicated Councillors and staff for their tireless work through the pandemic to make sure our community was well supported.

Mayor Cr Michelle Kleinert
Mayor

Message from our CEO



We are proud of our work on behalf of the Councillors and in partnership with our community to ensure Manningham remains a vibrant, safe and inclusive place.

We embrace and celebrate the contribution all our residents make and we are committed to representing and reflecting on the voices of our community in everything we do.

This year, we made several changes to how we work to enhance our communities experience. This included:

- Improving the way we manage and respond to customer requests.
- Launching our new Manningham website.
- Providing a wider range of options for our community to transact with us.
- Introducing multi-lingual live chat to help people communicate in their preferred language.

This year the team once again worked hard on behalf of Council and community to deliver a comprehensive range of initiatives and infrastructure improvements as set out in the Council Plan, annual budget and capital works program including:

- Continued support for community groups through the delivery of a comprehensive grants program.
- A range of community support services from maternal and child health and immunisation services through to arts and culture events and initiatives.
- Delivering a comprehensive \$40.49 million program of capital works upgrades to our community assets include significant investments in footpaths, drains, roads and open spaces.
- A solid, debt free financial result to allow reinvestment in community priorities in future years.

Our team of dedicated staff use the Council Plan to guide the work we do every day to deliver high-quality facilities, collaborative initiatives and over 100 services to our community. All of this underpinned by our customer commitment and organisational values with a focus on public value to provide high quality and high impact outcomes.

Andrew Day
Chief Executive Officer

Who we are

Our vision

Manningham's 2040 community vision was developed by our community panel in 2021, our community vision is:

Manningham is a peaceful, inclusive and safe community. We celebrate life with its diverse culture, wildlife and natural environment. We are resilient and value sustainable and healthy living, a sense of belonging, and respect for one another.

Our mission

A financially sustainable Council that listens, consults, and acts with integrity, value and transparency.

Our strategic direction

Our strategic direction flows from our mission, vision, values, and five strategic themes:

- Healthy community
- Liveable places and spaces
- Resilient environment
- Vibrant and prosperous economy
- Well governed Council.

Specific goals guide us in our work to serve our community within each theme.

Our values

Our values guide how we behave, act and communicate with the community and each other, every day.



Working together

Creating a safe and inclusive environment
Actively sharing information, resources and knowledge
Collaboratively developing ideas and solutions



Excellence

Striving to 'be your best'
Responding flexibly to challenges and opportunities
Proactively seeking better ways



Accountable

Taking personal responsibility for your behaviour
Taking ownership and delivering on commitments
Making meaningful contributions



Respectful

Honest and positive when communicating with others
Treating others in a consistent and equitable manner
Being considerate of others' needs, priorities, and perspective



Empowered

Trusting in others
Supporting others to succeed and 'grow'
Being courageous and prepared to take chances

Year in review

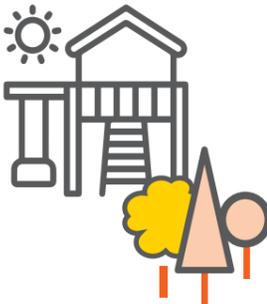
 **13,951**
cats and dogs registered

 **6.2km**
of new and renewed footpaths

 **724**
residents became Australian Citizens

 **1480**
building permits processed

125,827
population of Manningham 

\$5.03 million
to improve parks and open spaces 

12,745
participants in arts and culture programs and projects 

 **14,000**
plants planted

303,020
visits to Aquarena 

\$1.07 million
provided in community grants 

 **976**
births supported by Maternal and Child Health centres

 **8,072**
immunisations provided

53.6% 
of waste diverted from landfill

492,000
library loans 

 **98,104**
calls received by the contact centre

 **23km**
roads resurfaced

76,464
hours of care including domestic, personal and respite care support services 

648,872
visitors to manningham.vic.gov.au 

79% 
of planning applications decided within statutory time frames

 **\$40.49 million**
in capital works projects delivered

30,500
visits to yoursaymanningham 

Recognised locals outstanding commitments to Manningham with our Civic Awards

-  *Citizen of the Year*
Ian Goldsmith
-  *Young Citizen of the Year*
Sulaymann Hafeez
-  *Volunteer of the Year*
Patricia Wheeler
-  *Community Group Achievement Award*
Manningham State of Emergency Services
-  *Sports Achiever of the Year*
Roland Frasca

About Manningham

We are passionate about protecting and enhancing our 114km² municipality in Melbourne's East, stretching from Bulleen to Wonga Park.

Our large areas of open space, including more than 300 parks and reserves, offer great places for our community to exercise, play and enjoy our natural environment.

A large section of Manningham is designated as a Green Wedge to protect our significant natural and rural environment.

Our municipality offers residents and visitors a mix of vibrant shopping and dining precincts, wineries, local galleries, nurseries and attractions.

Our people

Our vibrant residential neighbourhoods are home to 125,827 people.

A wide mix of housing options are home to people of all ages, household types, incomes and cultural backgrounds.

We welcome and celebrate people from all backgrounds and embrace the contribution all residents make to the social fabric of our region.

Our history

The Wurundjeri Woi-wurrung people are the Traditional Owners of the land and waterways that we now know as Manningham.

The City of Manningham was formed in 1994 to serve the local community.

We value our Traditional Owners' ongoing contribution to Country and we are committed to working in partnership to enrich, protect and celebrate the cultural heritage of Manningham.

Our suburbs

The suburbs in Manningham are:

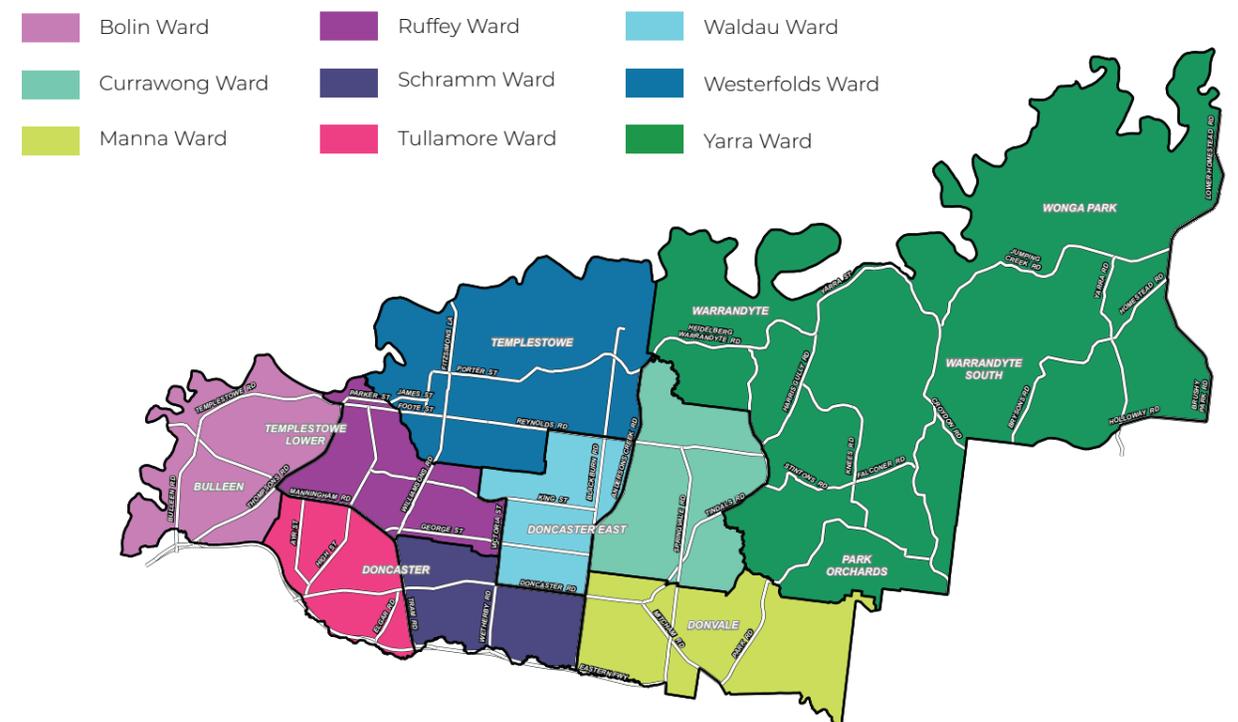
- Bulleen
- Doncaster
- Doncaster East
- Donvale
- part of Nunawading
- Park Orchards
- part of Ringwood North
- Templestowe
- Templestowe Lower
- Warrandyte
- Warrandyte South
- Wonga Park

Council wards

Our municipality is divided into nine areas, known as 'wards'. One elected Councillor represents each ward.

- Currawong Ward
- Waldau Ward
- Bolin Ward
- Manna Ward
- Ruffey Ward
- Schramm Ward
- Tullamore Ward
- Westerfolds Ward
- Yarra Ward

Figure 1: Manningham Council wards



Our Councillors

Our community elects Councillors by postal vote to represent them in accordance with the *Local Government Act 2020* every four years.

The Victorian Electoral Commission (VEC) conducted our last election in 2020.

Our nine Councillors make decisions and guide the development of strategies and policies to shape Manningham's future.

Our Councillors elect a new Mayor and Deputy Mayor each year. The current Mayor and Deputy Mayor were elected at a special meeting in November 2021.

July 2021 – October 2021

Mayor Cr Andrew Conlon
Deputy Mayor Cr Anna Chen

November 2021 – June 2022

Mayor Cr Michelle Kleinert
Deputy Mayor Cr Deirdre Diamante

Table 1: Electoral Structure and Representation



Cr Michelle Kleinert (Mayor)

Westerfolds Ward

☎ 0400 902 822

✉ Michelle.Kleinert@
manningham.vic.gov.au

Elected to Council: 24 October
2020 (returning, first elected
27 October 2012)



Cr Deirdre Diamante (Deputy Mayor)

Tullamore Ward

☎ 0413 584 047

✉ Deirdre.Diamante@
manningham.vic.gov.au

Elected to Council:
24 October 2020



Cr Anna Chen

Waldau Ward

☎ 0429 470 051

✉ Anna.Chen@
manningham.vic.gov.au

Elected to Council: 24 October
2020 (returning, first elected
22 October 2016)



Cr Andrew Conlon

Currawong Ward

☎ 0425 732 238

✉ Andrew.Conlon@
manningham.vic.gov.au

Elected to Council: 24 October
2020 (returning, first elected
22 October 2016)



Cr Geoff Gough

Bolin Ward

☎ 0412 345 081

✉ Geoffrey.Gough@
manningham.vic.gov.au

Elected to Council: 24 October
2020 (returning, first elected
15 March 1997)



Cr Carli Lange

Yarra Ward

☎ 0433 256 840

✉ Carli.Lange@
manningham.vic.gov.au

Elected to Council:
24 October 2020



Cr Tomas Lightbody

Manna Ward

☎ 0437 829 635

✉ Tomas.Lightbody@
manningham.vic.gov.au

Elected to Council:
24 October 2020



Cr Laura Mayne

Schramm Ward

☎ 0447 981 010

✉ Laura.Mayne@
manningham.vic.gov.au

Elected to Council:
24 October 2020



Cr Stephen Mayne

Ruffey Ward

☎ 0412 106 241

✉ Stephen.Mayne@
manningham.vic.gov.au

Elected to Council: 24 October
2020 (returning, previous term
2008 to 2012)

Our organisation

Our elected Councillors guide the direction of our organisation. Our CEO reports to the Mayor and Councillors and is supported by our Executive Management Team, Group and Service Unit Managers and staff to oversee and manage our operations.

