



CITY OF WHITEHORSE

Quarterly Performance Report

JANUARY – MARCH 2019



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Introduction

The Quarterly Performance Report for the third quarter ended 31 March 2019 provides a detailed report of performance against the major initiatives and initiatives identified in the *Adopted Budget 2018/19*. This report also provides a high-level summary of Council's services, including highlights and challenges for the quarter. These major initiatives, initiatives, and services contribute to the achievement of the *Council Plan 2017-21*.

The Quarterly Performance Report contains the following sections:

- Section 1 – Chief Executive Officer's Overview
- Section 2 – Performance against *Council Plan 2017-21*
- Section 3 – Performance against Customer Service Targets
- Section 4 – Business Improvement
- Section 5 – Capital Works Report
- Section 6 – Financial Report
- Section 7 – Audit Advisory Committee Minutes

Section 1 – Chief Executive Officer’s Overview

I am pleased to present the Quarterly Performance Report for the third quarter ending 31 March 2019.

For this third quarter of the 2018/19 financial year we have carried out many activities from all areas of Council, including the following key highlights:

- *Nunawading Community Hub Development* – Construction is well underway on site with floor slabs, retaining walls and columns in places. Wall rendering and broken windows in the heritage building have been removed with the building cleaned up and preparation underway for construction of upper ground floors.
- *Heritage Assistance Fund (HAF) program* – Nineteen of the 22 successful applicants for the 2018/19 program grants have completed their approved heritage projects and claimed funding.
- *“Cooking for One or Two” program* – Interest continues in this program which assists clients in developing or regaining basic cooking skills and nutritional knowledge, reducing social isolation and maximising their opportunity to self-manage health and nutritional needs.
- *Chaucer Street, Box Hill* – Excavation works at Chaucer Street have commenced in preparation for the new park as part of the Open Space Development Program. Terracing works have taken place to allow for a level play space and passive lawn area for informal recreation – maximising the usable space for the community.
- *Residential Corridors Built Form Study* – Council adopted the recommendations on 29 January 2019, which provides built form guidelines for those areas in the municipality along key road corridors which will better manage outcomes consistent with the land use and the impact on adjoining areas.

The activities above, as well as many other activities outlined in this report, align directly with the strategic directions and goals (strategic objectives) of the *Council Plan 2017-21*. Of the 23 major initiatives and initiatives in the *Adopted Budget 2018/19*, three are completed, 17 are on track, two are below target and one has been deferred (see graph overleaf).

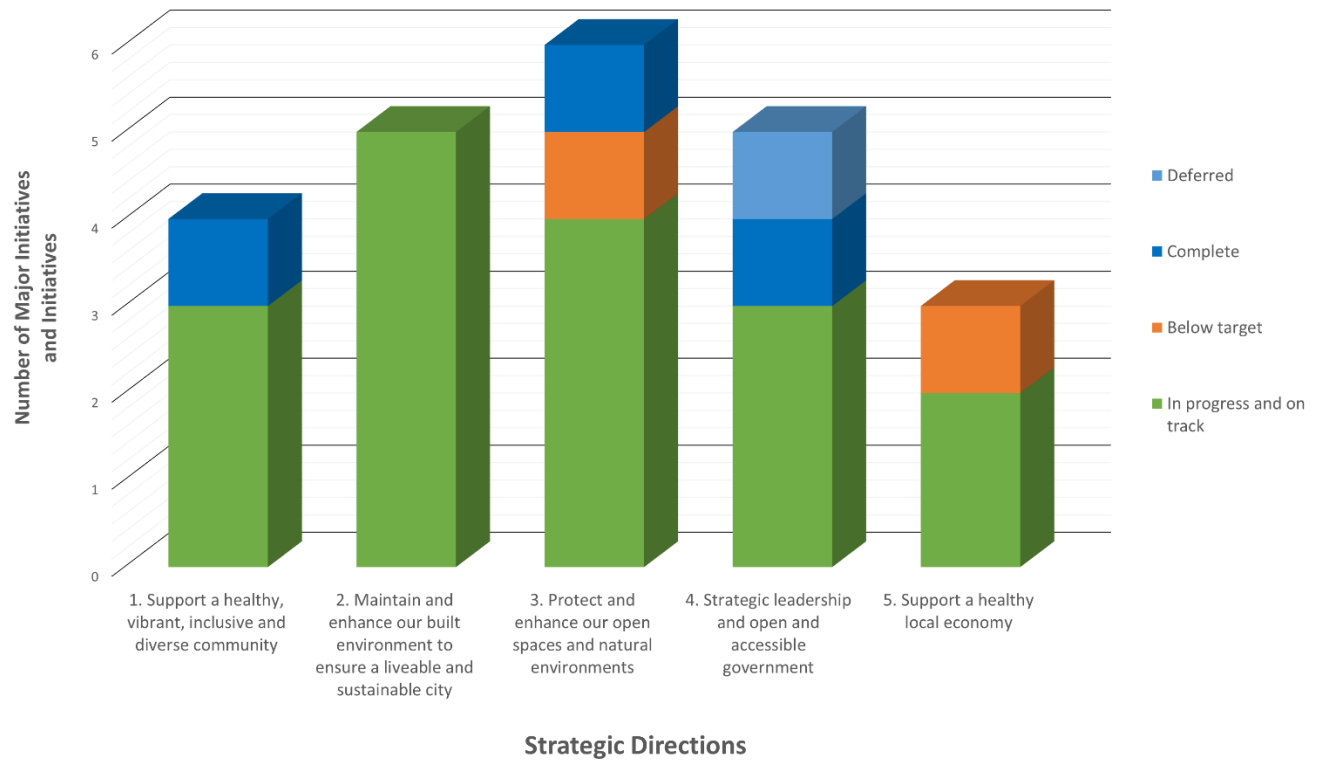
These are some of the activities that improve the municipality and contribute to the community’s vision of the City of Whitehorse as a healthy, vibrant, prosperous and sustainable city, supported by strong leadership and community partnerships.

Further details about all major initiatives and initiatives, including services provided by Council, can be found in Section 2 – Performance against *Council Plan 2017-21*.

Noelene Duff
Chief Executive Officer
Whitehorse City Council

Performance against Major Initiatives and Initiatives in the *Adopted Budget 2018/19*

January to March 2019



Section 2 – Performance against Council Plan 2017-21

This section provides a quarterly report against major initiatives, initiatives, and services, all of which are aligned to the strategic directions of the *Council Plan 2017-21*.

To assist the reader, each strategic direction is colour coded as follows:

1. Support a healthy, vibrant, inclusive and diverse community
2. Maintain and enhance our built environment to ensure a liveable and sustainable city
3. Protect and enhance our open spaces and natural environments
4. Strategic leadership and open and accessible government
5. Support a healthy local economy

Each strategic direction section is structured as follows:

- **Major initiatives** – identified in the Annual Plan, which is part of the *Adopted Budget 2018/19*, these are significant projects that will directly contribute to the achievement of the *Council Plan 2017-21* and have a major focus in the budget.
- **Initiatives** – identified in the Annual Plan, which is part of the *Adopted Budget 2018/19*, these are actions that are once-off in nature and/or lead to improvements in services.
- **Services** – Council delivers more than 100 services to the community and this report provides a snapshot of service highlights and challenges for the quarter.

For each major initiative and initiative, a ‘traffic light’ system is used to indicate trend against planned targets:



Activity tracking within planned target or complete.



Activity tracking at less than the planned target, but expected to be complete by the end of the financial year.







Activity deferred.

Not started Activity not yet due to commence.

Strategic Direction 1: Support a healthy, vibrant, inclusive and diverse community

Annual Plan Major Initiatives and Initiatives Update

Major Initiative/ Initiative	Description	Responsible Officer	Target completion date	Current Status	Progress Against Target	Progress Comments
Major Initiatives						
Nunawading Community Hub Development	Develop the Nunawading Community Hub and engage with stakeholders to develop an inviting, highly accessible place with a range of flexible internal and external spaces for active and passive activities, providing for a broad range of groups and individuals now and into the future.	Head of Major Projects and Buildings	June 2019	In Progress		Floor slab, lift pit, retaining walls, and columns in lower ground floor completed. Floor slab and retaining walls in stadium completed. Preparation is underway for construction of upper ground floor slab and slab over lower ground floor. Internal wall rendering and broken windows in heritage building removed and building cleaned up. External underground storm water and electrical services in progress. Project on schedule for completion early 2020.
Whitehorse Centre	Commence redevelopment of the Whitehorse Centre to upgrade and expand facilities to meet current and future community needs for performing arts, exhibitions and functions activities. This will include an increase in audience capacity and stage size, an additional smaller theatre, increase in foyer space and improved disability access.	Head of Major Projects and Buildings	June 2019	In Progress		Stage 2 of the Design Competition commenced with 5 shortlisted design firms. Final submissions are due early April 2019. The appointment of a Quantity Surveyor and Cost Planner has been finalised and the EOI for the Communications Consultant is currently being evaluated. The appointment of a Building Surveyor is underway.

Major Initiative/ Initiative	Description	Responsible Officer	Target completion date	Current Status	Progress Against Target	Progress Comments
Initiatives						
Initiative - Sports and Planning Development	Manage sports club growth and demand in Whitehorse proactively with employment of a Sports Planning and Development Officer	Manager Leisure and Recreational Services	June 2019	Complete	 GREEN	Sports Development and Participation Officer employed and commenced in role November 2018. This position is responsible for proactively planning and managing current and future utilisation of key Council recreation and sport facilities from a policy development and club development perspective, with an emphasis on participation, physical activity and health-focused outcomes.
Strathdon House	Commence redevelopment for the future of the Strathdon homestead and precinct	Buildings Project Management Coordinator	June 2019	In Progress	 GREEN	Conditions report due for completion end of March 2019. This quarter has included research and tours of similar facilities to inform best practice and future planning opportunities.

Quarterly Service Highlights

Service	Description	Quarterly Service Highlights
Libraries	This service represents Council's contribution to the Whitehorse Manningham Regional Library Corporation which provides public library services at four locations within the municipality. It provides a customer focused service that caters for the cultural, educational and recreational needs of residents and provides a focal point for the community where they can meet, relax and enjoy the facilities and services offered.	<ul style="list-style-type: none"> Positive feedback received from library patrons in relation to the launch of Your Reading Shelf, an online reader development service that matches borrowers to books. The inaugural Chinese Reading and Writing Festival was launched in February 2019. The two week festival was a huge success, with nineteen events being held across a two week period. The exciting mix of program events attracted 493 attendances. Speakers included Benjamin Law, Alice Pung and Elizabeth Chong. David Astle, crossword extraordinaire, shared his Desert Island Reads with 90 library patrons at Nunawading Library. A successful Summer Reading Club for children saw an increase in participants from the previous year. It concluded with a wrap up party at Nunawading Library that drew a crowd of 130 attendees. The following policies were reviewed; Records and Information Management Policy, Recruitment and Selection Policy and Workplace and Occupational Violence Policy.
Community Development	This service focuses on the development of policies and strategies and providing support to the Whitehorse community, in particular relating to areas of social health and wellbeing, ageing population, people with disabilities, diversity, volunteering, and provides community grants to local not-for-profit groups and organisations. Council also offers support with community festivals, including Chinese New Year and Moon Festival.	<ul style="list-style-type: none"> The second Women's Forum for 2018 was held in October with 170 plus participants on the topic of Inspirational Stories – From Addiction to Recovery. A collaborative, bi-language signage project titled "Theft from Motor Vehicles" was completed with Victoria Police. 206 signs were installed in ten Council car parks and community education sessions conducted. The evaluation indicates an increased community awareness of the need to remove valuables from parked cars to reduce theft. A Free from Violence grant was given from the DHHS of \$90,000 over 12 months. This grant is to work within Council and the community to prevent family violence and to promote gender equality in diverse settings. A key outcome will be the development and implementation of an action plan. Whitehorse City Council is participating in the East Interfaith Unite for Safety and Respect project, in collaboration with Manningham, Monash, and Boroondara Councils. At a recent meeting, fifteen participants from diverse faith communities contributed to a shared understanding about the prevention of family violence and future activities to promote safety and respect. 150 Senior Whitehorse Residents met at the Whitehorse Centre in September to celebrate the commencement of the 2018 Whitehorse Seniors Festival. The event was opened by the Mayor and involved a stage show by Wendy Stapleton followed by a high tea. Council is participating on the Regional Family Violence Partnership – Prevention of Violence against Women with Disability working group, which recognises that women with a disability are more likely to experience violence but also face barriers accessing services and supports. Council in partnership with the National Disability Coordinating Office (NDCO), Gateway and Outer East LLEN, and Monash and Knox City Councils hosted the "Back to Basics" forum which introduced students and their families to strengths based approaches and providing an opportunity for young people with a disability to have conversations with education, training

Service	Description	Quarterly Service Highlights
		<p>and employment providers to explore choices, supports and possible pathways. As part of this project the Strengths Based Career Planning Guide was developed in partnership with young people attending disability services and members of Councils Youth Representative Committee.</p> <ul style="list-style-type: none"> ▪ The Disability and Reconciliation Advisory Committees met during the last quarter. ▪ The Eastern Affordable Housing Alliance met and further developed their advocacy campaign around an increase in social housing across the Eastern region ▪ The Whitehorse Community Grants program opened for 2019. This year Council is trialling an online application process called "Smarty Grants". Information and training sessions have taken place as well as ongoing support to the local community.
Arts and Cultural Services	<p>This service provides a diverse and ongoing program of arts, cultural and heritage events as well as access to the Whitehorse Art Collection, meeting room hire and function services. Cultural facilities include the Whitehorse Centre, Box Hill Town Hall and other minor halls, Box Hill Community Arts Centre, Whitehorse Artspace, Schwerkolt Cottage and Museum Complex. A range of Council events are also offered including the Australia Day Concert, Carols Concert, Spring Festival, Heritage Week and Swing Pop, Boom! Music Series. Council also offers support with community festivals including Chinese New Year and Moon Festival.</p>	<p>Box Hill Community Arts Centre</p> <ul style="list-style-type: none"> ▪ Courses and Workshops Experienced excellent attendance for art and craft programs. Overall there has been a 30% increase from the same time last year in bookings for courses and workshops, particularly for the adult and children programs. ▪ Holiday Programs There was a great attendance rate of 80% for the holiday programs on offer in January 2019. One parent commented 'how wonderful the program was and how great the range of programs were'. ▪ Exhibitions There have been a wide range of exhibitions on display in the Exhibition Foyer. Two local artists - <i>Tasmina Majles</i> and <i>Ash Khiani</i> - exhibited their work to good responses. Works by Women from the Whitehorse Art Collection, featured during the week of International Women's Day, and attracted steady visitation. Ondru: Walking in My Shoes has also attracted positive reviews from visitors. This exhibition portrays poetic images and words by culturally diverse residents. <p>Heritage</p> <ul style="list-style-type: none"> ▪ Heritage Week – Planning has commenced for Councils annual Heritage Week Program scheduled from the 13-19 September, 2019. In collaboration with the local historical societies and Whitehorse Manningham Library the program will be delivered on the theme of 'Healthy Heritage' as we remember and showcase the history of health and wellbeing in the community. ▪ Schwerkolt Cottage and Museum Complex - our prime heritage facility continues to enjoy good visitation and positive feedback from the community. Visitor statistics are tracking well, including private group tours of the Cottage and Museum. <p>Box Hill Town Hall</p> <ul style="list-style-type: none"> ▪ The Town Hall continues to provide a variety of services and host an array of events including the recent Mummycon Expo which aimed at assisting expectant and new mums. The Red Cross also returned for its regular mobile Blood Bank and will be on site again twice more this year. ▪ Community Halls continue to be used by a wide range of groups including a culturally diverse range of Senior's groups, as well as a vast array of special interest groups including Discobility, Eastern Photography, and the Eastern District Budgerigar Society.