Our Council Plan guides our work and helps us monitor and report on our progress.

We support our staff to demonstrate our values in their work to make sure we meet our community's needs.

Table 2: Executive Management Team



Andrew Day

Chief Executive Officer

September 2018 to present



Rachelle Quattrocchi

Director City Services

March 2020 to present



Kerryn Paterson

Director Experience and Capability

December 2021 to present

Group Manager People and Communications

February 2019 to December 2021



Angelo Kourambas

Director City Planning and Community

February 2018 to July 2022 (leave of absence from November 2021 – July 2022)



Lee Robson

Acting Director City Planning and Community

March 2022 to present

Niall Sheehy was Acting Director City Planning and Community between November 2021 to March 2022.



Andrew McMaster

Chief Legal and Governance Officer
(formerly Corporate Counsel and Group Manager Governance and Risk)

February 2019 to present



Jon Gorst

Chief Financial Officer

January 2022 to present

Outgoing staff who held senior roles in 2021/22



Philip Lee

Director Shared Services

December 2013 to October 2021



How we govern

We are a public statutory body constituted under the *Local Government Act 2020* (the Act).

Manningham Council is made up of two parts:

1. The elected Council - nine Councillors who represent our community, make formal decisions and set our priorities
2. The organisation - which acts on the decisions and directions of the elected Councillors and delivers over 100 services to our community.

Under the provisions of the *Local Government Act 2020*, our day-to-day operations are managed by our CEO. The Councillors also delegate various powers and responsibilities to the CEO and staff.

We recognise it's critical to make sure our elected Councillors and staff are accountable to our community. That's why we value good governance as it makes sure we operate effectively, efficiently, impartially and with integrity.

Our good governance principles ensure:

- We make decisions based on expert advice.
- We adhere to processes and systems.
- Our officers implement decisions appropriately and in good time.

We set out what we will work towards

We deliver over 100 services to our community and manage over \$2 billion in community assets.

As an organisation, we have several roles, we:

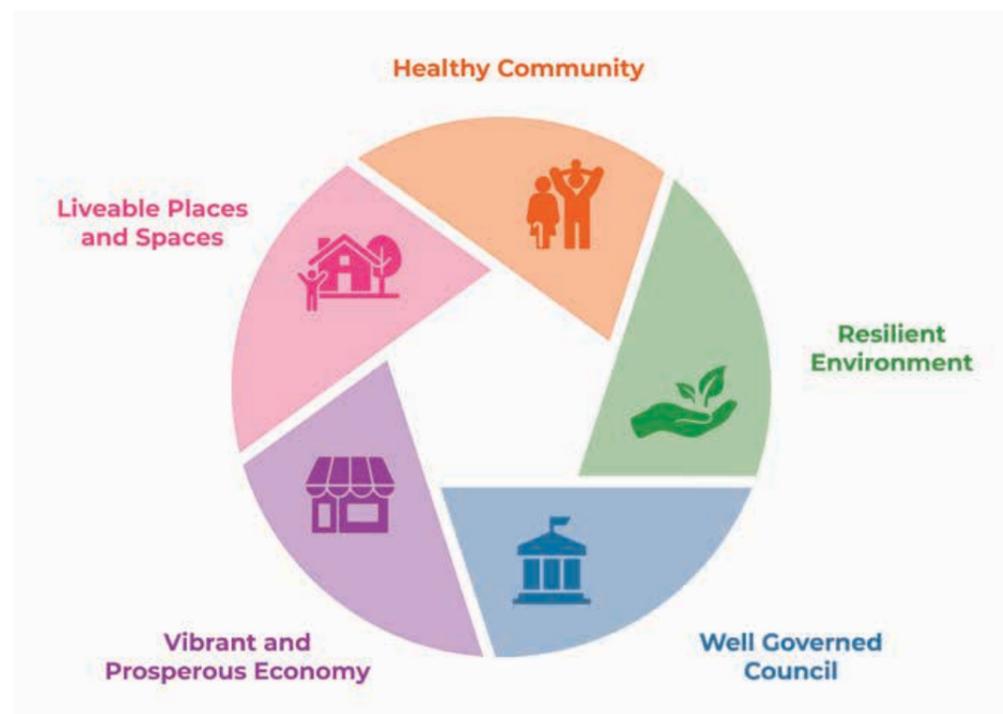
- Make decisions based on the diverse needs of our local community
- Provide leadership and advocate for the interests of the local community to other communities and governments
- Foster community cohesion and encourage active participation in civic life
- Ensure we manage our resources in a responsible and accountable manner.

Our 2021-2025 Council Plan outlines where we will direct our time, resources, and efforts over the next four years. You can find our Council Plan at manningham.vic.gov.au/about-council/strategies-plans-and-policies/council-plan

The Plan was developed in consultation with our community and outlines five key focus areas we are working towards. We call these focus areas 'themes', and with each theme has goals and specific actions for us to achieve.

We report on our key achievements and challenges within each theme in this document. This is the first year we are reporting on our Council Plan 2021-2025.

Figure 2: Our 5 strategic themes



We report our performance against our goals

We measure our performance against:

- The strategic themes and their goals set out in our Council Plan 2021-2025.
- Our 2021/22 Annual Budget and Strategic Resource Plan, including initiatives and capital works, and services to the whole or sections of our community against each strategic theme and their goals.
- The service performance and financial and sustainability capacity indicators in the Local Government Performance Reporting Framework (LGPRF). We report on these indicators for 2021/22 and three preceding years so you can get a full picture of our performance over time.

You will find this information in this report's appendix.



We represent our community and advance their needs

We are committed to representing and raising awareness of our community's needs.

As the arm of government that operates closest to the community, we listen to our residents and partner with other levels of government to advance our community's interests.

We focused on a range of key advocacy areas in 2021/22, some of these included:



Affordable housing

We are calling for additional funding to registered housing services to support vulnerable residents, particularly those with a disability. As a signatory to the Regional Local Government Homelessness and Social Housing Charter, we join 12 other Councils from Melbourne's East and South, calling for urgent action for more social housing to end homelessness.



Doncaster Rail

We continue to advocate for a rail line between the CBD and Doncaster. We are urging the Victorian Government to make sure that the North East Link project paves the way for Doncaster Rail, and that the design of the Doncaster Busway is created to allow a transition to heavy once the bus system reaches capacity.



North East Link Project

We are liaising with the North East Link Project (NELP) Authority and the Victorian Government on all aspects of the major road project, including sports and recreation improvements, tree revegetation plans and minimising traffic impacts on Manningham.



Public transport including at Doncaster Hill

We are asking the Victorian Government to fast-track funding for more bus services to meet our community's growing demand. We need more buses with more capacity on the Doncaster Area Rapid Transit (DART) SmartBus network. We are also advocating for a Bus Rapid Transit (BRT) connection between the CBD and Doncaster as part of the North East Link Doncaster Busway project.



Suburban Rail Loop

We are pleased that the Victorian Government's proposed Suburban Rail Loop (SRL) includes a Doncaster Station. We were disappointed that the Doncaster Station footprint was not set aside in stage 1 of the project to allow for planning the Doncaster Hill precinct, but we acknowledge this will be part of stage 2.



Youth Mental Health

We are seeking more local access to youth mental health services in Manningham. We support the delivery of a headspace facility to meet the increasing demand for mental health support for young people in our area. Our #manninghamneedsahespace campaign advocates for the \$1 million set aside for a headspace in the Menzies region to be located in Manningham.



5 ways intersection

We urge the Victorian Government's Department of Transport to address ongoing safety issues associated with the 5 Ways intersection in Warrandyte South. 5 Ways has been the site of a number of vehicle crashes and incidents. We have conducted a traffic survey, invited our community to share their experiences and investigated low-cost interim measures to improve safety.

How you can get involved

- Read about our ongoing advocacy at manningham.vic.gov.au/about-council/strategies-plans-and-policies/advocacy
- Share your ideas and provide feedback on issues and projects that matter to you at yoursay.manningham.vic.gov.au

The services we provided

For every \$100 we spent this year, we will spend this much in each area.



Capital Works Program
\$27.17



Roads, footpaths
and drainage
\$8.91



Waste services
and recycling
\$9.50



Planning and environmental
management
\$6.99



Parks, gardens and
sportsgrounds
\$9.61



Arts, culture
and libraries
\$4.76



Aged and disability
support services
\$6.21



Health, children
and families
\$4.34



Community support
and development
\$2.30



Customer service, governance
and administration
\$15.91



Council owned
community buildings
\$2.52



Risk management
and insurances
\$1.78

Our major projects

We are committed to providing safe, accessible and appropriate infrastructure that meets the changing lifestyles of our community.

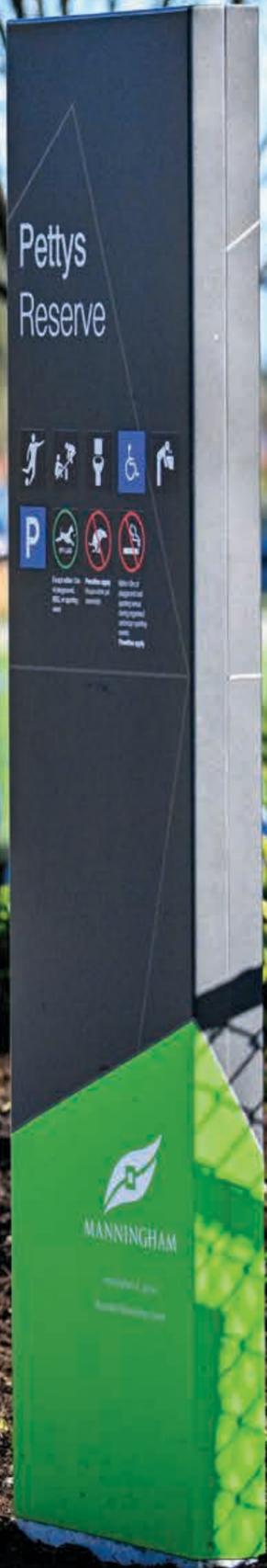
We delivered just over \$44 million of capital projects in 2021/22.