Service	Description	Quarterly Service Highlights
		<p>Festivals</p> <ul style="list-style-type: none"> ▪ Whitehorse Australia Day Concert & Fireworks was successfully delivered on Saturday 26 January. The concert and fireworks were very popular with the crowd with an attendance of approximately 15,000 people. ▪ Swing Pop Boom <ul style="list-style-type: none"> ○ Moonlight Cinema – Morack Golf Course This outdoor cinema event was held at the Morack Golf Course with approximately 350 people in attendance. The film, The Greatest Showman was chosen by the community in an online poll, and was thoroughly enjoyed by the families in attendance. ○ Town Hall Tunes – Box Hill Town Hall This indoor concert was well received and attended by many senior citizens. With approximately 350 in attendance, the great orchestral classics performed by a 15 piece orchestra were a highlight, with most of the crowd visiting the Whitehorse Artspace next door. ○ Shake at the Lake – Blackburn Lake The final Swing Pop Boom event of the season was successfully delivered with approximately 750 people in attendance. Attendees enjoyed a dance-filled program of music, including swing, jazz, and classic British rock tunes. ▪ Global Fiesta 2019 held at Box Hill Gardens saw the biggest crowd to date with approximately 4,800 people in attendance. The weather was a perfect, and families were out in force to enjoy the vibrant stage performances, rides, character meet and greets and wonderful community driven programming. <p>Whitehorse Artspace (Art Collection & Programs)</p> <ul style="list-style-type: none"> ▪ Exhibitions To coincide with Chinese New Year celebrations the gallery opened with the exhibition, Ink Rhythm – Mon Yun. Many Asian-Australians visited the exhibition to enjoy the traditional Chinese ink-paintings on scrolls and canvas. The second exhibition Things of Clay, Stone & Wood has been an excellent opportunity to display treasured ceramics, timber and stoneworks from the Whitehorse Art Collection. Four contemporary artists were also invited to display their new ceramics created in 2018 and 2019. ▪ Public Art Maintenance including conservation, was completed on ceramic and metal seating at the Box Hill Community Arts Centre early this year. <p>Whitehorse Centre</p> <ul style="list-style-type: none"> ▪ A very successful start to both the Main Season and Midweek Matinee program with all shows sold out. Audience favourites included Rhonda Burchmore in ABBA-solutely Fabulous and the extraordinary acrobatic talents of the internationally touring company Circa in Peepshow. ▪ The Centre hosted a number of community and Not for Profit clients' events including a joint Council and Women's Health East workshop for girls to learn programming and coding skills. Students were also in attendance at the Gateway LLEN event where the keynote speaker was Paralympic gold medallist, radio host and motivational speaker, Dylan Alcott OAM.

Service	Description	Quarterly Service Highlights
Parks Planning and Recreation	This service manages the utilisation of community recreation facilities such as sporting grounds and pavilions, provides support to community groups and provides planning and strategy development for parks and recreation facilities and infrastructure.	<p>Sporting Facilities Guide</p> <p>The Sporting Facilities Guide (SFG) provides the operational framework for the use and development of Council's seasonally allocated sport facilities. Council endorsed the release of the draft SFG with proposed changes for consultation with the community. Community feedback is currently being considered.</p> <p>Pavilion Redevelopments</p> <p>Council has appointed a contractor to undertake the redevelopment of Walker Park Pavilion in Mitcham and Morton Park Pavilion in Blackburn. These pavilion redevelopments will provide modern facilities that are well-designed, flexible and accessible. These community assets will allow increasing participation in local sports and strengthen the local community. Temporary site facilities are now in place and construction works will begin shortly.</p> <p>Sports Ground Lighting Upgrade</p> <p>The sports ground lighting at Vermont Reserve is being upgraded with construction works currently underway as part of Council's Floodlighting Renewal Program. The lighting upgrade involves new light towers and light fittings and will provide a higher standard of lighting for the sporting users of this reserve.</p> <p>Mont Albert Reserve Safety Netting</p> <p>Construction has commenced on the safety netting improvement project at Mont Albert Reserve. The main purpose of this project is to mitigate the risk of errant balls leaving the site and potentially causing injury to other park users, residents and to damage to property.</p> <p>Winter Seasonal Bookings finalised</p> <p>Seasonal booking allocations for the 2019 Winter Season were completed which involved allocating 32 Clubs, 50 sports fields and 34 Pavilions.</p> <p>Whitehorse Sport and Recreation Australia Day Trophy</p> <p>On Australia Day each year, the Mayor of the City of Whitehorse presents a number of Awards to community members and groups including the Whitehorse Sport and Recreation Australia Day Trophy. The trophy is awarded to a sporting club, recreation club or community group based in the City of Whitehorse that has either run a project that benefits the broader Whitehorse community or provided opportunities that benefit the broader Whitehorse community. The 2019 winner was Emmaus St Leos Old Collegians Football Club. This is in recognition of the club's contribution to the Whitehorse community which provides a variety of benefits to the club's 130 members and the wider Whitehorse community including numerous initiatives such as mental health awareness raising and support, fundraising for the Breast Cancer Foundation, Deakin University student partnerships, professional mentoring and financial assistance programs.</p>

Service	Description	Quarterly Service Highlights
Leisure Facilities	This service provides the Whitehorse community with a range of leisure facilities including Morack Golf Course, aquatic facilities including Aqualink Box Hill and Aqualink Nunawading, Sportlink and Nunawading Community Centre.	<p>Through January (AQBH) and March (AQN) the Watch Around Water (WAW) program was highlighted to all patrons. An education water safe week was held at Aqualink Box Hill which involved staff interacting with parents and children. Information on the importance of remaining actively supervising children around water as well as general water safety education was the focus.</p> <p>The Aqualinks conducted a 1/2 Price member joining fee promotion which ran from 25 January - 5 February 2019. The offer was promoted at the City of Whitehorse Australia Day Festival, around the Centre's and through local and social media channels. A total of 150 new members took up the offer and are commencing their exercise and health journeys.</p> <p>Aqualink Box Hill's externally run school holiday program through Team Kids was a hit in January with an increase in bookings through the month and a full day multi activity service for children on offer. In addition, Aqualink Box Hill hosted programs for Netfit, Tiptenn Tennis Academy, Soccajoey's and No Limits Basketball providing a plethora of choice for patrons. Kelly Mini Sports ran their first School Holiday program over January and it was a huge success with high participation. This is a welcome addition to the school holiday offerings as the first program to cater for a younger demographic, 1 to 5 year olds.</p> <p>Member retention events held:</p> <ul style="list-style-type: none"> February - 744 members participated in a body composition scan to understand more about their health and bodies and many members followed up with gym staff to modify their programs. March - excitement built with over 100 members and friends sign up to participate in the Aqualink Footy Tipping competition and follow up discussions about the games on the gym floor after each weekend. Seminars were also held for interested members on 'setting yourself up for success' with an external presenter taking the members through tips and tools for strategies to overcome mental blocks, increase resilience and raise individual expectations for high performance. The members who attended provided feedback the sessions were very valuable. <p>The Whitehorse Netball Association (WNA) season at Sportlink commenced in February. WNA have a number of competitions running throughout the week including Saturdays, Mid-Week Ladies, a domestic comp on Thursday evenings targeting mixed and women's teams, and a GO program on Monday afternoons catering for young beginner participants. The All Abilities Netball competition started up in 2019 with two of the teams recently winning both section 1 & 2 of the Doncaster Regional Netball Tournament.</p> <p>The hot and dry conditions experienced over summer did not deter golfers at Morack Public Golf Course with 15,783 golf rounds played and over 1,000,000 balls hit on the driving range.</p> <p>A new all-weather shelter was installed on the 4th tee at Morack Public Golf Course as part of the 2019/20 capital works program. The new shelter has been well received by golfers. Also, AFL goal posts were installed on the driving range providing golfers with a new target to test their accuracy which has been a great hit with golfers.</p>
Sports Fields	This service maintains Council's network of sports fields to the required service standards allowing the community to safely participate in organised and informal community sport. It is	<ul style="list-style-type: none"> Completion of Mahoney's Reserve Middle Oval reconstruction under our Sportsfield Ground Renewal including new drainage, irrigation systems & new playing surface Completion of Sportsfield Irrigation Renewal to Mahoney's soccer pitch. Completion of our summer sports, including hosting many cricket finals at various sports fields. Construction of new cricket nets at Forest Hill Reserve is 70% completed




Service	Description	Quarterly Service Highlights	
	responsible for the design, installation, maintenance and renewal of sports field infrastructure and the supervision and project management of sports field capital projects.	<ul style="list-style-type: none">Preparation and transition from Summer to winter sports including ground renovations, installing of goal posts and winter cricket coversBallyshannassy ovals reopened to the public in December after being re-laid. The turf establishment has gone well and the playing surface is a significant upgrade.Regular ongoing maintenance has included scarifying of Mont Albert reserve and Springfield ovals with significant improvement to the playing surfaces resulting.	
Whitehorse Home and Community Services	This service provides a range of home and community care services, supporting people who are elderly, frail or with disabilities and their carers to stay active, independent and living at home as long as possible. Services include home delivered and community based meals, personal and respite care, transport, domestic and home maintenance, planned activities and social support, and social housing at two residential housing facilities.	The following services have been delivered by WHACS:	
		Regional Assessment Service (RAS)	532 assessments (2,711 hours)
		Service referrals received	674 consumers
		Occupational Therapy	252 hours
		Domestic Assistance	18,003 hours
		Personal Care	5,448 hours
		Respite Care	985 hours
		Home Modifications & Home Maintenance	1,447 hours
		Food Services	19,989 meals
		Assistance with food preparation	542 hours
		Social Support Groups	6,549 hours
		Assisted Transport	1,026 hours
		Escorted Activities (e.g. shopping, appointment, etc)	2,976 hours
Transport (community)	10,318 trips		
	The increase of consumers choosing Whitehorse City Council as the provider of their Home Care Package has been sustained, with 105 clients with complex needs continuing to choose Council services to support their independent living. We also:		
	<ul style="list-style-type: none">Received 674 referrals for consumers via My Aged Care with 991 services commenced within allocated key performance indicators.Continued collaboration with Eastern Region Local Government Aged Services Managers on regional sector issues driven by ongoing aged care and disability reforms.Continued advocacy to the Australian and Victorian Governments for appropriate levels of needs-based funding to support vulnerable residents of any age to live independently in their local Whitehorse community. Federal Budget announcement of the block funding extension for the Commonwealth Home Support Programme (CHSP) for an additional two years until 2022 is seen as a positive advocacy outcome for the community to continue accessing in-home support services without disruptions.		



Service	Description	Quarterly Service Highlights
		<ul style="list-style-type: none"> ▪ Undertook effective and successful management of the Listeriosis outbreak caused by the meals supplier. Emergency response and recovery resulted in timely information to all meal's recipients, withdrawal and destruction of potentially contaminated food, sourcing of a new meals supplier and timely meals delivery supporting nutritional needs of the consumers. ▪ Regional Assessment Service (RAS) has assessed needs of 532 older people (2,711 hours) seeking home and community services to support independent community living and referred them to the most appropriate support services. A total of 178 assessment and care coordination hours provided for people under 65 years to support their testing for NDIS, facilitate their connections with the most appropriate support and transition to NDIS for eligible consumers. ▪ Growing interest in accessing "Cooking for One or Two" Program assisting clients with developing or regaining basic cooking skills and nutritional knowledge, reducing social isolation and maximising their opportunity to self-manage health and nutritional needs with 126 hours of services delivered for this quarter. ▪ Continued Intergenerational Partnership Project between Mountainview Cottage & Star Fish Child Care Centre. Consumers and children participated in a St Patrick's Craft Activity day where consumers had an opportunity to share their craft skills with children 4-5 years of age.
Family Services	This service area provides family oriented support services including centre based childcare (Whitehorse Early Learning Service), integrated kindergarten, inclusion support, maternal and child health and youth support services.	<p>Early Childhood Service Highlights</p> <ul style="list-style-type: none"> ▪ Successful application of the Whitehorse Continuous Improvement methodology, to achieve efficiencies with the enrolment placement process for WELS resulting in an improved customer experience and a 1.6% increase in average utilisation for the period Jan – Feb 2019. ▪ Successful transition of families over to an electronic sign in and out system for the WELS centres. <p>MCH Highlights</p> <ul style="list-style-type: none"> ▪ Birth Notifications for the quarter: 447 providing a total of 1,264 birth notifications for the 9 month period to the end of March 2019. ▪ Total MCH consultations with mothers with children 0-4 years for the quarter equated to 3,740. This provides a total of 13,580 consultations provided to families for the nine month period to the end of March 2019. ▪ The Mother Goose Program which is a supported playgroup for highly vulnerable families, commenced in conjunction with Eastern Health and has been very successful ▪ All MCH nursing staff are undertaking training in the new Family Violence Information Sharing Scheme and the Child Information Sharing Scheme ▪ The MCH team leader is now attending the Intensive Infant Risk Panel which is convened by DHHS and provides the opportunity for all service providers to meet and collaborate regarding client care. <p>Youth Service Highlights</p> <ul style="list-style-type: none"> ▪ Recruitment of young people to Whitehorse youth volunteer committees (FReeZA Committee - 10 young people and Whitehorse Youth Representative Committee – 12 young people) finalised. Both Committees to undertake appropriate training and to commence looking at appropriate events and activities. ▪ Work towards young people being integrally involved in the facilitation / posting of Youth Services social media in line with appropriate guidelines.

Service	Description	Quarterly Service Highlights
		<ul style="list-style-type: none"> Planning for Victorian Youth Week events and renovation at Youth Connexions to ensure the needs of young people are appropriately met.
Environmental Health	This service area provides health education and protection services such as immunisations, food safety management, communicable disease surveillance, tobacco control and environmental protection.	<ul style="list-style-type: none"> Meeting Council's statutory requirements under the Food Act and Public Health & Wellbeing Act: - <ul style="list-style-type: none"> 223 (1,090 YTD) Mandatory Assessments/Inspections 62 (149 YTD) Complaint Inspections 109 (269 YTD) Routine Inspections 37 (224 YTD) Non Compliance/Follow Up inspections 8 (42 YTD) Formal Orders/Notices issued which includes PINs and Seizures A total of 2,344 (6,707 YTD) vaccinations were administered to 1081 (3,074 YTD) children for the quarter as part of Council's public childhood immunisation program A total of 2,923 (5,469 YTD) vaccinations were administered as part of Council's school immunisation program Met targets under MAV Service Agreement for Tobacco control activities under the Tobacco Act including education visits and assessments and responding to complaints.
Compliance	This program includes a range of Council's regulatory functions to ensure the safety and wellbeing of the community including domestic animal management, school crossing supervision, Council's local law framework and managing parking controls across the municipality to ensure fair and equitable access to on-street parking for the community, and to ensure that streets are safe for pedestrians and other road users.	<ul style="list-style-type: none"> 7,854 Service Requests actioned in total in this quarter with 86% of them completed on time. Implemented an initial rollout of a waste management bin permit for laneways within Box Hill that has removed rubbish, nuisance and other environmental issues, along with remove an impeding blockage on the roadway. Rollout will continue until there are no bins on Council land without a permit. Working closely with the Waste Management Department to find a solution for the dramatic increase in customer service requests relating to dumped waste. Issued 11,773 parking infringements with vehicle detection unit infringements continually exceed monthly contractual requirements with inspection programs proving to be effective. Infringement Review Team completed 90% of appeals within 10 business days. The Final Notice process for infringements has reduced the volume of fines being referred to Fines Victoria and the associated costs by 28%.

Strategic Direction 2: Maintain and enhance our built environment to ensure a liveable and sustainable city

Annual Plan Major Initiatives and Initiatives Update

Major Initiatives/ Initiatives	Description	Responsible Officer	Target completion date	Current Status	Progress Against Target	Progress Comments
Major Initiatives						
Harrow Street Carpark Redevelopment	Complete the design stage of a multi-deck car park.	Head of Major Projects and Buildings	June 2019	In Progress	 GREEN	Works are progressing well and car park is scheduled for opening in early July 2019. Structural steel erection and concrete slab construction in progress with level 5 concrete slab programmed in mid-April. Façade and canopy cladding due to commence in late April 2019.
Initiatives						
Pavilion Redevelopment	Commence the redevelopments of the Morton Park Reserve Pavilion, Walker Park Reserve Pavilion, Elgar Park South Pavilion and Terrara Park Pavilion.	Head of Major Projects and Buildings	June 2019	In Progress	 GREEN	<p>Moreton and Walker Park Pavilions The construction of Moreton and Walker Park Pavilions have been awarded to 2 Construct PL. Currently the site compounds are being established. Commencement has been delayed due a nationwide shortage of temporary facilities for club use. The anticipated commencement date for construction for Walker Park Pavilion is mid-April and Moreton Park Pavilion redevelopment will commence shortly after this date. Anticipated completion date for Walker Park remains in mid- December 2019. Moreton Park Pavilion scheduled for completion early 2020.</p> <p>Elgar South Pavilion The appointment of a head contractor is currently underway with the tender being released to shortlist contractors early April. Evaluation is scheduled for mid-May 2019. Anticipated completion is mid-May 2020.</p> <p>Terrara Park Pavilion Katz Architects PL has been awarded the project and stakeholder consultation is currently in progress including a review of concept design submission for the pavilion. Completion of tender documentation anticipated September/October 2019.</p>
Morack Golf Course	Design development for Morack Golf Course	Manager Leisure &	June 2019	In Progress	 GREEN	Planning on the Morack Golf Course Redevelopment project is progressing well. The masterplan site concept plan has been

Major Initiatives/ Initiatives	Description	Responsible Officer	Target completion date	Current Status	Progress Against Target	Progress Comments
	Pavilion, Driving Range and Mini Golf Facility Construction.	Recreation Services				updated to accommodate a number of high retention trees as recommended by the project arborist. Centrum Architects have been appointed as Lead Architect and will prepare a concept plan to consider and meet the masterplan concept plan and project brief. Future Foods have also been appointed to as an expert consultant for the café/kitchen proposal and operational aspects. Centrum will present draft concept plan to the Project Control Group mid-April 2019.
Transport Strategy for Box Hill Metropolitan Activity Centre (MAC)	Commence development of an integrated transport strategy for the Box Hill MAC and surrounds to address current and future transport and traffic issues.	Manager Engineering and Environmental Services	June 2019	In Progress		The background study for the Transport Strategy is well underway and mainly includes transport data for how people travel to and from Box Hill. As part of the study, officers have engaged key stakeholders including Department of Transport, VicRoads, and Vicinity Centres. AECOM submitted the draft report for Council review in late March 2019. The final report is expected to be completed by early June 2019.
Residential Corridors Study	Implementation of guidelines from the Residential Corridors Study to address design of new development in the Residential Growth Zone along major road corridors.	Manager Planning and Building	June 2019	In Progress		The Built Form Guidelines were adopted by Council on 29 January 2019. Council also resolved to seek authorisation for a planning scheme amendment to implement the guidelines

Quarterly Service Highlights

Service	Description	Quarterly Service Highlights
Strategic Planning	Strategic planning functions include development and implementation of structure plans and Urban Design Framework development; review and updating of the Whitehorse Planning Scheme, as well as local planning policy projects. The program also includes a Heritage Adviser and provides for the department's additional role of implementing Structure Plans and managing Council's Place Making Program in Box Hill.	<ul style="list-style-type: none"> Further work on tree protection controls (SLO9) completed and adopted by Council 18 March 2019. Residential Corridors Built Form Study adopted by Council 29 January 2019. Progress on the Box Hill Vision Project with initial community consultation in February, two Stakeholder Reference Group meetings, officer workshop, Council briefing and preparation of Draft Analysis and Options report including 3D modelling framework. Review of Development Plan for 16-18 Spring Street, Box Hill following the Fast Track Government Land Service process last year (Amendment C197) to rezone the site to Mixed Use and apply a Development Plan Overlay. Input from Strategic Planning Unit on Affordable Housing Project (having successfully applied for a State government grant of \$50,000), Box Hill Community Infrastructure Assessment, Box Hill Integrated Transport Study (in progress), Box Hill Open Space Strategy review, North East Link, Burwood Brickworks implementation and other projects Amendment C215 and C216 – Application for interim Heritage Overlay (HO) and sought authorisation for permanent HO on the site under threat of demolition. Consultants appointed and commenced review of the Commercial 1 Zone in the Tally Ho Activity Centre Nineteen of the 22 successful applicants for the Heritage Assistance Fund have completed their projects and claimed the funding Built Environment Awards nominations closed in March and are being reviewed. Responding to major changes to the Whitehorse Planning Scheme via the State government's Smart Planning program
Statutory Planning	Statutory land use planning including processing applications, amendments and subdivisions, together with ensuring compliance of land uses and developments with Whitehorse's planning controls.	<ul style="list-style-type: none"> Received an increasing number of new applications over this quarter, with 99 new applications in January, increasing to 142 in March. This is a significant increase when compared to the same quarter last financial year. The number of VicSmart applications, whilst reducing towards the end of last year, have increased again this quarter. Planning officers continue to determine comparable application numbers as newly lodged applications for February and March; January decisions were low, however this is typical of this time of the year. Six consultation forums were held through February and March (none were held in January) however, VCAT hearings continued throughout this period. Extension of the SLO9 overlay controls ensured that phone and counter enquires remained high throughout this period. Applications determined within 60 days has dropped to 30%, however this is more a reflection of the time of year when industry closes over Christmas and January, however the statutory processing of applications by Councils continues (as does the stat clock). This causes statutory decision times to increase.

Service	Description	Quarterly Service Highlights
Building Services	The principal focus of this program is to enhance the health, safety and amenity of the built environment through administration of Council's responsibilities under the <i>Building Act 1993</i> and <i>Building Regulations 2006</i> . The program includes the administration, education and enforcement of various public and community safety aspects, provision of a community focused building permit service, maintenance of various registers and records required by the <i>Building Act 1993</i> , provision of information and investigation of building related matters.	<ul style="list-style-type: none"> ▪ In collaboration with the Victorian Building Authority (VBA) we are auditing a number of buildings with combustible cladding and making them fire safe. The VBA as part of state-wide cladding audit have presented council with a new list of buildings of interest and we are working through the list to identify further buildings that may require a building audit. The building types vary from residential towers through to assembly buildings and schools. As for all Municipal councils this will be a challenge for all building professionals engaged in the process of making the buildings safe. ▪ Now 100% lap-top reliant for a mobile working office and receiving continued support from the digital team in order to meet the every changing regulatory demands of Local and State government. Council is working with the VBA in order to meet the new reporting provisions in the Building Regulations 2018 in relation to issuance of building permits and relevant permit information to be reported upon. ▪ Continuing to work with other council departments on delivering building permits and certification for a number of council building projects, regular clients and ratepayers.
Engineering Services	This includes provision of transport engineering services including strategic traffic and sustainable transport planning and traffic investigations and reports; capital works project scoping, design and construction supervision; civil asset protection, and the strategic management of Council roads and drainage assets.	<p>Design and Construction Completed:</p> <ul style="list-style-type: none"> ▪ Road reconstruction works for Victoria Crecent, Mont Albert. ▪ Road pavement reconstruction works at South Parade, Blackburn. ▪ Play space upgrades at R.E Gray Reserve, Nicoll Park and Jean Lake Reserve. <p>Continued:</p> <ul style="list-style-type: none"> ▪ Works for the Linum Laurel Boongarry Road Improvement Special Charge Scheme. ▪ Local Road Resurfacing Program. ▪ Detail design of future road reconstruction projects. ▪ Sports Field Lighting upgrade design for Bill Stewart (Athletics Track) and infield which is being used for soccer. ▪ Preliminary design for future stages of streetscape improvement works at Mitcham Shopping Centre. ▪ Detail design works for streetscape improvement works at Blackburn Village and Vermont Village Shops. <p>Commenced sports field lighting upgrade works at Vermont Recreation Reserve; and play space upgrade works at Gardiners Creek and Eley Road Reserve.</p> <ul style="list-style-type: none"> ▪ Sought quotations for sports field lighting detail design for Morton Park (West and East) Ovals. ▪ Tendered car park improvement works for Morton Park (eastern gravel car park). ▪ Tendered sports field lighting upgrade works at East Burwood Reserve. ▪ Tendered Mitcham Shopping Centre streetscape improvement works - Stage 4. ▪ Awarded and commenced drainage improvements and upgrade works at two locations in Collina Glen. ▪ Awarded and commenced sports field lighting detail design for Springfield Park (West Oval) and Walker Park.




Service	Description	Quarterly Service Highlights
		<p>Transport</p> <ul style="list-style-type: none"> Continued to advocate to the State Government for positive outcomes for the Whitehorse community from the North East Link project Hosted <ul style="list-style-type: none"> 1 x 'Wiser Driver' program for older road users 1 x Child Restraint Fitting Clinic in March. 2 x adult bike skills courses in March Promoted National Ride to School Day with Whitehorse Schools Attended the Smart Urban Futures conference, hosted by Victoria Walks and the Municipal Association of Victoria. Collaborated with graphic design students at Box Hill Institute, to assist in the development of a road safety campaign targeting mobile phone distraction while driving. Placed Council's speed observation trailers in 69 local streets to remind drivers to slow down and be aware of other road users Continued delivery of the 'L2P' learner driver mentor program
City Works	<p>This service is responsible for ensuring the ongoing cleanliness and maintenance of Council's roads, footpaths, kerb and channel, stormwater drainage pits and pipes, roadside furniture, bridges, path structures and shopping centres within the municipality including street sweeping, litter bin collection, removal of dumped rubbish and the provision of an afterhours emergency response service.</p>	<ul style="list-style-type: none"> Attended to 3,479 requests. Made safe 210 footpath slabs. Replaced 1,918 square metres of footpath slabs. Repaired or replaced 386 signs. Cleaned 649 stormwater drainage pits. Cleared 1,604 lineal meters of stormwater drainage pipe. Removed 55 tonnes of rubbish from Gross Pollutant Traps. Responded to 612 requests to collect dumped rubbish. Collected 52 tonnes of dumped rubbish. Collected 54 dumped mattresses. Collected 90 tonnes of waste from Council's street litter bins. Attended to 260 sites to remove graffiti vandalism. Removed 2,148 square metres of graffiti from Council and private property. Responded to 201 after-hours emergency requests. Swept 794 tonnes of rubbish and debris from Council roads and car parks. Continued BBQ cleaning, township cleansing and cleaning of conventional and automated public toilets. Continued the pavement crack sealing program and linemarking maintenance program. Continued capital renewal program for kerb and channel, footpaths and drainage pit lids. Replaced the deck and painted the bridge in Kalang Park. Continued the design to replace the road bridge in Main Street, Blackburn.




Service	Description	Quarterly Service Highlights
Fleet and Workshop	This service provides for the operation of Council's Operations Centre and the replacement, maintenance, insurance and registration costs of Council's plant and vehicle fleet.	<ul style="list-style-type: none"> Continued to service and maintain fleet of vehicles and plant in Council's Workshop. Received delivery of: <ul style="list-style-type: none"> 12 replacement passenger vehicles Track loader for the Recycling and Waste Centre; Mobile lift for the Whitehorse Centre; Electric cart and compact utility tractor for the Nursery; and Four utility vehicles for City Works and ParksWide.
Major Projects and Buildings	This service is responsible for the planning and delivery of major projects.	<p>Major projects include the Nunawading Community Hub development, Whitehorse Centre redevelopment and Harrow Street Carpark redevelopment.</p> <p>Other initiatives include Strathdon House redevelopment, various pavilion redevelopments and the Morack Golf Course redevelopment.</p>
Assets and Capital Works	This service is responsible for the development, monitoring and performance reporting of Council's Capital Works Program and the planning and implementation of asset management improvement initiatives across the organisation including the continuing implementation of Council's corporate Asset Management System.	<p>Capital Works Achievements</p> <ul style="list-style-type: none"> Total expenditure for the quarter was \$13.8m, accounting for just over half of annual expenditure to date at \$26.1m. The areas with the most expenditure over the quarter were Buildings at \$6.5m, Roads at \$2.3m and Plant, Machinery & Equipment at \$1.4m. Outstanding orders at the end of the quarter were at \$18.4m, progressing towards the forecasted budget of \$60.1m. There are \$15.7m in uncommitted funds available to be expended in the final quarter in the Capital Program. <p>Asset Management Strategy Update</p> <ul style="list-style-type: none"> Commenced the rollout of a mobile computing solution for Councils asset management system. Currently Phase 2 is underway supporting City Works and Facilities Maintenance. Commenced a review of Councils Asset Management Pages on the Website and Intranet. Finalised the review of Councils Asset Data Inventory. Completed stage 1 of the asset data auditing regime. Completed a review of Asset Data Structures to assist with the Digital Strategy. Completed an Asset Management Skills Gap Analysis with training programs scheduled. Completed a review of the IT Asset Management Plan. Guided the hazard inspection and condition assessment regime for Open Space assets. 80% of the review for the roads and drainage asset management plans has been completed. 50% of the review for the open space and fleet asset management plans has been completed.
Public Street Lighting	This service provides street lighting throughout Whitehorse.	Ongoing provision of services for requests regarding public lighting. Council investigates additional lighting if required, and undertake community consultation prior to installation.

Service	Description	Quarterly Service Highlights
Facilities Maintenance	This service provides reactive and preventative maintenance and minor capital renewal of Council's many buildings and structures. Includes scheduled inspections and maintenance to satisfy Building Code Essential Safety Measures Regulations and defined level of service standards to ensure the facilities present in a safe, secure and fully operational state for use by Council staff and the public.	<ul style="list-style-type: none"> A total of 1619 work orders were raised with 645 various reactive maintenance request visits, 947 programmed / preventative maintenance visits and 27 for capital renewal works. Regular Essential Safety Measure (ESM) inspections were carried out at 200 buildings (1040 ESM inspections) and completed all remedial works which were identified during ESM routine inspections. Fire Engineer from Irwin Consult conducted peer review to Fire Engineering Assessment report for Aqualink Box Hill to determine combustibility (Façade) Testing and tagging of 7 facilities (514 tags) <p>Various capital works projects were completed, which included:</p> <ul style="list-style-type: none"> Progress payment for the Operations Centre Switchboard/ Standby Generator upgrade Horticultural Centre Solar upgrade and battery installation Asbestos removal at Heatherdale Tennis club Heat exchanger for Civic Centre HVAC system Replaced PAC unit at Box Hill Community Arts Centre Box Hill South Neighbourhood House – Accessibility Ramp to building. Ongoing document preparation for Box Hill Town Hall Accessibility. Operations Centre transfer tank installation and live monitoring system for water tank; Asbestos removal and fitout at Koonung Park Pavilion Kiosk Flooring replacement at Burwood East South Pavilion Billabong reserve pumps Storm water replacement at Surrey Park Exeloo Security access to IT server Room – Civic centre Vermont South Children's Centre installation of access controls and swipe cards.

Strategic Direction 3: Protect and enhance our open spaces and natural environments

Annual Plan Major Initiatives and Initiatives Update

Major Initiatives/ Initiatives	Description	Responsible Officer	Target completion date	Current Status	Progress Against Target	Progress Comments
Major Initiatives						
Implement Municipal Wide Tree Study Recommendations	Maintain and protect valued residential areas in Whitehorse, through implementation of the <i>Municipal Wide Tree Study</i> recommendations.	Manager Planning and Building	June 2019	In Progress	 GREEN	Council adopted the further strategic work to support permanent tree protection controls at its meeting on 18 March 2019. Proposed Amendment C219 to implement the controls has been lodged with the Minister for Planning for authorisation.
Review of Waste Management Strategy	Development of Council's new Waste Management Strategy and commence implementation of priority actions.	Manager Engineering and Environmental Services	June 2019	Complete	 GREEN	Community members who provided submissions or formal comment about Council's new Waste Management Strategy were sent a link to the adopted Strategy for their information. The broader community was informed that the new Waste Management Strategy had been adopted by Council and that work was in progress to implement the various measures covered by the Strategy.
Initiatives						
Review of Potential Waste Services Charge	Preparation for the potential introduction of a waste services charge that allows for the cost of all kerbside waste and recycling services to be covered by waste	Manager Engineering and Environmental Services	June 2019	In Progress	 AMBER	Information gathering to address gaps in Council's bin database is continuing and good progress is being made. A consolidated, central database has been created. A bin stocktake or bin audit is planned for later in 2019 to capture more accurate data on the number and mix of bin types at residential, commercial and community properties, and to fill-in the final gaps in the database. Council's bin-related corporate systems are progressively being updated and streamlined to improve efficiency and the customer experience. The entire waste and recycling bin arrangements, from the time residents order new bins or change their bins, the bin delivery arrangements, though to accurate recording of bin details and invoicing are all being reviewed.