Below is a summary of key projects we completed:

- \$3.5 million in road resurfacing works
- \$6.4 million in building construction and renewal works
- \$3.5 million in drainage works
- \$1.5 million in footpath works
- \$8.7 million on recreational, leisure and community facilities.

Some specific projects include:

- Pettys Reserve – \$3 million
- Rieschiecks Athletic Track – \$1.4 million
- Knees Road – \$1.05 million
- Jumping Creek Road – \$0.76 million
- Tuckers Road and Footpath Reconstruction – \$0.67 million
- wonguim wilam Park Warrandyte River Reserve – \$0.67 million.



What we did to support a healthy community

We understand our residents value feeling connected and included in a community that feels safe and resilient.

Social connection and a focus on mental health is critical to our community.

Our community has told us that recreation and fitness are high priorities. We support this by providing accessible and well-maintained parks and open spaces and opportunities to participate in organised sports at our sportsgrounds and facilities.

We are committed to working with our partners to support groups in our community that are at an increased risk of experiencing loneliness. These groups include young people, older adults, people from culturally diverse backgrounds, LGBTIQ+ people, and people living with disability and their carers.

From our research and conversations with our residents, we have committed to building, sustaining and enhancing a healthy community by working towards the following goals:

- Healthy safe and resilient community
- Connected and inclusive community.

What you told us to focus on

- Mental, spiritual and physical wellbeing.
- Places, spaces and activities that are inclusive and accessible for all.
- An active, safe and resilient community.
- Community connections and more opportunities to work with community leaders and local groups, and volunteer networks.



303

Identify as Aboriginal and Torres Strait Islander
 Median Age 24 (First Nations People)
 Median Age 43 (non-First Nation People)

76 Languages Spoken

CIAO
 你好
 Χαίρετε

43.5% Born overseas

39 Religions

6.3% Have disabilities

Additional 2,015 seniors in 2021 compared to 2016

#1 OUR HEALTH AND SAFETY

1 in 2 say their health is very good to excellent

Considered safest community in the East

708 Family incidents (as recorded by police)

196% Increase in dementia expected by 2050

55% Will walk alone at night

FEELING SAFE

OUR LIVES

74% Feel part of the community

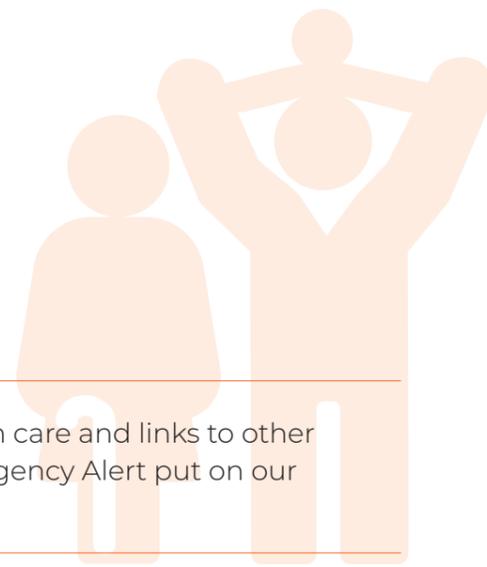
39.8% Live on <\$400/week

Nearly half don't eat well or exercise enough

19.7% Live alone

Growing need for health and support services

This information has been updated with the latest 2021 Census data, where available.



What we delivered

We provided holistic home-based Maternal and Child Health care and links to other services despite the strain the Pandemic Code Brown Emergency Alert put on our services.

Our Maternal and Child Health staff supported over 70 City of Melton families with telehealth appointments during the Pandemic Code Brown Emergency Alert.

Our Maternal and Child Health staff undertook cultural competence training to better serve our community. We are proud to have supported all young families in our First Nations community.

We ran our Sleep and Settle Program and an outreach home-based service offering sleep and settle support for families with children from newborn to toddlers.

Our Maternal and Child Health staff conducted 9228 consultations for babies and children at key ages and stages of their development.

We welcomed new members to the Manningham Local Dementia Alliance Group and the Manningham Positive Ageing Alliance Group.

We started our Manningham Supported Transport Trial to help residents get to essential shops and destinations around Manningham.

We provided 76,464 hours for in-home care and Social Support services.

We delivered meals to 208 community members with the help of 50 volunteers.

We delivered over 1600 activity packs, including puzzles, quizzes, and reading material to community members.

We distributed Rapid Antigen Tests provided by the Victorian Government to our staff and local community organisations to keep people safe and essential community services operating.

Our staff participated in regional working groups related to Public Health directions and pandemic restrictions to better support our local businesses affected by COVID-19 cases and pandemic restrictions.

We administered 8,072 vaccines to 4,822 clients.

We performed 489 food safety assessments despite lockdowns and restrictions.

We contacted all families with a COVID-19 positive child under one that we became aware of to provide advice and support.

We introduced a pram walking group and ran a Circle of Security parenting program to connect and support young families.

We ran our Preschool Field Officer (PSFO) program with additional funding from the Victorian Government to include funded three-year-old kindergarten programs and build inclusion and participation of children with additional needs.

We ran our Parenting Seminar Series to support families and young people, with a focus on COVID-19 lockdowns, homeschooling, uncertainty, anxiety and depression. The session for Parents and Carers of LGBTIQ+ young people provided Information, support and resources.

The Manningham Youth Advisory Committee (MYAC) was established for young people 16 to 25 years to give their ideas and feedback on Council's plans and policies. MYAC provided feedback to the Youth Mental Health Advocacy Campaign, the Climate Emergency Action Plan and the Sports Facility Development Plan.

We continued to provide well-maintained and renewed buildings for our Maternal and Child Health Centres, preschools, kindergartens, community centres and neighbourhood houses.

We advocated for further investment in our early years services to meet environmental and accessibility standards and be responsive to the changing community.



We provided information to help our early years services and providers respond to the Victorian Government's policy to give 3-year-olds 15 hours of kindergarten each week by 2029.

- We finalised membership for three new Advisory Committees and the Disability Advisory Committee to create a more inclusive, respectful, equitable and healthy community:
- Health and Wellbeing Advisory Committee
- Multicultural Communities Advisory Committee
- Gender Equality and LGBTQIA+ Advisory Committee

We advocated for a youth headspace in Manningham and more community legal services.

We endorsed and began implementing our Health and Wellbeing Action Plan.

Our Early Years at MC Square childcare team provided ongoing care and support throughout the COVID-19 restrictions when childcare was deemed an essential service.

Challenges

We had to adapt how we supported young families with newborns due to ongoing changes to COVIDSafe practices.

Our community of new parents struggled with isolation and a lack of support during lockdowns. We saw many mental health and relationship issues that required additional support and referrals.

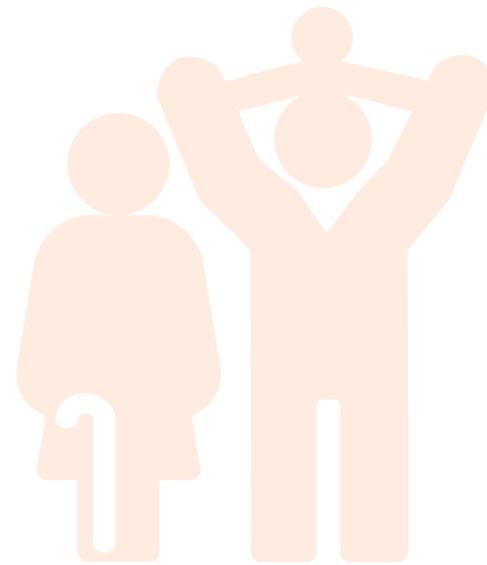
We experienced shortages in Aged and Disability Support Service staff due to COVID-19, and this required us to balance our priorities to best service our community.

COVID-19 restrictions required us to find alternative safe ways to run our social connection programs, deliver our food safety and run our immunisation program.

Our 5-Star Food Safety Awards program was delayed for a further 12 months due to COVID-19 restrictions and modified food safety assessments.

Manningham is a Welcoming City

Over many years, Multicultural Communities Advisory Committee member Saarah Ozeer, has seen how community-led committees, networks and community projects have fostered cultural diversity and provided a platform for multicultural communities to share their voices.



Together with community leaders Dilnaz Billimoria and Fareha Hafeez, Saarah has been instrumental in bringing together community leaders and members of the multicultural community to meet with Council representatives to identify how Manningham can work together with the multicultural community.

Sarah (pictured bottom right) is pleased to be part of Manningham's Multicultural Communities Advisory Committee, which helps us make decisions that reflect the diversity of our community.

"As a community we have the power to support, create and inspire positive change. Local councils and governments play an important role in our democracy and should be at the forefront of creating socially cohesive communities, supporting economic participation, respecting, increasing and retaining cultural diversity."

Our municipality is home to people from 99 countries, speaking 76 languages. We recognise that to make decisions that better serve the whole community, we need to listen to and value the voices of people from multicultural backgrounds.

We were accredited as a 'Welcoming City' in August 2021 in recognition of our ongoing work to ensure we are welcoming and inclusive to all community members.

"Welcoming Cities provides a framework for embedding social cohesion and economic participation across a raft of Council strategies that put equity and equality front and centre," Saarah said.

The accreditation will help us make sure our projects, initiatives and decisions reflect our diverse community, allow us to identify gaps in our practices and track our progress.

Council is committed to making a difference with our anti-racism projects, including joining the #RacismNOTWelcome street sign campaign and supporting our community partners with anti-racism campaigns.

"Racism is a human rights violation and as a community we need to stand up against racial prejudice and discrimination due to its long-term negative impacts especially on the most vulnerable in our community," Saarah said.

We continue our work with the Wurundjeri Woi-wurrung Cultural Heritage Aboriginal Corporation and deeply value the ongoing contribution First Nations people make to Manningham.