Major Initiatives/ Initiatives	Description	Responsible Officer	Target completion date	Current Status	Progress Against Target	Progress Comments
						<p>The review has already resulted in the identification of a number of optional chargeable bins being used at properties but not being paid for, so action has been taken to correct this situation.</p> <p>Several other Councils are undertaking a similar review of bin databases and bin processes, so Whitehorse Council is liaising with these Councils to ensure that new arrangements are robust and reflect best practice.</p>
Tree Education Program	Work in an ongoing partnership with developers, residents and homeowners to increase the number of trees and to improve the health of existing trees on private properties.	Manager Planning and Building	June 2019	In Progress		<p>Council's new Tree Education Officer commenced in January 2019. Work has commenced on new methods to interact with different residents; a project to ensure landscaping is being maintained and planning for the remainder of the year with a focus on changing the program to deliver topics and interactions across a range of new topics.</p> <p>The events component of the program is not delivered over January to late February due to the holiday period. One event was run in this quarter, 'Small birds', with 65 people attending. Gardens for Wildlife also slowed down in this quarter due to holidays, with 2 visits occurring in this quarter. There is a great uptake in registrations for garden visits and new guides are being inducted into the program.</p>
Tree canopy cover assessment tool	Progress the Urban Forest Strategy through research and implementation of a tree canopy cover assessment tool.	Manager Parkside	June 2019	In Progress		<p>Late 2018, the State Government released its own canopy model for all of metro Melbourne. The software is more sophisticated and more accurate than what Council intended to purchase and may be made free of charge to Council.</p>
Sustainability Strategy Implementation	Continue to deliver the key actions outlined in the Sustainability Strategy Action Plan as well as priority new actions including working towards achieving net zero carbon emissions through carbon offsets.	Assistant Manager Sustainability	June 2019	In Progress		<p>Council has joined and commenced promotion of the Moreland Energy Foundation's 'Positive Charge' program that provides independent and reliable advice on energy efficiency for residents and businesses, including the purchase of solar panels and batteries. The program offers telephone and online advice, backed by an informative website.</p> <p>Partnered with United Energy on its Summer Savers program to encourage targeted energy users to save energy on peak electricity demand days, in return for a financial reward.</p>

Major Initiatives/ Initiatives	Description	Responsible Officer	Target completion date	Current Status	Progress Against Target	Progress Comments
						<p>Completed participation in the Eastern Alliance for Greenhouse Action (EAGA) Scaling Up Solar project that identified possible solar panel upgrades at a range of Council's smaller buildings such as child care centres, libraries, neighbourhood houses etc</p> <p>Promoted small scale community grants to undertake sustainability projects or activities, as part of Council's 2019 Community Grants program. Grants of up to \$1,000 are available.</p> <p>Finalised Detailed Feasibility Study energy audits at 9 Council buildings to identify possible energy efficient measures that could be implemented over the coming years. The audits were conducted by suitably experienced energy experts as part of a regional program through Council's membership of the Eastern Alliance for greenhouse Action (EAGA). The recommended energy efficiency measures identified from the audits will be used as the basis for future capital works upgrades of the highest energy consuming buildings at Council.</p> <p>The 2019 Sustainable Living Week program of events has been finalised and promotion of the events has commenced. Sustainable Living Week will run 29 May to 6 June 2019. The community-focussed events will include practical advice on how to live more sustainably, to save money on energy and food bills, the importance of urban agriculture, gardening workshops and nature play activities for kids.</p> <p>Sustainable projects commenced at local schools and educational organisations that were awarded small grants from Council to get children and the local community involved in sustainable activities at the school or organisation.</p> <p>Council's Utilities Management project continued with a review of utility bills at all Council buildings and facilities, checking electricity, gas & water tariffs for accuracy, errors and possible savings.</p>





Quarterly Service Highlights


Service	Description	Quarterly Service Highlights
Sustainability, Waste and Recycling	This service facilitates the implementation of actions from the Sustainability Strategy particularly in the planning for energy and water reduction programs and waste management strategic planning. This service also includes contracts for waste collection including domestic garbage collection, kerbside recycling, and hard and green waste collection. Waste services are provided through external contractors.	<ul style="list-style-type: none"> Completed 769,318 kerbside garbage bin collections, resulting in 6,870 tonnes of garbage being taken to landfill. Completed 487,655 kerbside recycling bin collections, resulting in 3,971 tonnes of recyclables being processed for recycling. Completed 174,079 kerbside garden bin collections, resulting in 2,981 tonnes of garden organics being processed for compost. Collected 9,191 hard waste bookings from across the City. Promoted the pending Victorian Government ban on electronic waste (e-waste) items from going into landfill, which is due to commence from 1 July 2019. Promotions outlined 3 key options for recycling and disposal of e-waste available to the Whitehorse community – at the Whitehorse Recycling and Waste Centre, the Renew program for unwanted household goods, and as part of Council's booked hard waste service. Developed the 2019 Smarter Living program of workshops and held the first workshop with Erin Rhoads, Secrets to low waste celebrations Continued Council's random bin inspection program to observe the contents of a sample of kerbside bins across the City, and provide feedback to residents accordingly. Continued with Council's Gold Star recycling recognition program, for residents observed to be recycling correctly. Increased community participation in Council's GreenMoney online rewards program, rewarding community actions that reduced waste to landfill, increased recycling or improved the sustainability of households or businesses. Promoted the upcoming Renew recycling program in April and May, for a kerbside day-after recycling bin collection, a Second Hand Saturday drop-off event, and a booked collection option for 1 month.
Whitehorse Recycling and Waste Centre	This service provides Council's Recycling and Waste Centre for the disposal of general or bulky non-hazardous waste, including building and demolition materials. The centre incorporates the latest technologies and follows best practice industry guidelines to ensure safety, minimum waste contamination and efficient traffic management.	<p>The Whitehorse Recycling and Waste Centre performed 36,515 transactions and received a total of 14,564 tonnes of material to the site including:</p> <ul style="list-style-type: none"> 10,817 tonnes of waste and the recycling of 3,236 tonnes of green/timber waste, 261 tonnes of cardboard and paper, 474 tonnes of steel, 510 tonnes of concrete, 753 tyres, 882 mattresses. <p>A total of 31% percent of material was diverted and recycled.</p>

Service	Description	Quarterly Service Highlights
Open Space Maintenance	ParksWide maintains and enhances open space sites for residents to enjoy the natural environment, to contribute to the visual attractiveness of the municipality and to ensure the safety of park users and visitors. It is responsible for the management of Council's bushland, open space and parklands including developing plant stock, landscaping, pruning, grass cutting and fire management. Council also provides an education program on ecological and environmental issues largely centred on Blackburn Lake Sanctuary.	<ul style="list-style-type: none"> Upgrades to park furniture and infrastructure have occurred at Ballantyne reserve, Bellbird Dell, Antonio Park and Wandonong Sanctuary. A memorial bench was installed at the request of the Lions Club at Hannover reserve. Renovation of the Schwerkolt Cottage picnic area including gravel hardstand, rockworks, and new furniture is in the planning stage to be undertaken in quarter 4. Outer separators (traffic management devices) are being improved for line of sight and vehicle clearance at Whitehorse Road from Deep Creek Road to East Doncaster Road, Mitcham.
Tree Management	This service is responsible for the strategic and operational management of Council's street and park trees to meet community expectations as well as statutory and safety obligations. It includes planning for increasing the quantity and quality of trees within Whitehorse as well as maintaining the health and amenity of existing trees through inspections, pruning and removals in line with Council policy.	<p>The unusually dry weather has continued to impact tree management. Watering is ongoing with good results showing for newly planted and established trees. Reactive works have increased by approximately 35% over two years with 1,063 customer requests having been fulfilled for the quarter - an increase of 15% for the same period in 2018.</p> <p>Planning community consultation is underway for the upcoming tree planting season and proactive pruning has been completed in Blackburn North and Vermont South.</p>

Strategic Direction 4: Strategic leadership and open and accessible government

Annual Plan Major Initiatives and Initiatives Update

Major Initiatives/ Initiatives	Description	Responsible Officer	Target completion date	Current Status	Progress Against Target	Progress Comments
Major Initiatives						
Digital Transformation Strategy	Implementation of year two of the <i>Digital Strategy 2017</i> .	Head of Digital and Business Technology	June 2019	In Progress		March has seen the successful launch of the new Morack Golf Course website, a site identified in the strategy and ultimately used as a pilot for the larger and more complex corporate and other sites to follow.
Strategic Land Management Program	Complete due diligence on identified Council landholdings.	Manager Property and Rates	June 2019	In progress		Obtained certified plans of subdivision for the 2009 compulsory acquisition of Council owned land at Silver Grove and completed extensive due diligence on Council landholdings.
Initiatives						
Implementation of requirements of the Local Government Act Review	Implementation of requirements of the <i>Local Government Act Review</i> .	Executive Manager Governance & Customer Service	June 2019	Deferred pending Victorian Government actions.		Procedurally, the <i>Local Government Bill 2018</i> has now lapsed. It is now up to the new State Labour Government and the Minister for Local Government to recommence the process. It is unclear at this stage, when this is likely to be initiated.
Business Improvement Program	Continue to implement an organisation wide business improvement program focusing on benefits such as improving effectiveness, responsiveness, and systems and reporting.	Head of Finance and Corporate Performance	June 2019	In progress		Eleven staff completed the Continuous Improvement Training increasing our capacity for continuous improvement within the business and diversity of service through a total of 24 champions enhancing a culture of Continuous Improvement. In addition 3 staff graduated our Continuous Improvement Training Program delivering their first project through the DMAIC model. Three improvement projects were implemented this quarter with ongoing improvement to service delivery for our community continued to see positive benefits as it relates to our three types of efficiencies: improved customer experience; making the process easier and faster; and financial savings.

Major Initiatives/ Initiatives	Description	Responsible Officer	Target completion date	Current Status	Progress Against Target	Progress Comments
						<p>The benefits achieved include an improved customer experience with a focus on increasing our online services and payments for our community, increased capacity through 1,946 hours saved and financial benefits of \$198,465.</p> <p>Please refer to Section 4, Business Improvement of the Quarterly Report for further information.</p>
Live streaming of Council and Committee meetings	To implement the live streaming of Council and Committee meetings to assist the community in being informed of Council decision making, and ensuring transparency and accountability in Council proceedings and processes.	Executive Manager Governance & Customer Service	June 2019	Complete		<p>Streaming and Publishing Recordings of Council Meetings Policy was adopted by Council at its meeting held 15 October 2018.</p> <p>Live stream of Council meetings commenced on 12 November 2018.</p> <p>Website page with information and archive access of meetings is fully operational.</p> <p>Figures provided by Live Streaming Service Provider has confirmed that there is good usage of this new initiative.</p>

Quarterly Service Highlights

Service	Service Description	Quarterly Service Highlights
Council Support	Provision of services involved with the conduct of citizenship ceremonies, legal expenses, Council receptions and functions, general office expenses, Councillor development and training and the conduct of Council elections.	All operational requirements and obligations for the Council Support area have been efficiently and professionally managed and delivered as per the organisation standards and requirements for this reporting period.
Civic Services	Includes the provision of customer service at Council's three service centres; governance services including coordination of Council meeting documents, managing Freedom of Information applications and maintaining Council's statutory records; fostering international relations particularly with Council's Sister City Matsudo, and cleaning and maintaining the municipal offices.	<p>The nature of activities and services provided have continued to be delivered in line with organisational requirements and standards:</p> <p>Governance</p> <ul style="list-style-type: none"> ▪ Successful conduct of Australia Day 2019 Civic Awards and Citizenship Ceremony ▪ Continued participation, oversight, advice provided in relation to statutory compliance matters such as Freedom of Information, Registers of Interest - including 100% compliance in relation to Register of Interest returns, Delegations and Authorisations - including a review and update of Delegations, street naming/renaming and suburb boundary queries. ▪ Continued support and advice provided to staff on Infocouncil electronic agenda management system and to Councillors and senior staff on the Councillor Information hub - Councillor Dashboard. <p>Customer Service</p> <ul style="list-style-type: none"> ▪ A total of 35,858 calls were presented to Council's Customer Service department, 98% of which were answered. Service level targets were again exceeded with 84.41% of callers connected to a customer service officer within 20 seconds. ▪ A total of 11,434 customers attended Council's Customer Service Centres for general queries and assistance and over 11,500 further customers presented in person to facilitate payments. Cashiers processed an additional 76,808 additional transactions received via alternate payment methods such as internet, BPAY and Australia Post.
Communications	This service manages Council's communications activities including the production of Council publications such as the Whitehorse News and Annual Council Calendar. The service also produces all publications, brochures, speeches, media responses and enquiries, and all communication for the community, Councillors and the organisation.	<ul style="list-style-type: none"> ▪ Responded to 21 media enquiries, wrote and distributed 22 media releases ▪ Coordinated, wrote, edited and designed three editions of the Whitehorse News. ▪ Designed and produced 65 publications including Whitehorse Leader ads, postcards, banners, brochures, online collateral and posters. ▪ Liaised with various internal and external stakeholders and completed 14 communications plans. ▪ Provided content to Digital Department for intranet promoting individual and organisational good news stories. ▪ Wrote 13 speeches. ▪ Increased electronic Whitehorse News subscriptions to 350 subscribers with a current open rate of 51.2 per cent. ▪ Supported multiple departments and units throughout the organisation to promote their services and activities.




Service	Service Description	Quarterly Service Highlights
Organisation Development	Provides human resource management services including staff recruitment, corporate training and development, industrial relations and volunteer advisory services.	<ul style="list-style-type: none"> There has been 35 new employees commenced in the organisation. Eighteen of these employees attended the Corporate Induction program with the remainder completing local inductions. A total of 60 programs were run in Learning and Development with 522 attendees at these programs. Due to the large number of holidays taken in January this quarter has had fewer offerings than previous quarters. A new contract has been signed with a provider of an E-Performance system to automate the Performance Appraisal system. Developments continue to be implemented for the upgrade of the recruitment and on-boarding module of Mercury. Negotiations continue with the Collective Agreement aiming for resolution by end of the financial year. Analysis is continuing for the results of the Employee Survey with Action planning addressing issues raised by our employees. Workforce planning metrics have been completed for the whole organisation with further work on segmenting the workforce for comparison with ANZSCO codes and ABS data for macro planning for our workforce needs. A review of the structure and activities of the team have indicated the team name will change from Organisation Development to People and Culture from quarter 4.
Risk, Health and Safety	This service administers Council's occupational health and safety program, ensures compliance with occupational health and safety legislation, manages Council's insurance program and implements the risk management framework.	<ul style="list-style-type: none"> Conducted a Risk Management Strategy workshop with the Executive who comprise the Risk Management Committee of Council. Provided 30 targeted OHS training programs to comply with OHS legislation and address specific risks. Continue to provide wellness and injury prevention initiatives to target demographic and workforce specific health, wellbeing and injury concerns. Continue to meet benchmarks provided within the Victorian Governments Healthy Workplaces Achievement Program in Smoking, Mental Health and Physical Activity - this has also extended to Alcohol and other drugs. Conducted an evaluation of Insurance placement for Council with our brokers Council continues to improve in its claims performance for WorkCover and this is impacting on a reduced projected premium for the next financial year. Upgrade to the automation of public liability and motor vehicle claims process.
Finance and Corporate Performance	This service manages Council's corporate performance & planning, continuous improvement program, financial management and associated reporting, internal control and audit co-ordination, payroll, procurement and contract administration.	<ul style="list-style-type: none"> Preparation of 2019/20 Council Budget. Corporate Credit Card Policy and User Manual Endorsed and Corporate Credit Card Program expanded. 10 Tenders, 8 Major Quotations and 1 Expressions of Interest have gone to the market The IT Security & Access Controls internal audit report, Asset Management (Infrastructure) internal audit report, and Procurement (Tendering) memorandum of audit planning scope document were presented to the Audit Advisory Committee. Eleven staff completed the Continuous Improvement Training Program increasing our capacity for continuous improvement within our business enhancing our network of Improvement Champion alumni to 24 trained staff

Service	Service Description	Quarterly Service Highlights
Corporate Information	This service manages and maintains Council's corporate record system and information across the organisation.	<ul style="list-style-type: none"> ▪ Responded to internal RM system/Information Management enquiries and privacy enquires on a daily basis. ▪ Processed incoming correspondence in a timely manner. ▪ Lodged Private Building Surveyor's documentation in a timely manner. ▪ Provided archiving and retrieval services in a timely manner. ▪ Provision of appropriate levels of training for RM system. ▪ Monitored & maintained the Business Functional Classification Scheme in RM to ensure it serves its purpose and that it does not get out of date or fall into disuse. ▪ Continued transfer of Council's Archives to an offsite storage project. A total of 5,590 boxes have been transferred under stage one of the project.
Information Technology	This service manages and maintains Council's computer systems and networks.	<ul style="list-style-type: none"> ▪ Continued with the rollout of end user devices resulting in improved staff and customer experiences. ▪ Assisted with the rollout of automated processes to reduce the amount of manual paper handling during monthly invoicing. ▪ Increased server storage capacity within the dual data centres to satisfy demand management and capacity management requirements. ▪ Enabled the foundation for Single Sign On across the Council. ▪ Upgraded hardware and software versions of server, storage and backup infrastructure within the dual data centres to enhance security and stability of the systems. ▪ Streamlined internal IT systems and processes gaining improved awareness of end user device configuration resulting in productivity increases and better customer experiences. ▪ Continued a remote site communications improvement project. ▪ Completed audit and security tests to highlight areas of risks to the business. ▪ Continued to support the organisations IT applications support and business requirements. ▪ Continued to strengthen the configuration of a solution for the management of mobile devices across the council that will result in more effective mobile security standards. ▪ Processed over 2400 Service desk requests in the quarter.
Property	This service manages Council properties, conducts property valuations, and maintains the Geographic Information System.	<ul style="list-style-type: none"> ▪ Harrow Street Car Park operation tender process completed ▪ Commenced obtaining a Town Planning Permit ▪ Negotiated Council becoming the Crown Land Committee of Management for the land known as the 18th tee at Morack Golf Course ▪ Provided advice on the Crown Land known as City Oval, Whitehorse Reserve and Bennettswood Reserve ▪ Completed Deed of Easement for Yarra valley Water in Burwood East ▪ Completed leases for various Council owned property ▪ Commenced Land Tax valuation objections notices in accordance with the Valuation of Land Act 1960 ▪ Commenced insurance valuations ▪ Completed open space valuation and supplementary valuations ▪ Provided valuation and rate information for draft Council budget and Essential Services Commission ▪ Bin customer service requests (CSR) and Property Services (bins) data views available through Weave

Service	Service Description	Quarterly Service Highlights
		<ul style="list-style-type: none"> ▪ New aerial imagery (2019) added to Weave and Whitehorse Maps ▪ Started capture of Waste Management Plans and publication through Weave ▪ Enterprise Agreement with ESRI Australia ▪ Asset IPS-GIS Data Audit (match rate)
Rates	This service undertakes rate revenues and fire services property levy collection.	<ul style="list-style-type: none"> ▪ Processed lump sum payments and third instalment payments ▪ Sent Reminder Notices to ratepayers who elected to pay their rates by lump sum and Overdue Notices to lump sum ratepayers who had not paid by the due date
Watts Street Parking Service	This service provides multi-level car parking facilities in Watts Street, Box Hill.	Occupancy and income received are in line with budget projections.
Emergency Management and Business Continuity	This service implements Council's responsibilities as detailed in the <i>Emergency Management Act 1986</i> , the <i>Municipal Emergency Management Plan</i> and <i>Business Continuity Policy</i> .	<ul style="list-style-type: none"> ▪ The Business Continuity Steering Committee has not met since August 2018 however, two meetings have been scheduled for 2019. ▪ Four Business Continuity events occurred during the period and were managed within the department response arrangements ▪ One Municipal Emergency Management planning Committee meeting was held and one request for Council assistance was received and acted on during the period and Whitehorse was also represented at a series of regional committees and forums including: <ul style="list-style-type: none"> - Eastern Metropolitan Council Emergency Management Partnership Advisory working Group; - Eastern Metropolitan Council Emergency Management Partnership Committee; - Eastern Metropolitan Regional Strategic Fire Management Planning Steering Committee; - Eastern Metropolitan Regional Emergency Management Planning Committee.
Digital Transformation	This service provides the transition to digital platforms across the organisation aimed to deliver improved customer experience and operational benefits.	<ul style="list-style-type: none"> ▪ Departmental Content Champions progressed their review of existing web assets and content and commenced preparing and prioritising content for the new corporate site. In some instances, this activity was also conducted through the lens of what might be required for the new intranet. Similarly, the Digital team assisted Social Media Champions with advice and best practise to maximise campaign effectiveness in social channels. Demand for Digital Production of video and photographic assets for both business as usual campaigns and the new websites remained high. ▪ The second and well subscribed community engagement panel survey, with a focus on menu navigation, was conducted. Participants were tasked with locating specific information on 2 x test sites and testing software timed and mapped the paths taken by participants. The test and feedback information acquired has helped inform the structure of the new websites. Three vendors presented their capability to assist council with the first phase, 'Data Quality Audit', of the Single View of the Customer project.

Strategic Direction 5: Support a healthy and local economy

Annual Plan Major Initiatives and Initiatives Update

Major Initiatives/ Initiatives	Description	Responsible Officer	Target completion date	Current Status	Progress Against Target	Progress Comments
Major Initiatives						
Review Vision of Box Hill Metropolitan Activity Centre	Review the Vision for the Box Hill Metropolitan Activity Centre; Stage 1 – project planning, appointment of consultant and key stakeholder consultation	Manager Planning and Building	June 2019	In Progress	 GREEN	Initial community consultation was undertaken in February 2019, a Councillor Briefing and two Stakeholder Reference Group meetings have been held. The consultant team has been undertaking background work and a Draft Analysis and Options paper including set up of 3D model has been prepared.
Initiatives						
Nunawading Structure Plan Review	Progress the Nunawading Structure Plan review, which will form the basis of a future Planning Scheme Amendment for the centre.	Manager Planning and Building	June 2019	In Progress	 AMBER	Preparation of a project brief is in progress. This project has been delayed due to the potential need to seek further funding in the 2019/2020 financial year to complete the review of the structure plan.
Parking Meter replacement in Box Hill	Replacement and modernisation of all parking meters in the Box Hill area, providing enhanced flexibility and availability of payment options for customers.	Manager Compliance	June 2019	In Progress	 GREEN	<p>Meters arrived 27 March 2019 with commissioning / installation to take place in April. Training in back of house applications and fault rectification will follow. Paystay and various other payment methods will be introduced with the roll out of these machines providing motorists with ease of use and compliance.</p> <p>Data scrutiny of faults prior and post introduction of new machines is expected to provide efficiency gains for Compliance staff also allowing officers to concentrate on their core responsibilities.</p> <p>Access to real time monitoring of financial transactions and meter performance will provide Council with a more accurate financial position and identify and rectify problems as they arise. This will allow for more accurate reporting and financial planning.</p>





Quarterly Service Highlights

Service	Description	Quarterly Service Highlights
Investment and Economic Development	This service is responsible for the delivery of specific activities and programs outlined in the <i>Whitehorse Economic Development Strategy 2014-2019</i> .	<ul style="list-style-type: none"> ▪ Commenced the special rate renewal process for Burwood Heights Shopping Centre. This was a result of a trader survey received from the Burwood Heights Traders Association in January 2019 which indicated in-principal support for scheme renewal. Consultation sessions were scheduled for April 2019. ▪ A Council supported Federal Government funding application submitted by the Brentford Square Shopping Centre Traders Association was successful in February 2019. \$160,686 for the installation of two additional car park light poles and CCTV security installations. ▪ Assisted Engineering department to communicate streetscape works via trader walk arounds - Blackburn Station Shopping Precinct (second visit due to drainage issue), Laburnum Village, Hawthorn & Robinlee shops and Megamile. ▪ Business Performance Survey commenced in 4 March 2019 ▪ Box Hill Logo Competition commenced 18 March 2019 ▪ Confirmation received that Council will be hosting the Main Street Victorian Conference 2019 event at Whitehorse Business Week, August 2019. ▪ Think Local Buy Local campaign framed around economic benefit gained for every \$100 spent locally concluded in February 2019. Each month the community were encouraged to submit their favourite Whitehorse business based on a monthly theme. January was <i>Dining</i> and received 121 nominations with February focusing on <i>Services</i> and received 51 nominations. <p>Workshops and Programs</p> <ul style="list-style-type: none"> ▪ Registrations for the 18 – 22 March BOOST Program saw registration numbers of: <ul style="list-style-type: none"> ○ Marketing Your Business - 15 ○ Taking Your Business Online - 20 (full capacity) ○ Business Planning Essentials - 11 ○ Effective Business Networking - 15 ○ Record Keeping for Small Business (presented by ATO) - 35 (full capacity) ▪ In collaboration with Knox, Manningham, Maroondah, Monash and Yarra Ranges Council's commenced the Digital Solutions Program in February 2019. A low cost digital advisory services for small to medium businesses that includes workshops, monitoring and an information portals and webinars. <ul style="list-style-type: none"> ○ February 26: Profile Building on LinkedIn – 13 registrations ○ March 22: Taking Your Business Online – 13 registrations

Service	Description	Quarterly Service Highlights
		<ul style="list-style-type: none"> ▪ Interns in Industry program has been rebranded (formerly the Whitehorse Tertiary Skills Program), refreshed and extended to formally include City of Knox. Whitehorse information session held 13 March and Knox information session scheduled for 3 April 2019. ▪ Small Business Mentoring – session held 21 February 2019 - 5 registrations (full capacity) ▪ Small Business Bus – February 2019 : 5 registrations (full capacity) <p>Advocacy</p> <ul style="list-style-type: none"> ▪ Continued to provide advice and contribute to various Council and regional advocacy campaigns and initiatives for identified priority projects and action. This included Direct Advocacy – correspondence and advocacy material to Federal Members and Candidates in the lead up to the Federal Election in May 2019; Group Advocacy through regional partnership groups and interest groups e.g. Eastern Transport Coalition; Media Advocacy; and Project-specific Advocacy e.g. advocacy for City of Whitehorse in North East Link Project. ▪ Investment and Development Facilitation continued to provide advice and assistance to potential investors and businesses (10 minor & 3 major). <p>Advisory</p> <ul style="list-style-type: none"> ▪ Providing advice and information to internal departments and divisions across Council, and business stakeholder groups and regional partnership groups and Victorian Government agencies, in relation to review and development of strategy, stakeholder relations, advocacy, infrastructure planning and operational matters. ▪ Review of Box Hill Vision and Structure Plan; Box Hill Demographic Forecasting; Box Hill Community Infrastructure Review; Box Hill Open Space Strategy Review; Box Hill Integrated Transport Strategy; North East Link Project; Suburban Rail Loop; Box Hill Central Redevelopment and Box Hill Transport Interchange. ▪ Ongoing discussions with Vicinity Centres and Victorian Government agencies. ▪ "Down to Business" - Council's Business Newsletter was distributed in hard copy to over 4000 businesses across Whitehorse and in digital format through the WBiz Website – February 2019.

Section 3 – Performance against Customer Service Targets

The performance indicators against the Customer Service Targets are measured across the organisation and are captured through our 14 contact centres. Calls to Council's Customer Service department decreased when compared to the previous quarter, however was a slight increase on the same period last year.

Performance Indicator	Target	Actual	Status	Progress Comments
Percentage of calls answered within 20 seconds	80%	87.13%	 GREEN	Council's call centre groups continue to deliver an efficient customer experience by exceeded target for Grade of Service (volume of calls answered within 20 seconds). Over 87.13% of customers were connected to an officer inside 20 seconds, with an average speed to answer of 15 seconds.
Percentage of total calls answered	95%	95.59%	 GREEN	A total of 98,450 calls were offered to Councils queue groups, a slight increase on the previous quarter. In excess 95% of calls were handled, with less than 5% abandoning prior to connection.
Enquiries resolved at first call	70%	67.10%	 AMBER	67.1% of calls answered were managed to conclusion at the initial contact point, with the remaining queries requiring transfer to a either a specialised officer or department. Council remains focused increasing First Call Resolution through leveraging technologies and skilling of staff.
Records management actions completed within allocated timeframes* (Records Manager)	95%	95.51%	 GREEN	Total number of record management actions: 21,485. Overdue record management actions: 946.

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

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

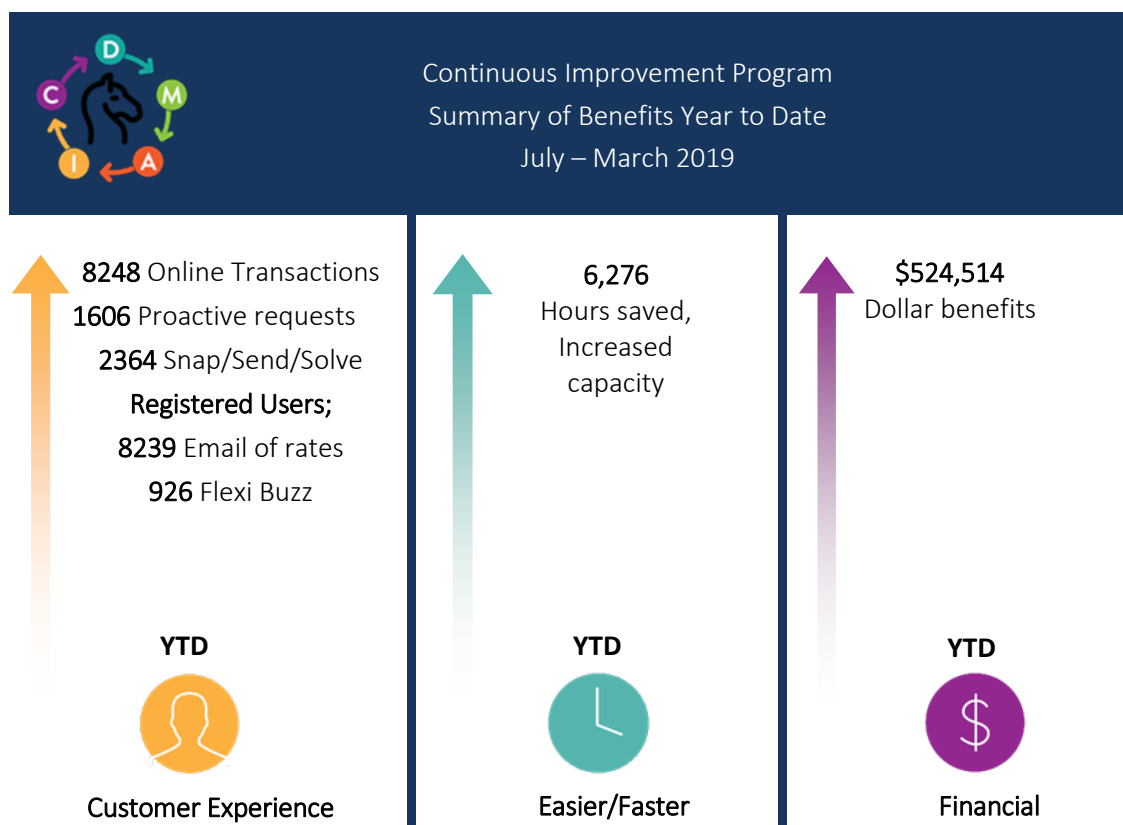
Section 4 – Business Improvement

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

During the quarter January to March 2019, 3 staff graduated from our Continuous Improvement Training Program delivering a project each with the requirement to apply the learning of the Whitehorse methodology, a highlight of one of these projects is provided in this report.

In addition, 11 staff completed the Continuous Improvement Training Program increasing our capacity for continuous improvement within our business and the diversity of services through a total of 24 champions enhancing a culture of Continuous Improvement.

























































Three improvement projects were implemented this quarter with ongoing improvement to service delivery for our community continued to see positive benefits as it relates to our three types of efficiencies: improving customer experience; making the process easier and faster; and financial savings. Resulting improvement benefits for the 2018/19 year to date period are shown in the summary diagram.