How you can get involved

- Read about our ongoing initiatives to help people feel connected and included in *Manningham Matters*
- Share your ideas and provide feedback on issues and projects that matter to you at yoursay.manningham.vic.gov.au

What we did to support a Liveable Places and Spaces

Our community has told us that they generally love where they live, and value our parks, trees, open spaces and the natural environment.

Our community has told us that they generally love where they live, and value our parks, trees, open spaces and the natural environment.

We know we can support our community with shared paths and linear trails that provide connections within neighbourhoods and community facilities such as libraries.

Responsible housing and development are a key priority for our residents. We are committed to responsible planning to protect our environment, green open spaces, environmental sustainability and balance of city and country.

From our research and conversations with our residents, we have committed to work towards the following goals:

- Inviting places and spaces.
- Enhanced parks, open space and streetscapes.
- Well connected, safe and accessible travel.
- Well utilised and maintained community infrastructure.

What you told us to focus on

- Meeting demand and balancing city and country.
- Public spaces for people to meet and connect.
- Neighbourhood character and amenity that is welcoming and attractive.
- Valuing our parks and open spaces.
- Safe, easy and environmentally friendly travel.
- Community infrastructure that is multi-purpose and well utilised.
- Community facilities that are responsive to changing community, education and sporting needs.



11,761
New dwellings by 2021



Increased demand and importance on arts, community and sporting facilities

47%
Of short trips are taken by private vehicle



20%
Of residents will live alone by 2021



1800km
Roads, paths bike lanes and walking lanes maintained by council



97%
Live within **400M** of a bus stop



Only **4%**
Of households do not have a private vehicle



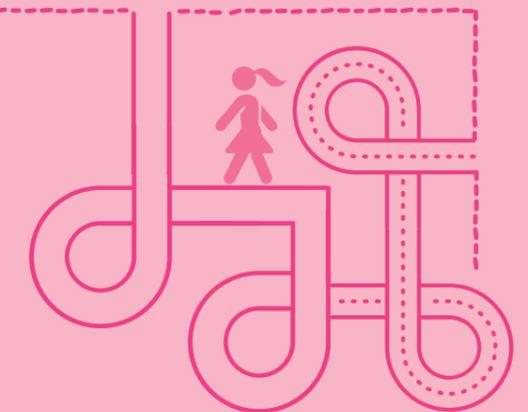
70%
Travel by car to work



20.13km² Open space
302 Parks and reserves
151 Play spaces



WE PROVIDE
751km Roads
918km Footpaths
66km Off-road shared paths
118km Pedestrian paths in parks





What we delivered

We supported our community to live active, healthy lifestyles with 303,020 visits to Aquarena and 643,817 visits to Mullum Mullum Stadium.

Our Parks team responded to 7061 customer service requests.

We continued to make our roads safer for the community by reconstructing Knees Road and finalising our concept plans for Jumping Creek Road.

We finished our upgrade of Domeney Reserve Pavilion, Rieschieks Pavilion and Petty's Reserve sporting precinct to provide high-quality and flexible multi-use recreational facilities for the community.

We created new playspaces and park upgrades at Montgomery Reserve (Doncaster East), Morris Williams Reserve (Bulleen), Swanston Reserve (Bulleen) Hollywood playspace at Green Gully Linear Park (Templestowe), Swilk Reserve (Templestowe), and Mayfair Reserve (Lower Templestowe).

We finalised our Liveable City Strategy 2040 to improve the liveability of our local area.

We adopted our Transport Action Plan 2021, which outlines several key transport-based objectives, actions and advocacy priorities for Council.

We adopted the Ruffey Lake Park Landscape Masterplan 2021 to make the park more accessible while preserving its diverse natural environment and historic qualities.

We ran activities and upgraded several local shopping and dining precincts, including Ayr Street in Doncaster to make our villages vibrant and inviting.

We contributed to the planning and early works for the North East Link Project, including planning for the relocation of affected sporting fields and pavilions to minimise the effects on our community.

We worked collaboratively with the Wurundjeri Woi-wurrung Cultural Heritage Aboriginal Corporation and the broader community to officially name wonguim wilam in Warrandyte.

We developed an online portal to make it easier for our residents to register the 6973 pools and spas in Manningham.

Our Buildings team received 9020 requests for service.

We were actively involved in the Victorian Building Authority's combustible cladding program to help building owners address this important safety issue.

We issued 1480 Building Permits and approved 1218 new dwellings and apartments to the total value of \$688,595,182

We continued our role to keep our community safe and amenity protected by triaging community concerns and working within changing COVID-19 restrictions.

We created a new Domestic Animal Management Plan that focuses on promoting responsible pet ownership, the welfare of our cats and dogs and the safety of our community.

We adopted our Asset Plan and 10-year Capital Works Program to guide how we manage, maintain and improve our community buildings, facilities, assets and community spaces.

We collected data on the condition of our roads and footpaths and updated Council's Road Management Plan to meet the needs of our community.

We constructed significant footpath sections linking Mullum Mullum Stadium and Trail and the bus stops along Springvale Road.

Challenges

Our building works were impacted by difficulties in accessing contractors, labour and materials, plus delays in sign-off from external agencies as a result of COVID-19.

Supply chain delays and land acquisition challenges impacted our ability to complete several park and reserve upgrades.

The progressive closure of the Bulleen Industrial Precinct to accommodate the North East Link project impacted local employment and economic development.

We worked hard to resolve an increased number of service requests from our community as COVID-19 restrictions resulted in a change in people's habits and the way we were able to serve our community.

COVID-19 impacted the delivery of our 2021/22 Capital Works Program and resulted in frequent changes to project scheduling and the delayed completion of some projects.

Several late changes to the 10-Year Capital Works Program resulted in extra work and last-minute adjustments.





Honouring our history at wonguim wilam

The Manningham community has embraced the new name of wonguim wilam for the park formerly referred to as Lions Park in Warrandyte.

“We have been really pleased to see how well the community has supported the new name,” the Warrandyte Historical Society’s Valerie Polley OAM, said.

The official Woi-wurrung name reflects the language, culture and heritage of the local Wurundjeri Woi-wurrung people and was provided by the Wurundjeri Woi-wurrung Cultural Heritage Aboriginal Corporation.

The space has been upgraded to include new open space parklands, artwork, picnic spaces, an exercise station, renewed car park and new playspace.

“This river-side area has featured heavily in Warrandyte’s history, so it’s great to have a site-specific name for the space,” Valerie said.

Manningham received a \$300,000 grant as part of the Victorian State Government’s Local Parks Program to complete stage two of the upgrade.

Manningham consulted extensively with the community on the concept plan for the park upgrade and new playspace. wonguim wilam officially opened in September 2022.

Manningham has expressed their gratitude to the Warrandyte Lions Club for their 40-plus years maintenance of the park and the former tennis courts, as well as contributing \$45,000 towards the exercise station. They also acknowledged the Warrandyte Historical Society for their support of the project.



How you can get involved

- Visit wonguim wilam at 217-225 Yarra Street Warrandyte
- Read more about wonguim wilam at yoursay.manningham.vic.gov.au/wonguim-wilam

What we did to support a resilient environment

We share our community's passion for environmental sustainability, biodiversity and climate.

The connection between environmental sustainability and Manningham's liveability goes hand in hand. We are committed to being proactive on conservation, waste and biodiversity to protect and enhance our natural environment.

We will demonstrate strong leadership and partner with our local community and the Victorian and Australian Governments to address the significant challenges and global impacts facing our environment.

From our research and talking with our residents, we have committed to building, sustaining and enhancing a resilient environment by working towards the following goals:

What you told us to focus on

- Act on climate change - advocacy, education to support the community.
- Providing leadership in sustainable practices for waste, water and energy.
- Protecting our natural environment, heritage and conservation.
- Allow for biodiversity and the environment.

- Protect and enhance our environment and biodiversity.
- Reduce our environmental impact and adapt to climate change.



What we delivered



We planted 2,500 advanced trees and 14,000 plants.

We continued to update Council's Vehicle Fleet to a more sustainable one, with over 40 hybrid and electric cars and trucks added in the past 3 years.

We awarded 90 LEAF (Local Environment Assistance Fund) grants worth about \$64,000 to landowners to protect biodiversity guided by our LEAF education program.

We promoted Clean Up Australia Day to inspire and empower communities to clean up, fix, and conserve our environment.

Our free Waste Drop Off Day provided a chance to remove materials that cannot go into household bins

Our bushland maintenance included annual winter revegetation with 3000 plants to increase tree and vegetation coverage.

We formed the Biodiversity Impact Assessment Committee to proactively minimise the environmental impact of our planned capital works program.

We worked to minimise vegetation loss and provide alternate solutions on Jumping Creek Road and Brysons Road with inclusions on fauna crossings and vegetation works.

We successfully trialed several new and innovative asphalt mixtures in the past twelve months.

We encouraged participation in the Plastic Free July challenge.

We allocated \$2.5 million towards our aggregated waste initiatives, including preparing for Food Organics Garden Organics (FOGO), to help us work towards our climate targets.

We installed solar and battery systems at the Pines Learning Centre and the Ajani Centre.

We started our VECO contract with Red Energy for wind-powered electricity supply in January 2022 until 2030. The contract covers the Civic Centre/Office, MC2, Depot, Pines Centre, and Mullum Stadium, including all our EV charge points. This will result in a 25% Council emissions reduction.

We put out a tender for the installation of the next package of 7 Council rooftop solar and battery systems to be done during 2022/23.

We developed our new Climate Emergency Action Plan with targets:

- net zero for Council by 2028
- net zero for the community by 2035

We allocated \$1.5 million towards delivering the actions in the Plan as part of our commitment to address the growing risks and impacts of climate change.

We continued to drive sustainable outcomes through:

- Sourcing sustainable products and materials.
- Developing a Sustainable Procurement Strategy.
- Planning for the introduction of Food Organics, Green Organics in July 2023
- Discussing the introduction of glass recycling in 2023/24 with our recycling contractor.

We are working to reduce threats to biodiversity, including:

- Ongoing bushland maintenance for weed and pest animal control and revegetation.
- Awarding LEAF grants and providing education to incentivise private landholders' biodiversity protection work incorporating pest deer control.
- Reducing vegetation removal on Jumping Creek Road,
- Supporting penalties for illegal vegetation removal on private land.

Challenges



Ongoing shared responsibility of tackling climate change and reducing greenhouse gas emissions in our community. Currently Council's emissions account for 1% of the overall Manningham community's emission footprint.

Our resources were impacted by the significant work we undertook to manage tree hazards and minimise vegetation loss.