Continuous Improvement Projects by Status 2018/19	
Projects in progress	6
Planned projects pending approval	23
Projects completed in 2018/19 and reporting benefits	15
Prior years' completed projects being monitored with reported benefits	8

Continuous Improvement Projects

Projects by status are outlined in the following table:

CONTINUOUS IMPROVEMENT PROJECTS STATUS				
6 PROJECTS IN PROGRESS 2018/19				
1. Apply and Pay Online (14 Services) ★				Digital
2. Performance and Development Plans (PADP) ★				
3. Credit Cards				
4. Accounts Payable process				
5. Merchant Fees				
6. Infringement Final Notice ★				
15 COMPLETED PROJECTS 2018/19– BENEFITS REPORTED				
1. Early Childhood Services – Continuity ★				
2. Customer Service Facilitations Team ★				
3. Engineering Statement of Compliance ★				
4. Apply and Pay Online (35 Services) ★				Digital
5. Invoices – Facilities Maintenance ★				
6. Customer Communication Effectiveness ★				
7. Intelligent Invoice Processing				
8. Skip Bin Process				
9. Customer Service – Missed Bins ★				
10. Indigenous vegetation harvesting ★				
11. Workshop maintenance ★				
12. Utilities Invoice ★				
13. Dispensation lodgment ★				Digital
14. Compliance – First Call Resolution ★				
15. Fringe Benefit Tax ★				
PENDING APPROVAL				
23 Projects Proposed for commencement in April 2019 at approval stage				
8 PRIOR COMPLETED PROJECTS BEING MONITORED WITH REPORTED BENEFITS				
1. Land Information Certificate				Digital
2. Building Certificate				Digital
3. Parking Infringement Review				
4. Customer Service CARES stream				
5. Customer Service Systems Mobility				
6. Electronic email Rates Notice				
7. Management Vehicle Detection Unit Mobility				
8. Skip Bin Process				

★ Continuous Improvement Champion Projects

Business Improvement Project Highlight – January to March 2019

Early Childhood Services Placement Process

Council's Whitehorse Early Childhood Services (WELS) consists of four child care centres (long day care) and kindergarten services offering full time and part time care for children between the ages of zero and six years in Blackburn, Mitcham and Vermont South.

WELS has a long standing reputation within the community for providing quality education and care programs designed for children to learn through a play based curriculum established on recognised early childhood frameworks.

The Continuous Improvement project aims to improve the customer experience for families in placement for child care vacancies through Early Childhood Services.

Council's four WELS children's services achieve high occupancy rates reaching 90.3 per cent during the 2017/18 year however, during the January to March period utilization rates drop to 80-84%.

The placement process was reviewed and through the application of the Whitehorse Continuous Improvement methodology the WELS team worked to address the root cause, identified to be the wait time between contacting a family about a vacancy through to completion of orientation and placement.

Implemented efficiencies to the placement process has resulted in an improved customer experience for our families, enabling them to commence care more quickly without reducing the quality of their child's orientation process. The average utilization rate for 15 weeks between January and March 2019 (the peak for enrolments), increased by 1.6% (or an increased income of \$65,622).



Increased utilisation
rate of
1.6%

Increased income
\$65,622



Apply and Pay Online Functionality

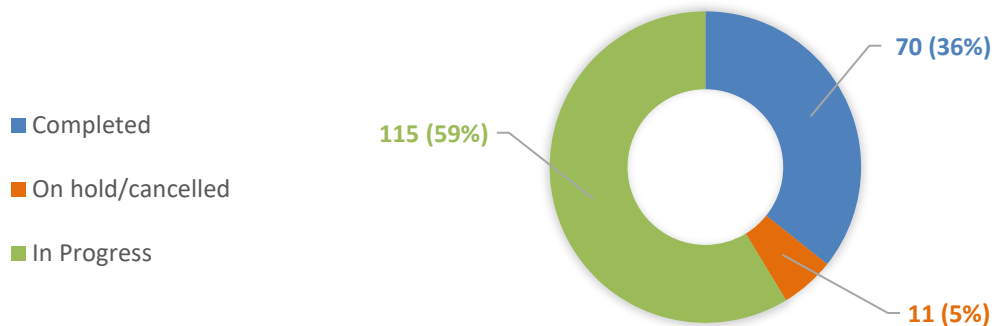
Collaborative effort between the Digital Team and Building, Engineering & Planning resulted in the implementation of thirty five apply and pay services online to date. Of the 2489 online transactions in this quarter, 892 of these were through Apply and Pay online functionality. This has contributed to an increased capability of 221 hours and demonstrated interest from our community for this online channel of communication with Council. A summary of completed and in progress Apply & Pay projects is provided in the following table:

Apply & Pay	
Completed - 35 Services	
1.	Stormwater Legal Point of Discharge application
2.	Stormwater Report Electronic Delivery (EDD)
3.	Build over Easement application
4.	Flood Levels application
5.	Proposed Demolition – Report & Consent (29A)
6.	Building Siting Report & Consent
7.	Property Building Certificate /Property Information Report
8.	Electronic Copy of Building Approval documents
9.	Electronic Copy of Planning Permit
10.	Confirmation Planning Permit is required
11.	Planning Permit "Pre-Application" Meeting
12.	Vic Smart - Remove, Destroy or Lop One Tree
13.	VicSmart - General Application
14.	Amended Planning Permit (Section 50/57)
15.	Amended Planning Permit (Section 72)
16.	Submission Secondary Consent
17.	Submission Condition 1 Plans
18.	Extension of Time - Section 69
19.	Construction Management Plan
20.	Advertising Fees (Payment Facility)
21.	Certification of Lots & Subdivision Fees (Payment Facility)
22.	Payment - Planning Permit - Subdivision
23.	Payment - Planning Permit – Recertification
24-35.	Planning Permits Online (12 x application types)
In Progress – 7 Services	
1.	Registered Users – Online Applications
2.	Vehicle Crossing Permit
3.	Private Building Surveyor Permits - Section 30
4.	Private Building Surveyor Permits - Section 80
5.	Building Permits - Additions & Alterations
6.	Building Permits - (Multiple Others)
7.	Amend ASITE Application
In Planning – 7 Services	
1.	Drainage Connection Road Reserve Permit
2.	Drainage Works in Easement Permit
3.	Authority Works Permit
4.	Outfall Drainage Construction Permit
5.	Application for Various Inspections
6.	Asset Protection Permits – Reactive Lodgements
7.	Asset Protection Permits – Proactive Lodgements

Section 5 – Capital Works Report

Capital Projects

There are 196 capital projects and programs to be delivered over the financial year with a budget of \$64.35m.



Highlights during the third quarter of the 2018/19 Capital Works Program include:

Excavation works at Chaucer Street have commenced in preparation for the new park as part of the Open Space Development Program. The site had a 6m slope from one side of the site to the other. Terracing works have taken place to allow for a level play space and passive lawn area for informal recreation – maximising the usable space for the community.



Chaucer Street, Box Hill South



Kalang Park Bridge, Blackburn

Out with the old and installation of the new footbridge along Gardiners Creek beside Kalang Park. A variety of bridge renewal works have also taken place in the following locations this year:

- Yarran Dheran Reserve, Mitcham
- Joseph Street Reserve, Blackburn North
- Heatherdale Reserve, Mitcham

Works for the Iris Street road reconstruction included renewal of road asphaltting, pram and pedestrian crossings, kerb and channel, new pits and lids, drainage and footpath works. Other road reconstructions across the municipality this financial year include:

- Parkside Street, Blackburn
- Grace Street, Mont Albert
- Victoria Crescent, Mont Albert
- South Parade, Blackburn



Iris Street, Burwood

Capital Expenditure

As at 31 March 2019, year to date capital expenditure has reached \$26.08m, or 43% of the annual forecast budget of \$60.1m. The project categories that have seen the most of this capital expenditure are buildings, roads, and plant, machinery and equipment.

While the Capital Program is behind budget by \$10.74m, at March end there are \$18.18m in outstanding orders.

	YTD Actual \$'000	YTD Budget \$'000	YTD Variance \$'000	2018/19 Budget \$'000	2018/19 Forecast \$'000
Buildings	9,793	18,788	8,995	35,855	30,426
Buildings Improvements	2,372	2,410	38	3,365	3,344
Land	2	-	(2)	1,680	1,680
Total Property	12,166	21,198	9,032	40,900	35,450
Bridges	143	100	(43)	200	200
Drainage	1,303	1,248	(55)	1,855	1,837
Footpaths and Cycleways	1,873	2,128	255	3,148	3,143
Off Street Car Parks	182	795	613	975	973
Parks, Open Space & Streetscapes	1,715	2,613	897	4,456	4,188
Recreational, Leisure & Community Facilities	631	1,919	1,288	2,379	2,435
Roads	3,302	3,111	(191)	4,686	5,399
Waste Management	326	40	(286)	80	506
Total Infrastructure	9,475	11,954	2,478	17,779	18,680
Computers and Telecommunications	662	772	110	1,084	1,041
Fixtures, Fittings and Furniture	572	485	(87)	577	617
Plant Machinery and Equipment	3,202	2,405	(797)	4,005	4,285
Total Plant and Equipment	4,436	3,662	(774)	5,666	5,944
GRAND TOTAL	26,077	36,814	10,736	64,345	60,074

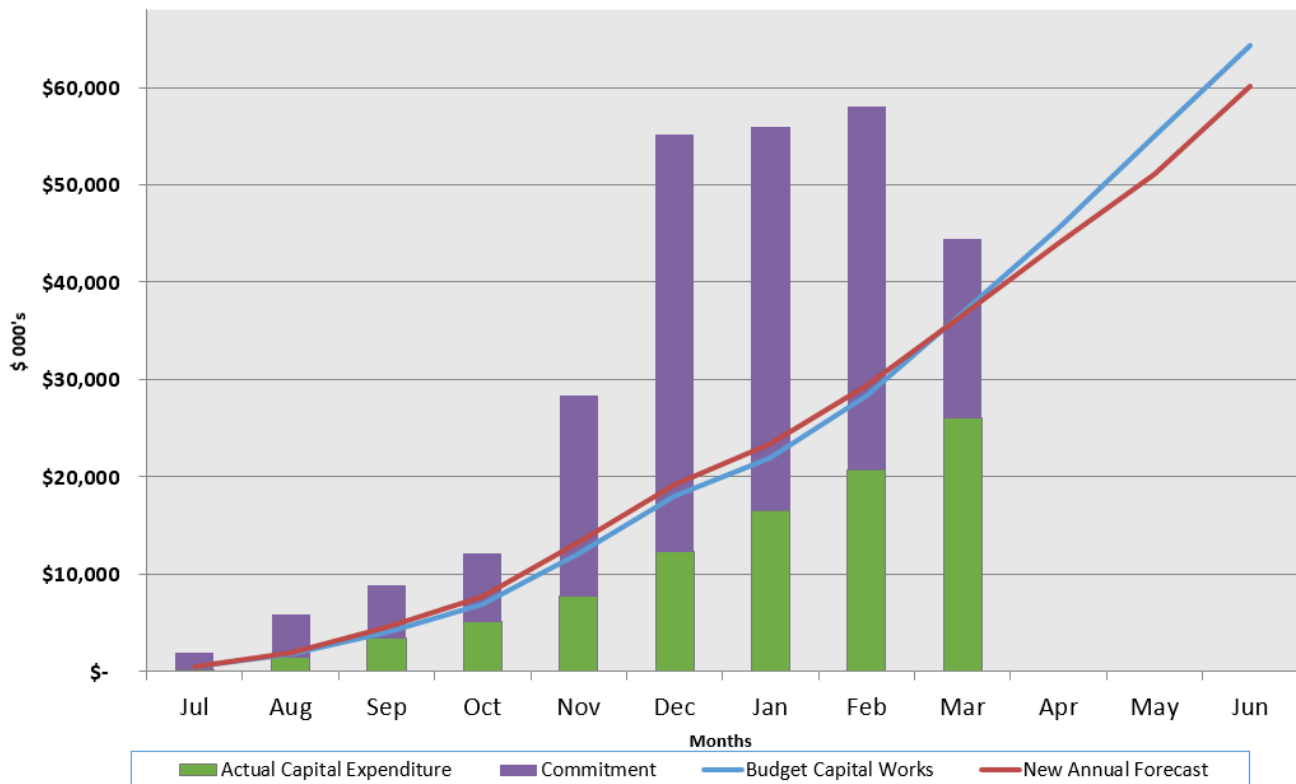
Buildings expenditure is currently \$9m behind the YTD budget mainly due to expenditure delays with major projects Nunawading Community Hub (-\$4.3m), Harrow Street Car Park Development (-\$2.3m) and Whitehorse Centre Redevelopment (-\$1.2m).

Off Street Car Parks are currently \$613,000 behind budget as a result of Morton Park East Car Park and Brentford Square Car Park Improvement projects behind schedule but on track for completion in June 2019.

Recreation, Leisure and Community Facilities expenditure is currently \$1.3m behind YTD budget. This is mainly due to delays in the projects of Forest Hill Reserve cricket nets relocation, Sports field floodlighting renewal, Sports field ground renewal and Morack Golf Course improvements.

Plant, Machinery and Equipment is currently \$797,000 unfavourable YTD due to fleet purchases made earlier than budgeted.

Capital Works Program 2018-19 Actual Expenditure V's Projected Expenditure



Outstanding Orders have significantly decreased since February. This is due to orders being converted to actual expenditure as well as a large purchase order being closed and reopened to reflect the 2018/19 financial year amount only.

Section 6 – Financial Report

Executive Summary

The year to date financial result at 31 March was \$3.00m favourable to budget. This primarily reflects favourable variances in operating grants (\$1.17m), employee costs (\$1.08m), statutory fees and fines (\$892k), and other income (\$886k), partly offset by a \$2.21m unfavourable variance in public open space contributions.

The year-end result is forecast to be a surplus of \$67.01m, \$2.90m more than budget and \$3.66m more than the February forecast. This forecast change mainly reflects \$2.34 million of Council's 2019/20 funding from the Victoria Grants Commission which will be received in June 2019, and favourable adjustments in employee costs (\$480k) and materials and services expenses (\$335k).

Year-to-date Result

As outlined in the Executive Summary above, the year to date result at 31 March reflects a favourable variance of \$3.00m. The significant variances to budget were:

- 1) **Statutory fees and fines** were \$892k higher than budget primarily relating to a \$659k favourable variance on parking infringements income due to an increase in the number of tickets issued, and a \$229k favourable variance in planning permit application fees.
- 2) **User fees** were \$322k unfavourable to budget mainly reflecting a \$751k decrease in child care fees, which is offset by an increase in operating grants due to change in the mix of childcare income under the new funding structure commenced from 1 July 2018. This is partly offset by
 - a \$226k increase in tree amenity valuation fees, which includes \$153k relating to the Burwood Brickworks site, and
 - a \$166k increase in Engineering and Environmental Services income, including an additional \$78k from work zone permits and \$67k due to an increase in garden and garbage bin volumes.
- 3) **Grants - operating** were \$1.17m favourable to budget predominantly reflecting:
 - a \$864k favourable variance on Child Care subsidies, which is mostly offset by a \$751k decrease in user fees due to change in the mix of childcare income as noted above,
 - a \$144k favourable difference in Home and Community Services funding, including \$129k of additional Home Care Program subsidies and a \$57k increase in funding for Community Transport services, and
 - \$121k of unbudgeted Community Development grants including \$81k for the free from family violence program and \$40k for the development of an affordable housing policy.
- 4) **Contributions - monetary** were \$2.21m lower than budget primarily reflecting \$2.29m lower than anticipated public open space contributions, which were \$2.55m lower than the same time last year.
- 5) **Interest income** was \$482k favourable to budget due to a combination of higher than budgeted interest rates on invested funds and a higher than budgeted cash and investments balance due to the favourable financial result in the prior year and lower than budgeted capital works expenditure YTD.