Setting targets for our future



Manningham Youth Advisory Committee member Jessica O'Keefe is pleased Manningham Council has put forward how it plans to meet its ambitious climate mitigation targets.

"I'm proud Council is standing up and leading by example," Jessica (pictured bottom right), who is studying a Masters of Environment and Sustainability, said.

Council shares the community's passion for environmental sustainability, biodiversity and a safe climate and has committed to climate mitigation targets:

- net zero emissions by 2028 for Council operations
- net zero emissions by 2035 for the Manningham community

"It's so important we make changes to protect our climate and biodiversity," Jessica said.

Manningham Council is already making a range of changes to reach its target of net zero emissions for Council operations by 2028, including:

- a low emissions Electric Vehicle and hybrid Council fleet,
- solar power, and
- green power purchasing and a wind-powered electricity supply through the Victorian Energy Collaboration (VECO).

To reach our target of net zero community emissions by 2035, Council is encouraging residents to:

- switch to solar
- switch to government-accredited green power
- attend a climate education event

- apply for a LEAF grant to preserve your natural values on your property
- manage your waste and recycling, including using Council's Food Organics and Garden Organics (FOGO) collection service when it becomes available.

"Climate change is on the minds of young people and we are making changes in our day to day lives like using public transport, reusing items and recycling. We need to make sure everyone has access to opportunities to make a change," Jessica said.

We are committed to working proactively on environmental sustainability and protection of our biodiversity and climate. We will continue to listen and work in partnership with our community towards our climate targets.



How you can get involved

- Find out more about the actions you can take to reduce your emissions by reading our Draft Emergency Climate Action Plan at yoursay.manningham.vic.gov.au/climate-action
- Attend an environment and sustainability event, visit manningham.vic.gov.au/about-council/environment-and-sustainability

What we did to support a vibrant and prosperous economy

We know that supporting and promoting local businesses is critical to our vibrant and thriving community.

Our community has told us it is essential to create vibrant villages and inviting places that are attractive, welcoming and accessible for residents, visitors and businesses.

We are committed to continuing our work to build the capacity of our local businesses and find new ways to support local industries and employment.

From our research and conversations with our residents, we are committed to working to support the growth of our local businesses, tourism and economy.

What you told us to focus on

- Supporting local businesses.
- Providing places and spaces that are attractive and welcoming to residents, businesses and visitors.
- Creating places and spaces that are vibrant and accessible for shopping, employment and community.
- Fostering a sense of place and belonging.
- Encouraging opportunities for youth employment.



OVER
30,572
LOCAL JOBS



52,819
RESIDENTS
ARE EMPLOYED

3 in 5
Are in the labour force



1/3
Working part time

1200+
Jobs and
\$200M
Created a year



\$4.7B
Gross Regional Product



30 Local Centres
10 Neighbourhood Activity Centres
1 Major Activity Centre



80%

Of all
businesses
are based
at home

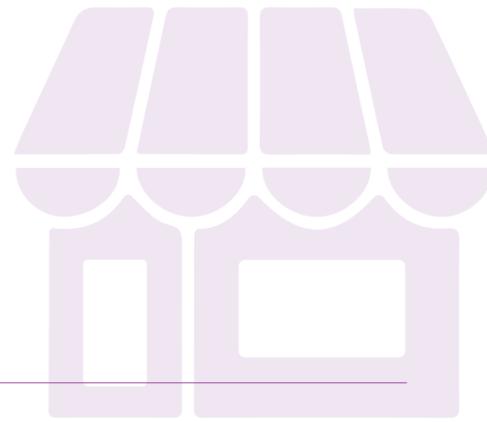


OVER
13,000
Local businesses
are registered



LARGEST TRADES ARE
Retail
Health care and social assistance
Education and training





What we delivered

Manningham Art Gallery hosted the photographic exhibition *Serving Country* as part of National Reconciliation Week. The exhibition recognised and acknowledged First Nations servicemen and servicewomen's valuable contribution to the Australian Defence Force.

We launched the popular Speed X Event in partnership with Gateway LLEN, where local secondary students had the opportunity to chat with people from 19 different professions to understand their work better.

We appointed three Business Liaison Officers through the Victorian Government's Working for Victoria Program to support 1,300 businesses in our activity centres navigate COVID-19 restrictions.

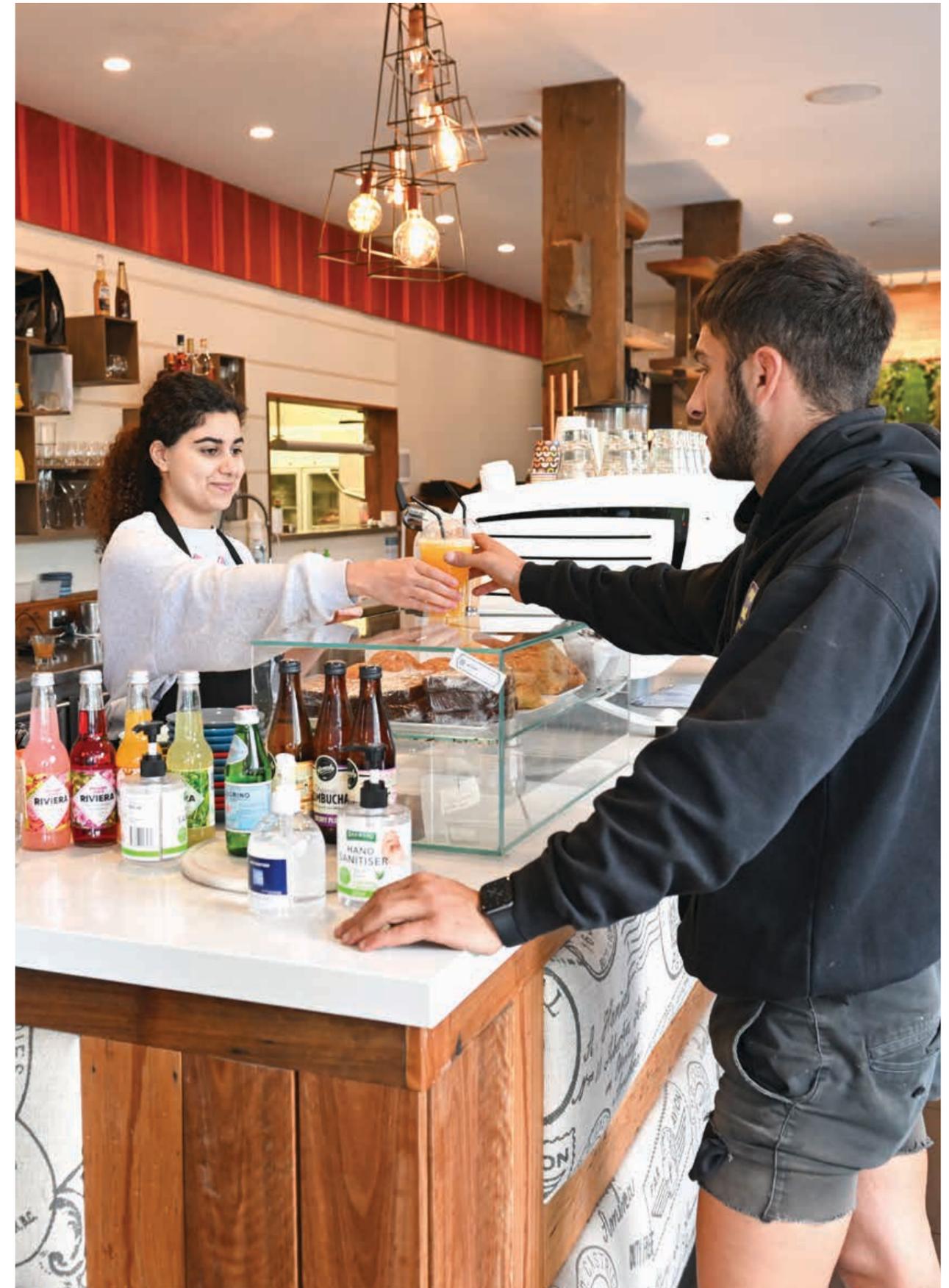
We delivered projects as part of the Victorian Government's Outdoor Activation Fund to help businesses operate in outdoor settings in a COVIDSafe manner. We worked with First Nations and Manningham artist Robert Young to create a vibrant mural in Templestowe Village.

We recognised the contribution of 106 volunteers as part of our Volunteer Recognition Program.

We awarded 111 Community Grants to 77 Community Associations to the total value of \$1,069,519.13.

Challenges

We continued to support local businesses navigate the challenges of COVID-19 restrictions during 2021. This included assisting local businesses to develop COVIDSafe plans and support for many operators throughout the year.





Matching students with professions

Matthew Thompson from Now and Not Yet café shared his experiences at the popular Speed X event, where local secondary students were matched with professionals from over 30 local businesses to chat about the ins and outs of their professions.

The event (pictured right) was delivered by Manningham Council in partnership with Gateway Local Learning and Employment Network.

“The event was a great way for students to talk to employers, ask questions and get prepared for job interviews,” Matthew said,

Matthew was able to talk with students about his experiences in the hospitality industry and Now and Not Yet’s not-for-profit social enterprise structure.

Over 120 students from Doncaster Secondary College, Marcellin College and Templestowe College participated in the event held in June 2022.

The students had the opportunity to sit down and conduct a series of six-minute interviews with professionals representing 19 different professions, from horticulture, plumbing, emergency services and sports to early learning and hairdressing.

“We were keen to get involved as a way of supporting local young people and giving back to the community,” Matthew said.

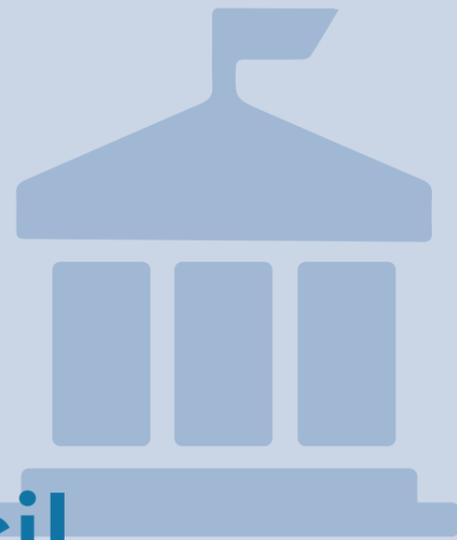
Supporting and promoting local businesses is critical to our vibrant and thriving community. Providing pathways for young people to local employment will support the growth of local businesses and our local economy.