- 6) **Other income** was \$886k favourable to budget primarily relating to:
- \$281k net recycling income from Visy for the outstanding rebates for the period March to June 2018
 - an additional \$143k from the sale of recycled metal and cardboard collected at the Recycling and Waste Centre
 - \$109k of contributions from Eastern Metropolitan Councils towards a joint review of the Regional Assessment Service and Commonwealth Home Support Program, and
 - \$109k reimbursements from the North East Link Authority.
- 7) **Employee costs** were \$1.08m favourable to budget mainly relating to the following significant variances:
- Planning and Building was \$617k less than budget due to a number of vacant positions including unfilled positions budgeted for the implementation of Municipal Tree Study recommendations,
 - Digital Transformation Strategy was \$303k favourable to budget mainly reflecting unspent backfill, project support and contingency budgets, and
 - Aqualink Leisure Facilities were \$283k favourable to budget reflecting a mix of savings and timing differences,
 - Partly offset by Engineering and Environmental Services which was \$400k unfavourable to budget reflecting increased resources to undertake project work and meet increased demand, and \$262k less salaries capitalised YTD than budget.
- 8) **Materials and services** were \$56k favourable to budget overall and included the following significant variances:
- Parkside was \$579k unfavourable to budget primarily reflecting an increase in reactive tree pruning costs (\$619k),
 - a \$380k accounting adjustment to expense six prior year capital projects which will not be proceeding, and
 - City Works was \$371k higher than budget mainly due to a mix of permanent and timing differences in road and pathway and drainage maintenance costs, particularly asphalt repair (\$119k), concrete works (\$87k), line marking works (\$68k), and drainage improvement costs (\$56k),
 - Partly offset by favourable variance in Engineering Services by \$507k, mainly due to decreases in garbage service (\$240k), garden green waste collection (\$83k) and recycling (\$55k) as a result of lower than expected tonnage collected, and
 - Leisure Facilities, which were \$209k favourable to budget mainly reflecting timing differences in contracts and services (\$125k), promotions (\$34k) and materials and supplies (\$33k).
- 9) **Depreciation** was \$529k less than budget mainly due to lower fixed asset capitalisation and a number of asset write-offs resulting from stocktakes at the end of the 2017/18 financial year.

Projected Year-end Result

The year-end result is forecast to be a surplus of \$67.01m, \$2.90m more than budget and \$3.66m more than the February forecast. The significant forecast changes were:

- 10) **User fees** were increased by \$157k mainly reflecting a \$150k increase in tree amenity valuation income to reflect fees relating to the Burwood Brickworks site.
- 11) **Grants – operating** were increased by \$2.43 million primarily reflecting \$2.34 million of 2019/20 funding expected to be brought forward to June 2019.
- 12) **Interest income** was increased by \$250k to reflect the actual interest earned due to a combination of higher than budgeted interest rates on invested funds and a higher than budgeted cash and investments balance resulting from the favourable financial result in the prior year and lower than budget YTD capital works expenditure.
- 13) **Other income** was increased by \$181k mainly reflecting increases in cardboard sales (\$60k) and metal sales (\$35k) for the Recycling and Waste Centre based on the YTD trend, as well as \$57k of additional reimbursements anticipated from the North East Link Authority (\$57k).
- 14) **Employee costs** were decreased by \$480k primarily reflecting revised forecast in salary costs across a large number of departments as a result of unfilled vacancies across a number of departments, the most significant being in ParksWide (\$124k), Planning and Building (\$93k), Home and Community Services (\$60k), Arts and Cultural services (\$56k) and Infrastructure Management (\$56k).
- 15) **Materials and services** were decreased by \$335k mainly reflecting the following significant changes:
 - a \$598k decrease in Digital Strategy, including website development costs (\$330k), contracts and services (\$164k), and consultant costs (\$96k),
 - a \$129k decrease in Planning and Building, mainly reflecting a \$93k decrease in planning scheme amendment panel costs due to no panels now expected to take place in the current financial year,
 - partly offset by a \$168k unfavourable variance in City Works mainly reflecting \$85k of drainage costs relating to storm damage in November and December and a \$32k increase in plant maintenance costs, and
 - a \$148k increase in Parkswide, primarily relating to the higher than expected contracts and services costs (\$140k), mainly in Sports Fields (\$65k) and Open Space and Park Assets (\$50k) programs. This is due to an increased use of contractors to backfill vacancies and is mostly offset by a \$124k decrease in employee costs.

Cash Position

Total cash and investments (including other financial assets) totalled \$251.70m at the end of March, representing a \$77.38m increase since the beginning of the year. This largely reflects the proceeds on sale of 517-521 Station Street, Box Hill, which settled on 8 October. \$9.85m was held in cash and short-term investments at 31 March.

Debtors

Council has collected \$95.25m or 84.3% of 2018/19 rate debtors as at 31 March 2019.

Other debtors (net of doubtful debt provisions) outstanding at 31 March amounted to \$2.22m of which \$110k has been outstanding for more than 90 days.

Income Statement for the period ending 31 March 2019

	Year-to-Date				Full Year					
	Actual \$'000	Budget \$'000	Variance \$'000	Notes	Mar Forecast \$'000	Feb Forecast \$'000	Budget \$'000	Variance Mar v Feb FCT	Variance Mar FCT v BUD	Notes
								\$'000	\$'000	
Income										
Rates	115,708	115,910	(202)		115,788	115,898	115,946	(110)	(158)	
Statutory fees and fines	6,626	5,734	892	1	9,093	9,167	7,610	(74)	1,483	
User fees	30,245	30,567	(322)	2	39,271	39,114	40,012	157	(741)	10
Grants - operating	13,662	12,491	1,171	3	20,748	18,314	16,822	2,434	3,926	11
Grants - capital	165	-	165		165	165	-	-	165	
Contributions - monetary	5,166	7,375	(2,209)	4	7,670	7,670	10,000	-	(2,330)	
Interest income	4,289	3,807	482	5	5,725	5,475	5,120	250	605	12
Other income	2,972	2,086	886	6	3,974	3,793	2,933	181	1,041	13
Net gain / (loss) on disposal of assets	35,867	35,509	358		35,109	35,134	35,046	(25)	63	
Total income	214,700	213,479	1,221		237,543	234,730	233,489	2,813	4,054	
Expenditure										
Employee costs	54,888	55,970	1,082	7	75,160	75,640	75,502	480	342	14
Materials and services	41,304	41,360	56	8	62,651	62,986	60,454	335	(2,197)	15
Depreciation	18,761	19,290	529	9	25,042	25,042	25,720	-	678	
Interest expense	106	107	1		212	212	212	-	-	
Other expenses	6,923	7,029	106		7,471	7,502	7,492	31	21	
Total expenditure	121,982	123,756	1,774		170,536	171,382	169,380	846	(1,156)	
Net surplus / (deficit)	92,718	89,723	2,995		67,007	63,348	64,109	3,659	2,898	

Balance Sheet as at 31 March 2019

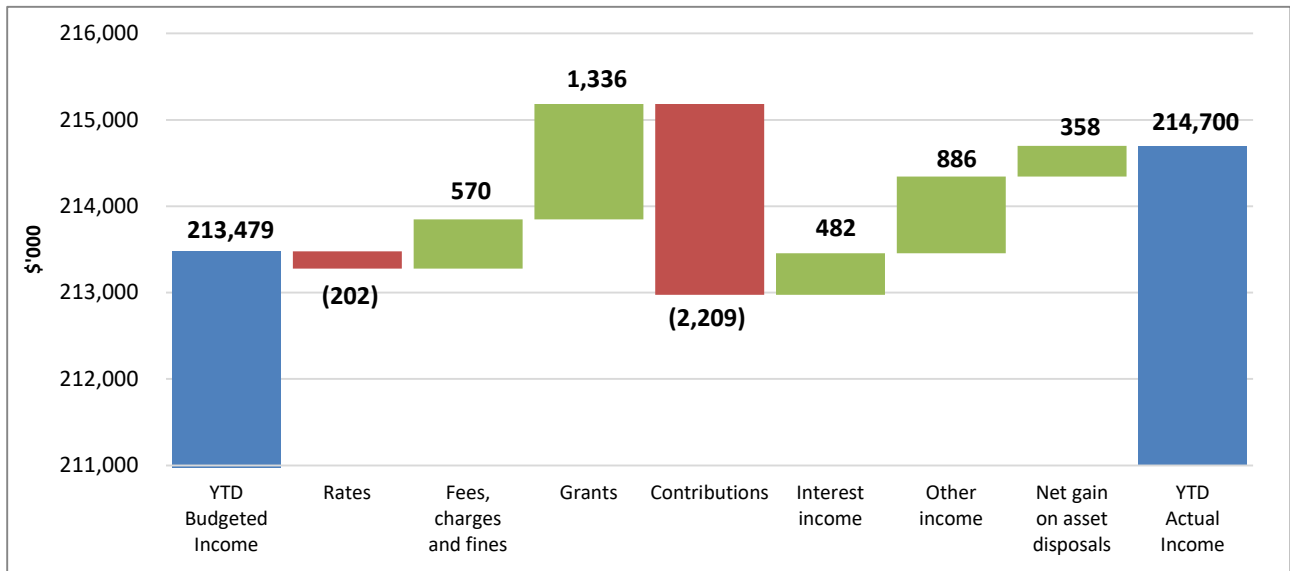
	2018/19 31-Mar-19 \$'000	2017/18 30-Jun-18 \$'000
ASSETS		
Current assets		
Cash and cash equivalents	9,854	10,999
Trade and other receivables	30,878	11,083
Other financial assets	241,849	163,326
Other assets	139	1,285
Non-current assets held for sale	1,800	18,774
Total current assets	284,520	205,467
Non-current assets		
Trade and other receivables	40	41
Investments in associates	5,737	5,737
Property, infrastructure, plant & equipment	3,616,217	3,609,360
Intangible assets	813	1,092
Total non-current assets	3,622,807	3,616,230
Total assets	3,907,327	3,821,697
LIABILITIES		
Current liabilities		
Trade and other payables	9,522	16,781
Trust funds and deposits	9,536	9,308
Provisions	15,538	15,468
Interest bearing loans and borrowings	57	57
Total current liabilities	34,653	41,614
Non-current liabilities		
Provisions	1,414	1,500
Interest bearing loans and borrowings	5,003	5,042
Other liabilities	903	903
Total non-current liabilities	7,320	7,445
Total liabilities	41,973	49,059
Net assets	3,865,354	3,772,638
EQUITY		
Accumulated surplus	1,402,918	1,454,895
Surplus (deficit) for period	92,718	-
Asset revaluation reserve	2,232,819	2,232,819
Reserves	136,899	84,924
Total equity	3,865,354	3,772,638

Cash Flow Statement for the period ending 31 March 2019

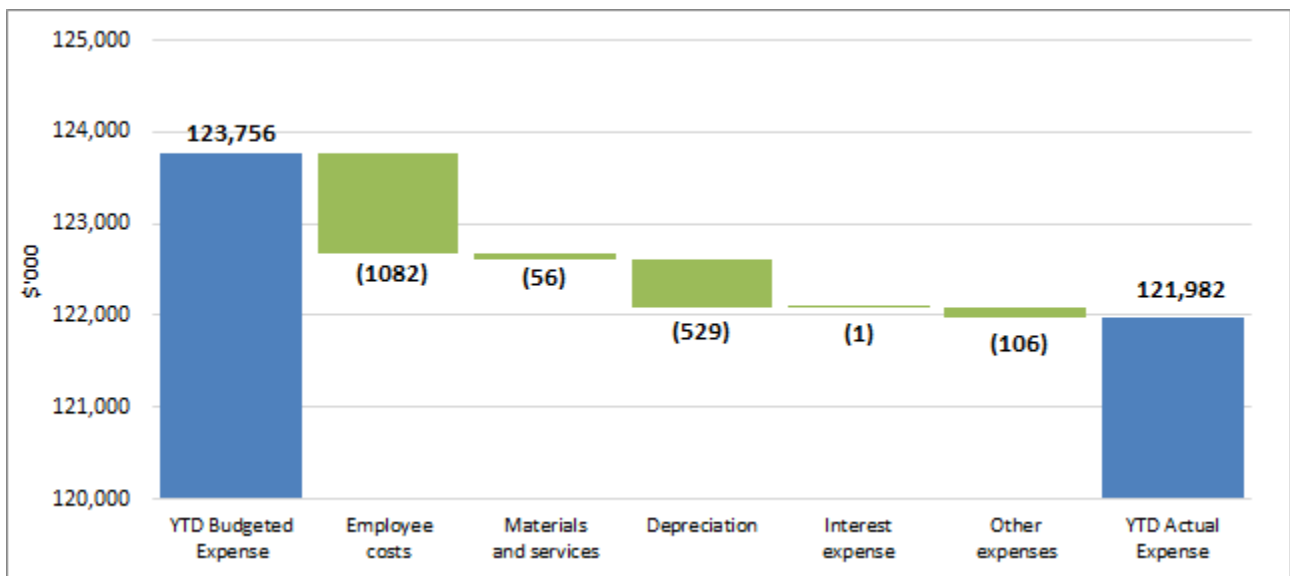
	2018/19 31-Mar-19 Inflows/ (Outflows) \$'000	2017/18 31-Mar-18 Inflows/ (Outflows) \$'000
Cash Flows from Operating Activities:		
Rates	98,105	95,041
Statutory fees and fines	6,626	5,843
User fees	30,267	31,761
Grants - operating	13,662	12,957
Grants - capital	-	834
Contributions - monetary	5,166	8,584
Interest received	4,289	3,005
Other receipts	2,972	3,293
Fire Services Property Levy collected	13,229	12,760
Employee benefits	(56,094)	(52,944)
Materials and services	(48,149)	(46,574)
Other payments	(6,923)	(6,866)
Fire Services Property Levy paid	(12,774)	(12,396)
Net cash from operating activities	50,376	55,298
Cash Flows from Investing Activities:		
Payment for property, infrastructure, plant and equipment	(26,077)	(22,648)
Proceeds from sale of property, infrastructure, plant and equipment	53,200	2,864
(Purchases)/sales of financial assets	(78,523)	(44,103)
Repayment of loans and advances from community organisations	24	6
Net cash used in investing activities	(51,376)	(63,881)
Cash Flows from Financing Activities		
Repayment of interest bearing loans and borrowings	(39)	(360)
Interest paid	(106)	(126)
Net cash used in financing activities	(145)	(486)
Net Increase/(decrease) in cash and cash equivalents	(1,145)	(9,069)
Cash and cash equivalents at 1 July	10,999	18,205
Cash and cash equivalents as at end of period	9,854	9,136