How you can get involved

- Businesses can find support and events at manninghambusiness.com.au
- Young people can find programs and services at each.com.au/manninghamyouth/

What we did to support a well governed Council



We understand our community places high importance on Council being transparent, accountable and providing value for money.

What you told us to focus on

- Improving communication and community engagement.
- Involving our community in decision making.
- Contributing value to our community in everything we do.
- Providing inclusive and responsive customer service and communications.
- Demonstrating transparency and accountability.

This includes making our communications and engagement inclusive and accessible for all and serving our community in a financially sustainable way.

We understand we need to measure and report on how our services meet the needs of our community.

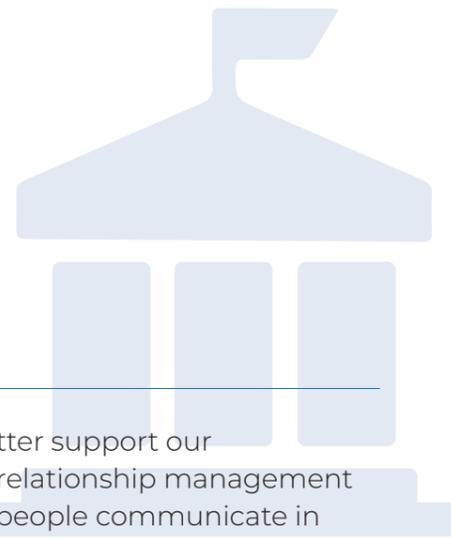
Our residents have told us they want to be kept up to date with our services, initiatives, actions and programs.

From our conversations with our community, we have committed to working towards the following goals:

- A financially sustainable Council that manages resources effectively and efficiently.
- A Council that values our customers and community in all that we do.



What we delivered



We continued to expand our website's Live Chat feature to better support our community. We improved its connections with our customer relationship management system and the introduction of multi-lingual live chat to help people communicate in their preferred language.

We answered 98,104 incoming calls, with an average wait time 1.49 seconds and 55% of calls answered within 30 seconds.

We helped 4876 customers on live chat and 1799 chats were managed by our chatbot. Our average response time on Live Chat was 12 seconds.

We received 64,073 customer lodged requests which was an average of 256 new requests per day.

We received 3018 requests via the Snap Send Solve app.

We continued our hybrid work model, supporting over 400 Council staff working both on-premise and remotely.

Our Information Technology team supported our staff by resolving over 9,000 helpdesk incidents and requests.

We developed a new Construction Management Plan (CMP) template to help builders, developers and residents.

We processed 1071 planning applications, with 79% of standard stream applications processed within the required 60 statutory days (compared to a metro average 58%). 96% of Vic Smart planning applications were processed within 10 business days (compared to metro average 81%).

We launched our Field Service application together with 40 new iPads to help staff better manage reactive, cyclical and planned maintenance while in the field.

We launched our new corporate website and updated its content to make it easier for community members to find the information they need.

We replaced over 500 staff laptops with new and enhanced devices. In addition, we set up 800 new monitors, keyboards and mice, as part of our office workstation refurbishment.

We upgraded seven rooms across the Civic Centre and Depot to allow video conferencing to better support our work in a COVID-19 environment.

We delivered staff health assessments including lung function testing, audiometric testing and carried out worksite occupational noise assessments and COVID-19 exposure risk assessments.

We enhanced our staff's safety skills and awareness through targeted initiatives, including celebrating National Safe Work Month, emergency drills, plant and chemical risk assessments, CPR training, WHS for leaders training and RUOK day events.

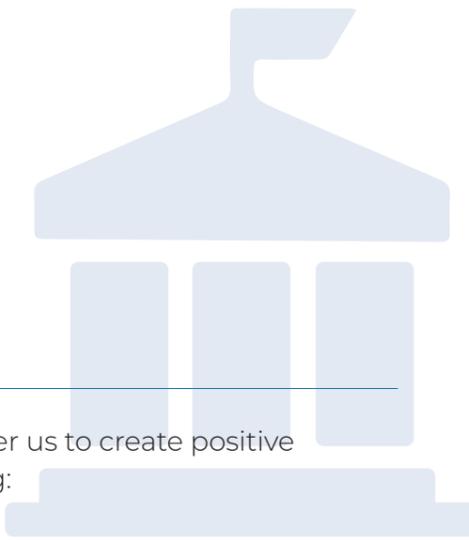
We delivered improved systems, policies and practices to reinforce our commitment to workplace safety. These included regular Workplace Health and Safety (WHS) meetings, WHS training, managing WorkSafe entries and inspections, maintaining COVIDSafe Plan, WHS policy and procedures updates, electrical testing and tagging, job dictionaries for high-risk manual work, COVID-19 Vaccination Policy and support for staff returning to the workplace.

We elevated our commitment to workplace equality and inclusion through our Internal diversity and Inclusion working group and the development of our Workplace Gender Audit and Gender Equality Action Plan (GEAP).

We have celebrated excellence in our staff's service through the Directorate Excellence Awards program, endorsement of Manningham's leadership framework and employee engagement listening and impact sessions.

We implemented the Victorian Government's new Principles for Child Safety through the Child Safe Working Group, including child safety risk assessments carried out in areas of our business that offer services to children.

What we delivered



We built frameworks and structure that enable and empower us to create positive experiences and the best value for our community, including:

- Updating our Code of Conduct and Recruitment Policy.
- Updating our Workplace Health and Safety Policies.
- Updating our CEO Remuneration Policy and Workforce Plan.
- The formation of new Experience and Capability Directorate.
- Approval by the Fair Work Commission and implementation of our Enterprise Agreement.
- Approval and implementation of our Alternate Work Location policy.
- The introduction of new workforce resource management process to support sustainable and responsible management of total employee numbers and costs.
- The renewal of our human resource forms, processes and reporting to improve efficiency.

We recruited and onboarded 109 new employees.

We successfully implemented our new online Workplace Health and Safety solution to enable our staff to notify us of workplace incidents, hazards, injuries and near misses and support our teams in carrying out workplace safety inspections.

We continued our proactive management of injuries, support to staff returning to work and management of our workers' compensation scheme.

We carried out COVID-19 exposure risk assessments and distributed Rapid Antigen Tests to all staff and to vulnerable members of our community.

We reviewed and updated our emergency response procedures and practices, purchased new equipment, and conducted three emergency exercises to practice our evacuation procedures.

Our Risk Management Strategy and Policy was updated and adopted.

We reviewed our Governance Rules to ensure contemporary meeting procedures are in place.

We developed and delivered comprehensive guidance to the organisation on identifying and managing conflicts of interest.

We delivered governance training to Councillors to refresh their understanding of their obligations under the Local Government Act 2020 and other related legislation.

134 community members provided input into our 2022/23 budget development.

In collaboration with the Valuer-General Victoria, we completed and adopted the 2022 General Valuation of the municipality.

We achieved a financially sustainable operating surplus at the end of the 2021/22 financial year despite the ongoing financial impacts of COVID-19 restrictions and ongoing State of Emergency.

We identified alternative sources of income to reduce our reliance on rate revenue over time.

After engaging with our community, we adopted a financially sustainable 10-year financial plan and 2022/23 Budget.

We continued to drive improvements in our financial services, including offering a broader range of convenient options for our community to transact with us and implementing a more efficient refund process.

What we delivered

We continued to communicate with our community in several ways, including:

- Community calendar distributed
- 6 issues of Manningham Matters distributed
- 11 issues of eNews distributed
- 648,872 visits to our website
- 30,893 total followers on our social media channels
- 153,374 total engagements on our social media channels.

Challenges

COVID-19 restrictions made it challenging for us to support community members who prefer to visit us face to face.

Our customer service teams experienced periods of staff shortages, which resulted in increased wait times for some community members.

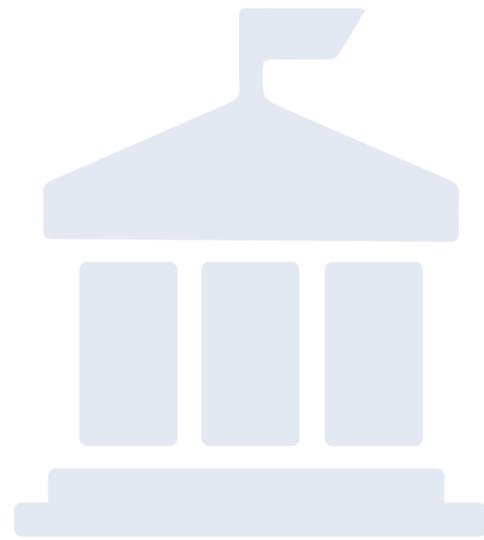
Resourcing constraints impacted our ability to deliver planned projects and initiatives. We found it challenging to recruit staff and contractors due to a competitive market environment and illness.

Supply chain disruptions impacted planned projects, including our PC Refresh Project and Audio-Visual Room Upgrade Project.

COVID-19 restrictions made it difficult for staff to pick up new devices to support their work.

A volatile insurance market continues to create 11-year high premiums and demand increased risk control mitigation plans, higher excess levels and extensive negotiation to achieve optimal renewal terms.





Helping you find what you need

We have created a new website to help our customers find the information they need quickly and easily.

“The new website has helped community members find answers to their questions without needing to call Council,” Manningham Council’s Coordinator Revenue Services, Kolina Johnson said.

Kolina assists community members with their enquiries related to their rates notices. “Since launching the new website we have experienced a reduction in the number of queries via phone and email,” Kolina said.

We understand that our customers want the option to do business with us online at a time that suits them. Our new website makes it easier to find the information you need and to contact us directly.

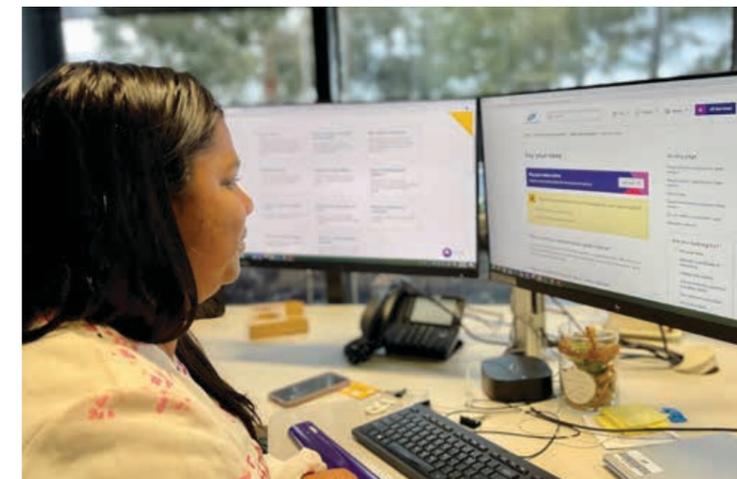
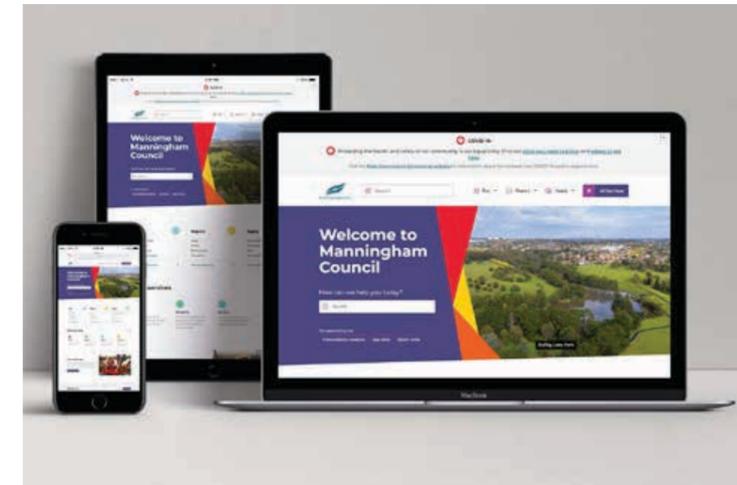
To ensure we meet our community’s needs, we researched to understand what people are looking for and where they expect to find it.

“The new website makes it easier for the community to find the information they need with clearer language and answers to common questions,” Kolina said.

To make our website easy to use, we have:

- made it easier to click through to the pages you need
- made it easier to search for up-to-date information
- made our information simple and easy to read on all devices
- created online forms to help resolve your enquiries
- pointed to additional information you might find helpful.

We will continue to improve our website to make our communications inclusive and accessible for all.



How you can get involved

- Check out our new website at manningham.vic.gov.au
- Provide your thoughts about our new website via live chat or email manningham@manningham.vic.gov.au

Our financial performance

Our financial results remain strong despite the ongoing financial impact of the Victorian Government and State of Emergency due to the COVID-19 pandemic.

These results demonstrate our commitment to maintaining long-term financial sustainability while providing cost-effective services and delivering infrastructure projects to meet the needs of our community.

See the summary of our performance in the following pages. More detailed information can be found in the appendix.

Operating position

In 2021/22, we achieved an operating surplus of \$32.12 million which was \$11.14 million greater than the adopted budget surplus of \$20.98 million.

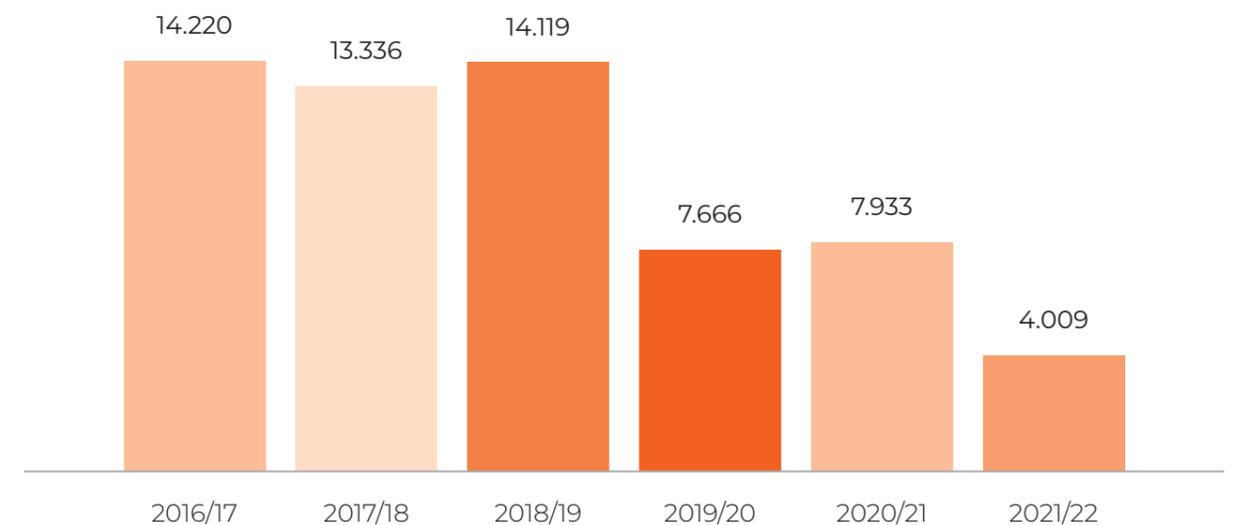
The greater than budgeted surplus is mainly attributable to \$15.4 million greater than budgeted non-monetary (asset) contributions from developers, grants (operating and capital) \$1.22 million greater than budget and other income \$1.30 million greater than budget.

Within Council's surplus, there are a number of income items that are either restricted in use or 'non-cash' in nature. The adjusted underlying surplus excludes these items such as non-recurrent capital grants, non-monetary asset contributions and other contributions to fund capital expenditure (including developer and open space contributions). The adjusted underlying surplus was \$4.01 million.

Sustaining an adjusted underlying surplus is a critical financial strategy that provides an important source of funding for the renewal and upgrade of over \$2 billion of community assets.

Figure 3: Adjusted underlying surplus (\$ millions)

Adjusted underlying surplus (\$ millions)



Income

We derived our income from various sources, including rates, user fees and charges, grants, interest, and other contributions. Our total income for 2021/22 was \$169.66 million, compared to a budget of \$153.95 million.

Table 4: 2021/22 Income

Income \$'000	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
General rates	82,819	85,839	88,853	92,216	95,767	98,317
Waste charges	10,201	10,830	13,126	13,737	13,916	15,998
User fees, charges and fines	14,369	14,940	14,570	12,308	9,676	10,110
Operating grants	12,366	12,229	12,173	11,842	13,641	13,292
Capital grants	3,999	3,578	2,672	1,433	3,622	6,800
Contributions (monetary and non-monetary)	22,387	14,766	13,949	18,476	18,857	23,128
Other income	1,885	138	1,276	1,325	2,444	2,014
Total	149,655	143,896	148,600	152,806	157,923	169,659

Expenditure

Our total expenditure for 2021/22 was \$137.54 million, compared to a budget of \$132.98 million. In 2021/22, the main expense was employee costs, which accounted for \$53.81 million.

Table 5: 2021/22 Expenditure

Expenditure \$'000	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Employee costs	51,099	52,505	53,326	54,120	56,221	53,813
Materials and contracts	22,115	20,961	23,446	28,469	27,853	29,029
Depreciation and amortisation	19,347	20,566	21,640	23,946	26,028	26,394
Other expenses	18,520	19,736	21,036	20,586	18,859	28,303
Total	111,081	113,768	119,448	127,121	128,961	137,539

Net worth

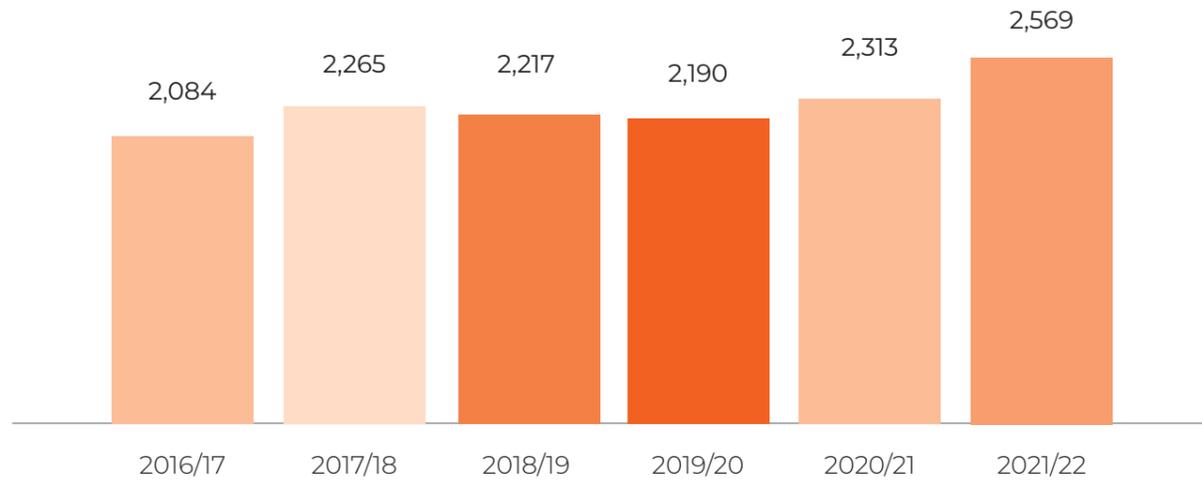
Our financial strength is indicated by net assets (what we own less what we owe). As of 30 June 2022, Council owns net assets of \$2.51 billion, including community infrastructure assets of \$2.44 billion.

Assets

Our total assets are valued at \$2.57 billion. This is an increase of \$256.30 million or 11.1% on the prior year and is primarily due to an increase in the value of land.

Figure 4: Total assets (\$millions)

Total Assets (\$ millions)



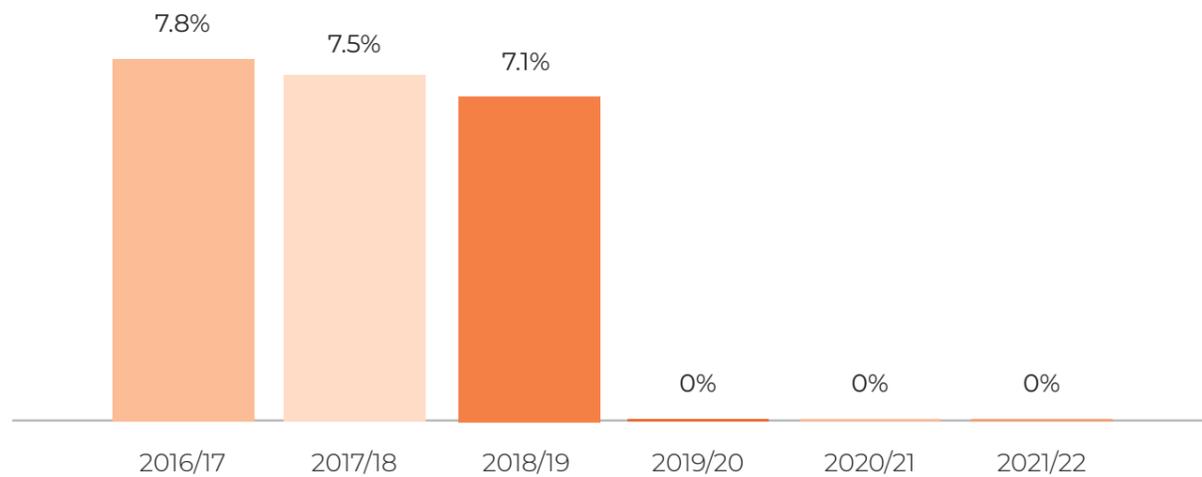
Liabilities

Our liabilities include amounts owed to suppliers and employee leave entitlements. Total liabilities at 30 June 2022 were \$56.14 million, a decrease of \$1.70 million over the previous year.

Council fully repaid \$7.28 million of loan borrowings during 2019/20 and is debt free.

Figure 5: Debt to rates and charges (%)

Debt to rates and charges (%)

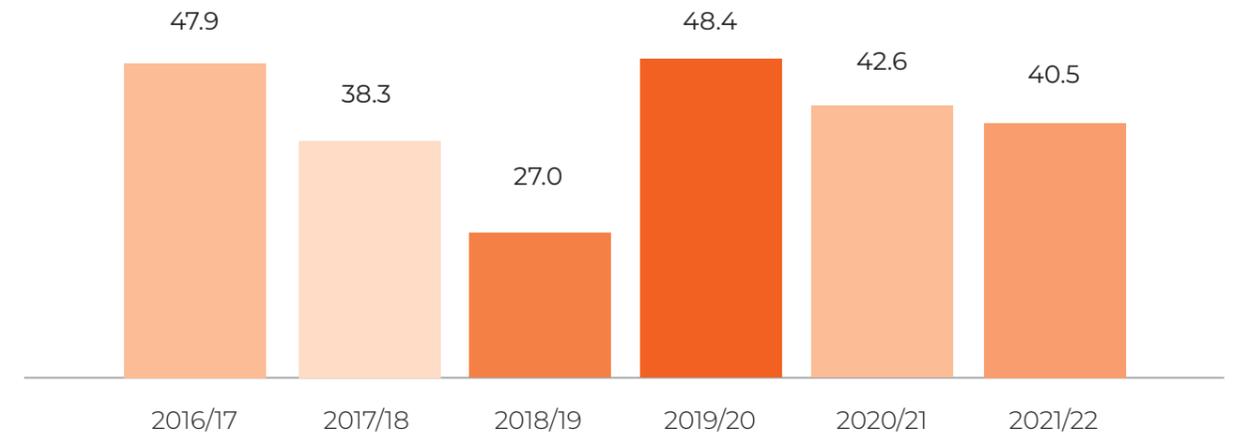


Capital investment

We invested \$40.49 million in an extensive Capital Works Program to renew and upgrade community assets throughout the municipality.

Figure 6: Capital Works Program (\$millions)

Capital works program (\$ millions)

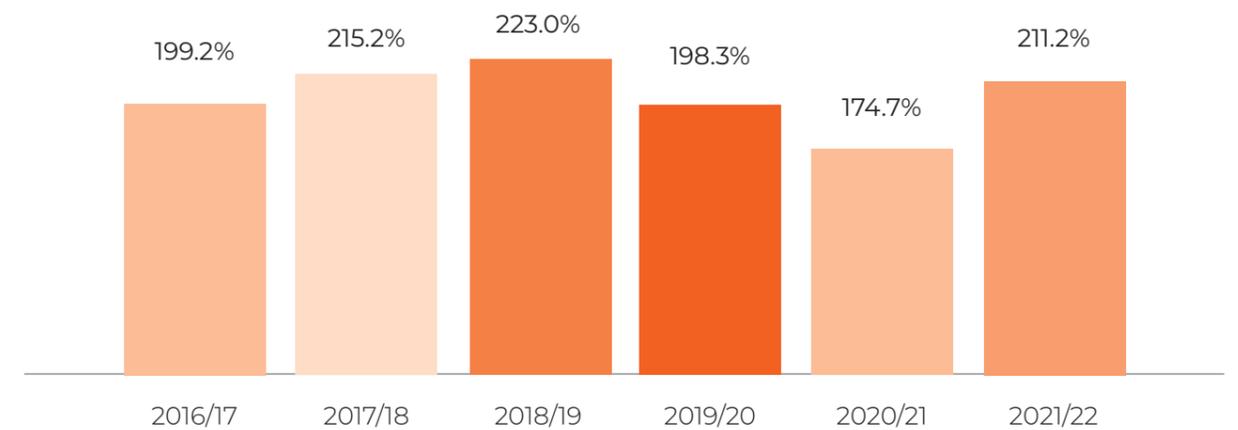


Liquidity

Cash and term deposits at 30 June 2022 were \$93.30 million, an increase of \$5.38 million from the previous year. Our working capital ratio is strong at 211.2%, which indicates that for every dollar of short-term liabilities, we have \$2.11 worth of assets.

Figure 7: Working capital ratio (%)

Working capital ratio (%)



Our year ahead

Our major initiatives for the year ahead set out what we were working towards achieving for our community and allow us to report on our progress.

These are guided by the themes of our Council Plan 2021-2025. For 2022/23 we have set a range of major initiatives and other initiatives.

Healthy Community



Major Initiatives

We will undertake evidence-based planning for equitable, inclusive and accessible services and infrastructure improvements for prominent issues including:

- Commencing gender equality impact assessments on significant Council policies, services and programs.
- Improving the range of accessible supports and services available to young people within Manningham, exploring a youth hub, advocating for improved mental health resources and working collaboratively with youth agencies.
- Developing a collaborative forum to engage with businesses, community leaders, community groups and residents from culturally diverse backgrounds, and
- Investigating extended use of community facilities, including libraries, to address social isolation.

We will work to connect service providers, community groups, local organisations and networks to improve and profile community outcomes through forums and connections.

We will educate and support connected, inclusive and healthy communities (inclusive of our culturally diverse communities) through:

- Environmental education and waste programs
- Implementing the Reconciliation Action Plan to enhance recognition of Aboriginal and Torres Strait Islander communities, and
- Resources and information that link our community to the understanding of and responses to family violence.

Other Initiatives

- We will pursue strategies to reduce the impact of gambling on the community, considering areas such as poker machines and advertising on Council buildings.

Liveable Places and Spaces



Major Initiatives

We will strengthen our principles to guide responsible planning for new developments by:

- Adopting key strategic documents including the Liveable City Strategy 2040 by December 2021 and the Environmental Strategy
- Reviewing of the Manningham Planning Scheme by June 2022.
- Investigating planning controls to enhance the protection of the environment.

We will provide ways for people to connect by:

- Prioritising grant funding to support community inclusion and connections in a way that respond to community needs.
- Delivering actions in our Transport Action Plan and Bus Network Review 2017 including contributing to the planning of the Suburban Rail Loop (SRL), Doncaster Busway, Bus Rapid Transits, bus network and service improvements and enhancing our walking and cycling network.

We will investigate and review current facility use and opportunities to develop or repurpose existing facilities and use of Council land for multi-use purposes and to meet changing community needs through:

- Finalising the Community Infrastructure Plan and commence implementing the 20 year Action Plan.
- Strengthening utilisation and performance of stadiums in conjunction with stadium managers, and
- Improving community access to sport and recreation facilities and spaces for broad community use and benefit.

- We will continue to advocate, influence and respond to the North East Link Project (NELP) authority for improved mitigation measures and environmental outcomes, particularly around urban design outcomes and to reduce to reduce construction impact of the project on the community.

- We will continue to work to maintain to a high standard our roads, footpaths and drains including the Melbourne Hill Road Drainage Upgrade.

Other Initiatives

- We will deliver the Road Improvement Program (as scheduled) including Jumping Creek Road, Tuckers Road, Knees Road and Templestowe Village connecting roads.
- We will deliver the Parks and Recreation Facilities Upgrades (as scheduled) including Petty's Reserve Sporting Development (Stage 2), Rieschiecks Reserve Pavilion Redevelopment and Deep Creek Reserve.
- We will deliver the Parks Improvement Program including Ruffey Lake Park Landscape Masterplan, New Open space on Hepburn Road, Victoria Street place space upgrade, wonguim Wilam (stage play space 2 upgrade).

Resilient Environment

Major Initiatives

We will deliver our Environmental Strategy and strengthen principles to protect the environment, biodiversity and wildlife by:

- Advocating to government and business on environmental issues.
- Improving management practices of bushland maintenance, pest animal and environmental weed control.
- Improving our monitoring, evaluating and improvement mechanisms.
- Exploring biodiversity improvement or environmental community engagement programs for local public areas in collaboration with the Wurundjeri Woi-wurrung Cultural Heritage Aboriginal Corporation, Melbourne Water and Parks Victoria.
- Exploring protection measures in the new Community Local Law
- Improving the sustainability of Council's environmental practices

Other Initiatives

We will deliver our drainage program including the Melbourne Hill Road Drainage Upgrade.

Vibrant and Prosperous Economy

Major Initiatives

We will support local businesses through:

- demonstrating leadership to increase procurement with Social Enterprises, Aboriginal Enterprises and Australian Disability Enterprises (collectively known as Social Benefit Suppliers) and local businesses
- capacity building and support through the Business Development Program
- exploring local opportunities to support local businesses to collaborate via a hub or co-working space
- implementing the recommendations in the Doncaster Hill Strategy and Economic Development Strategy to encourage and support tourism and employment opportunities.

Well Governed Council



Major Initiatives

We will explore different ways to improve community satisfaction with Council's communications on local community issues, services and activities.

We will explore ways to enhance performance reporting across social, environment and economic outcomes against community need.

We will improve our Customer Experience to better understand and meet their specific needs.

We will ensure the long-term financial sustainability of Council through preparing the Budget and 10-year Financial Plan incorporating key strategies to Council by 30 June 2023.

We will maximise public value through the systematic planning and review of Council's services and effective, early and broad engagement on projects.

We will take a proactive and motivated approach to be an open and transparent Council.

Other Initiatives

We will implement Manningham's Protective Data Security Plan Initiatives for 2022/23.

Get involved

Thank you for reading Manningham Council's Annual Report 2021/22. We hope this report has given you a good understanding of our achievements and performance. We value your feedback, and you can provide this by contacting us.

We want to hear your ideas and feedback on issues and projects that matter to you.

Connect online

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 9840 9355

Read Manningham Matters

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