Operating Income and Expenditure

Graph 1.1: Year-to-date Operating Income Variance

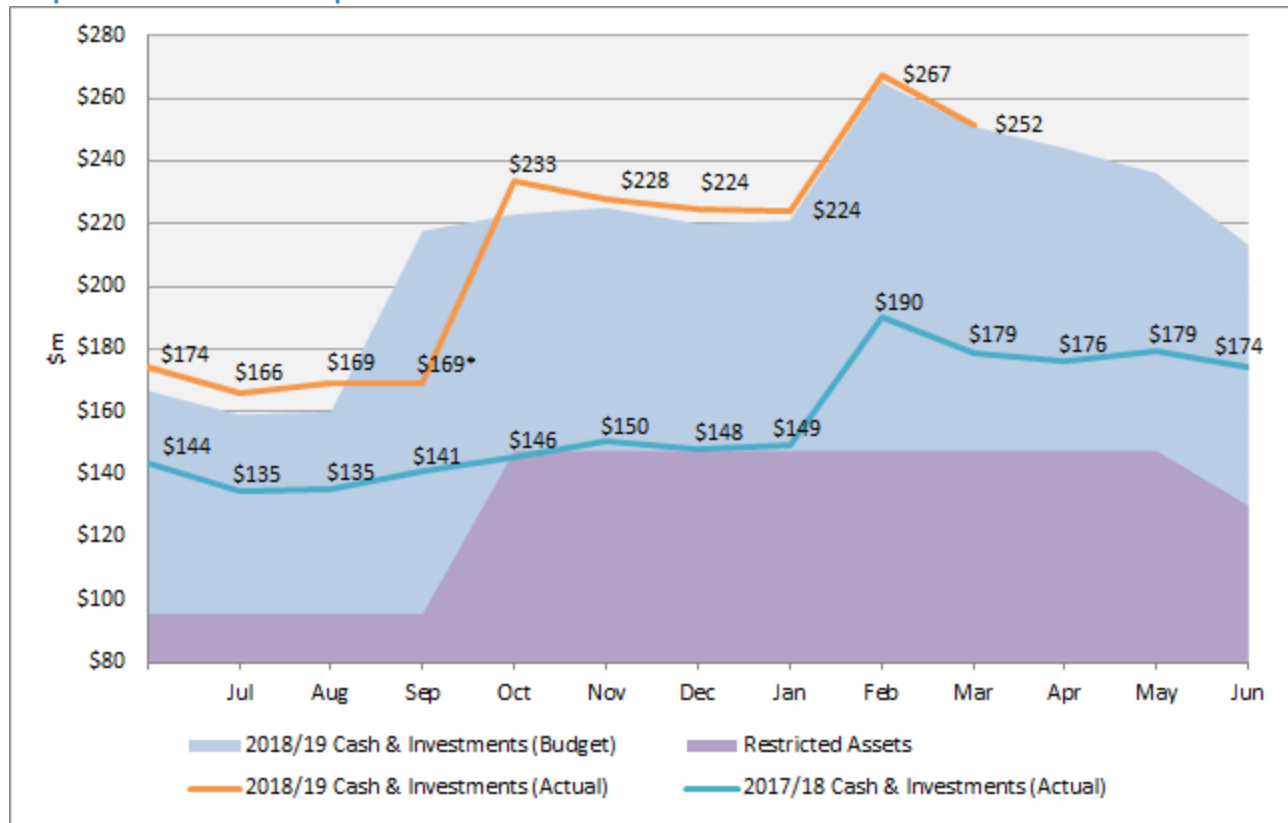


Graph 1.2: Year to Date Operating Expenditure Variance



Cash and Investments

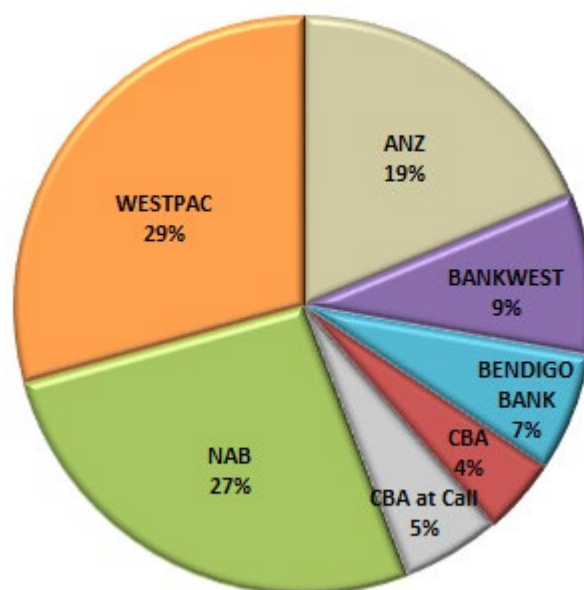
Graph 2.1: Cash Flow Comparison



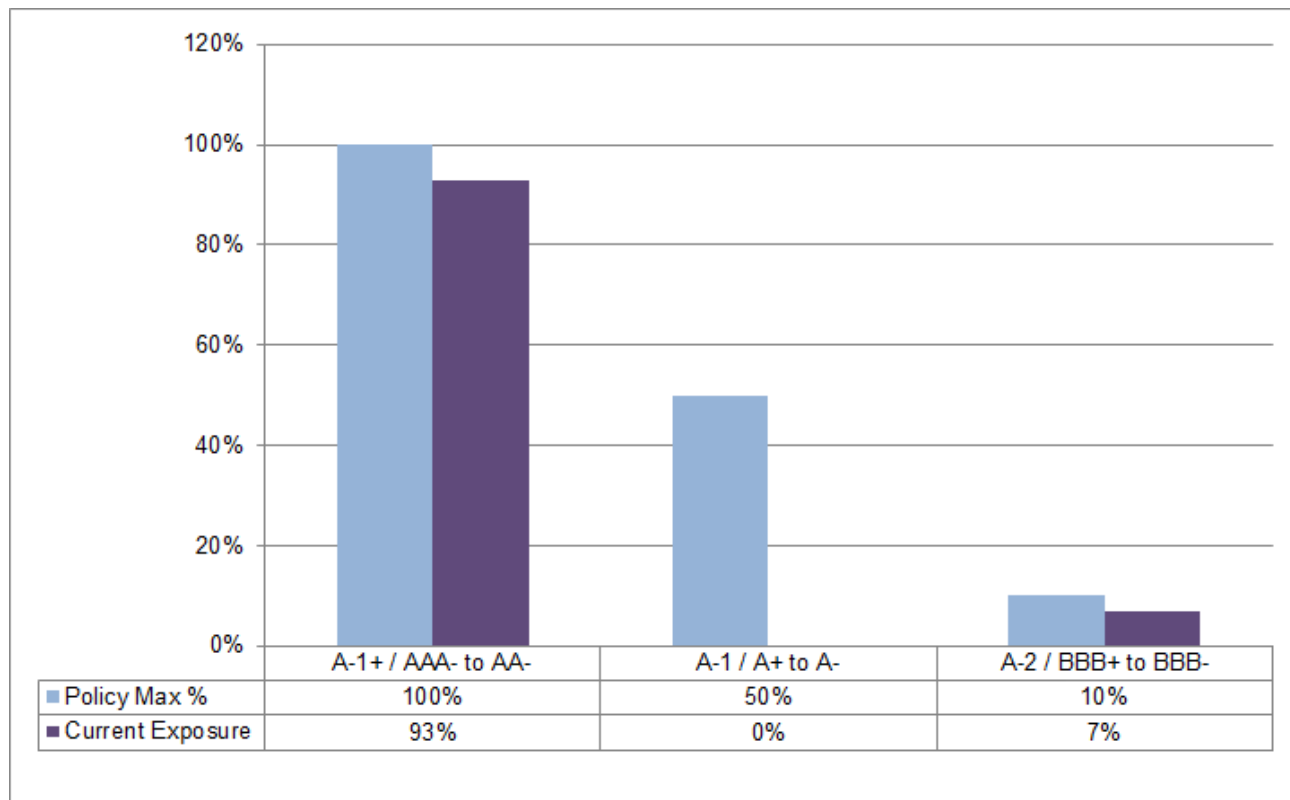
Note: Restricted Funds includes cash that is subject to external restrictions such as trust funds and deposits, Public Open Space Reserve and the Car Parking Reserve. It also includes funds allocated for specific future purposes such as the Aged and Disability Reserve, Community Development Reserve, Waste Management Reserve and the Art Collection Reserve.

*Sale of 517-521 Station Street Box Hill settled on 8 October instead of 30 September as was budgeted.

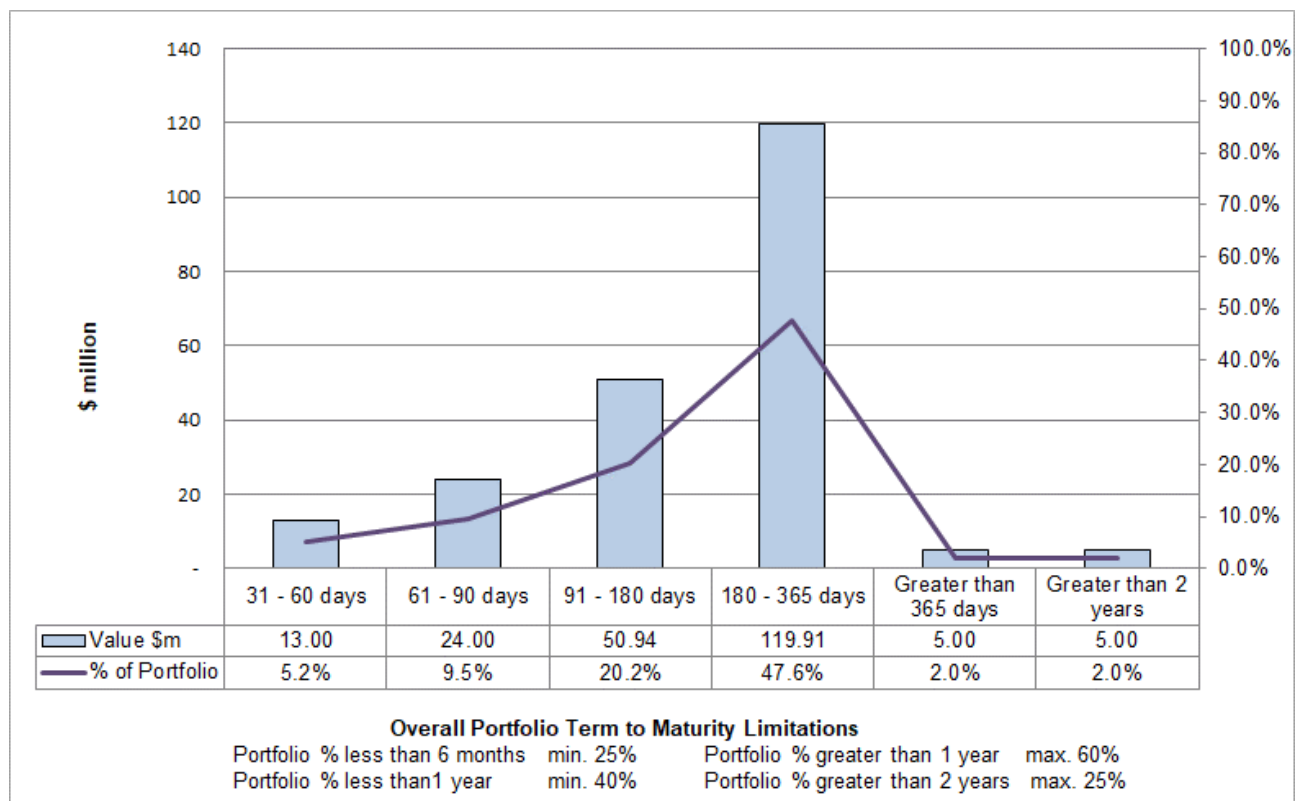
Graph 2.2: Investment by Institution



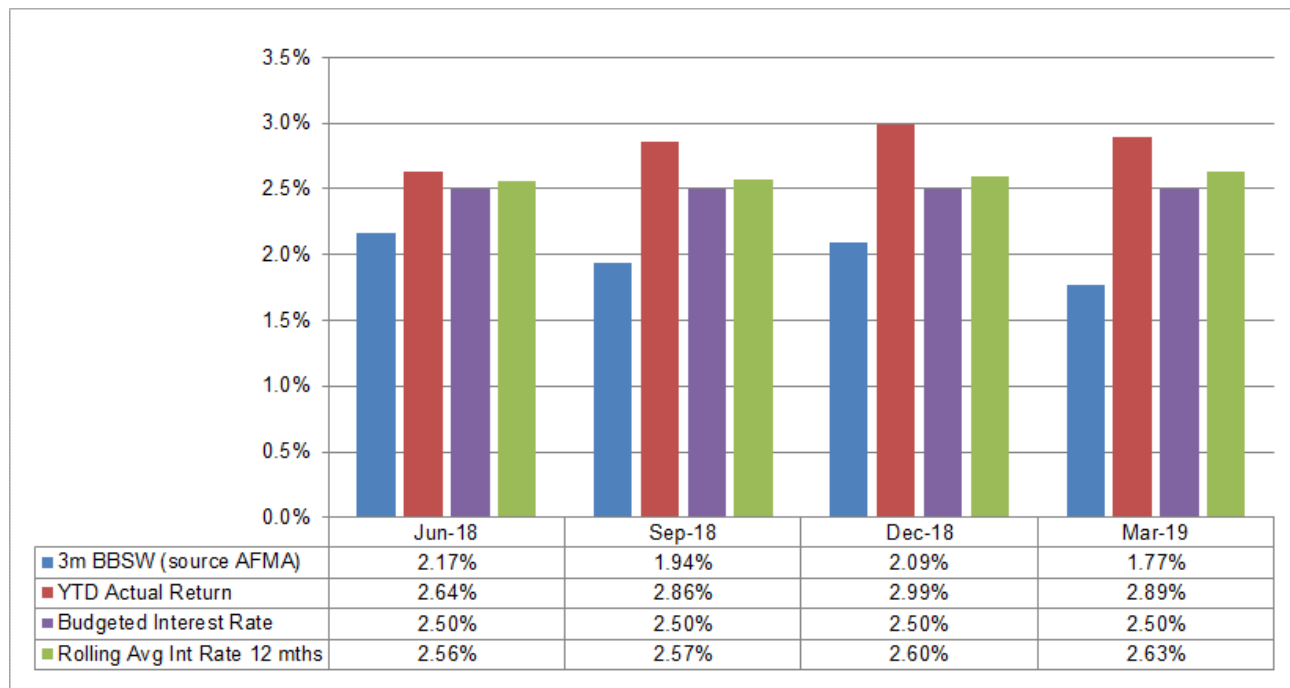
Graph 2.3: Cash and Investment Credit Ratings



Graph 2.4: Cash and Investment Portfolio Term to Maturity



Graph 2.5: Investment Benchmark Indicator



Rate and Other Debtors

Table 3.1: Current Rates Collected

	31-Mar-19 \$'000	31-Mar-18 \$'000	28-Feb-19 \$'000
YTD Current Rates Collected	95,246	92,459	87,688
% Current Rates Collected	84.3%	84.7%	77.5%

Graph 3.1: Percentage of Current Rates Collected

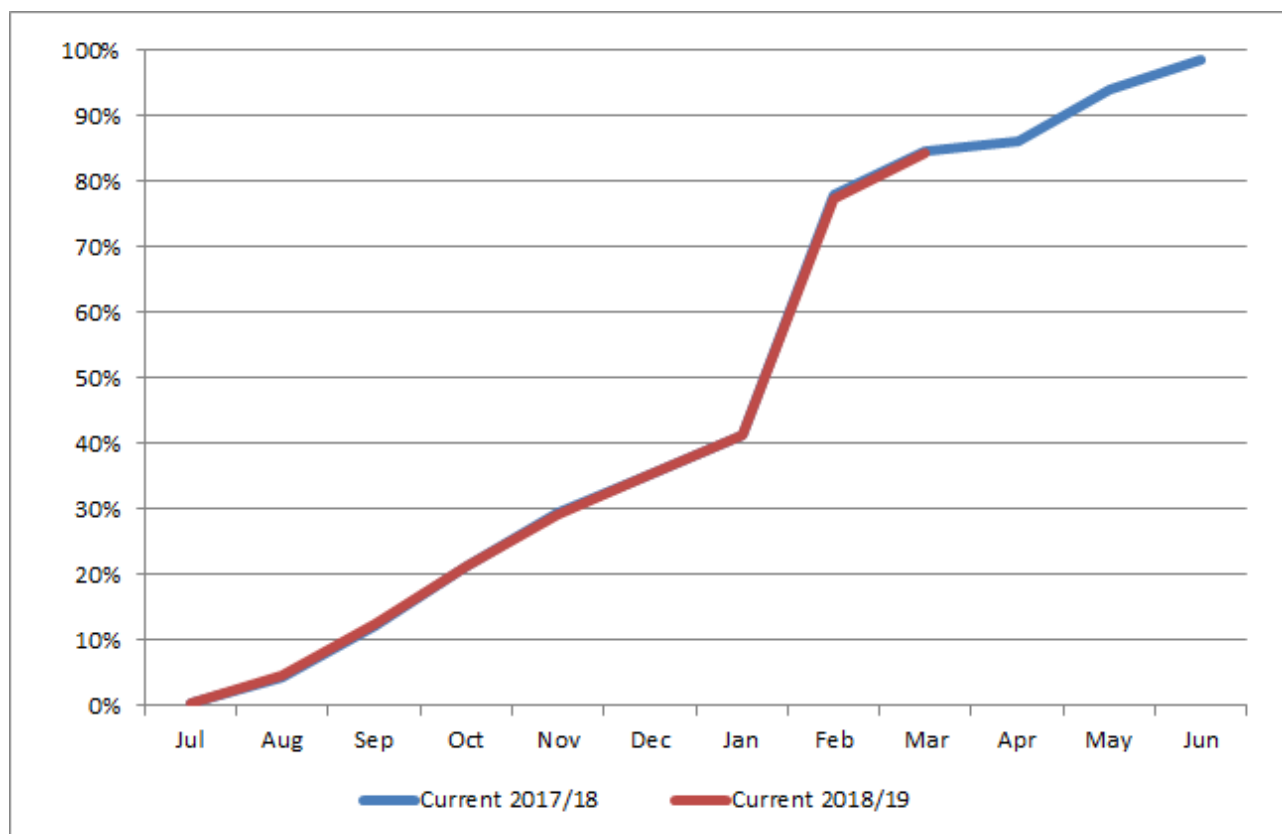
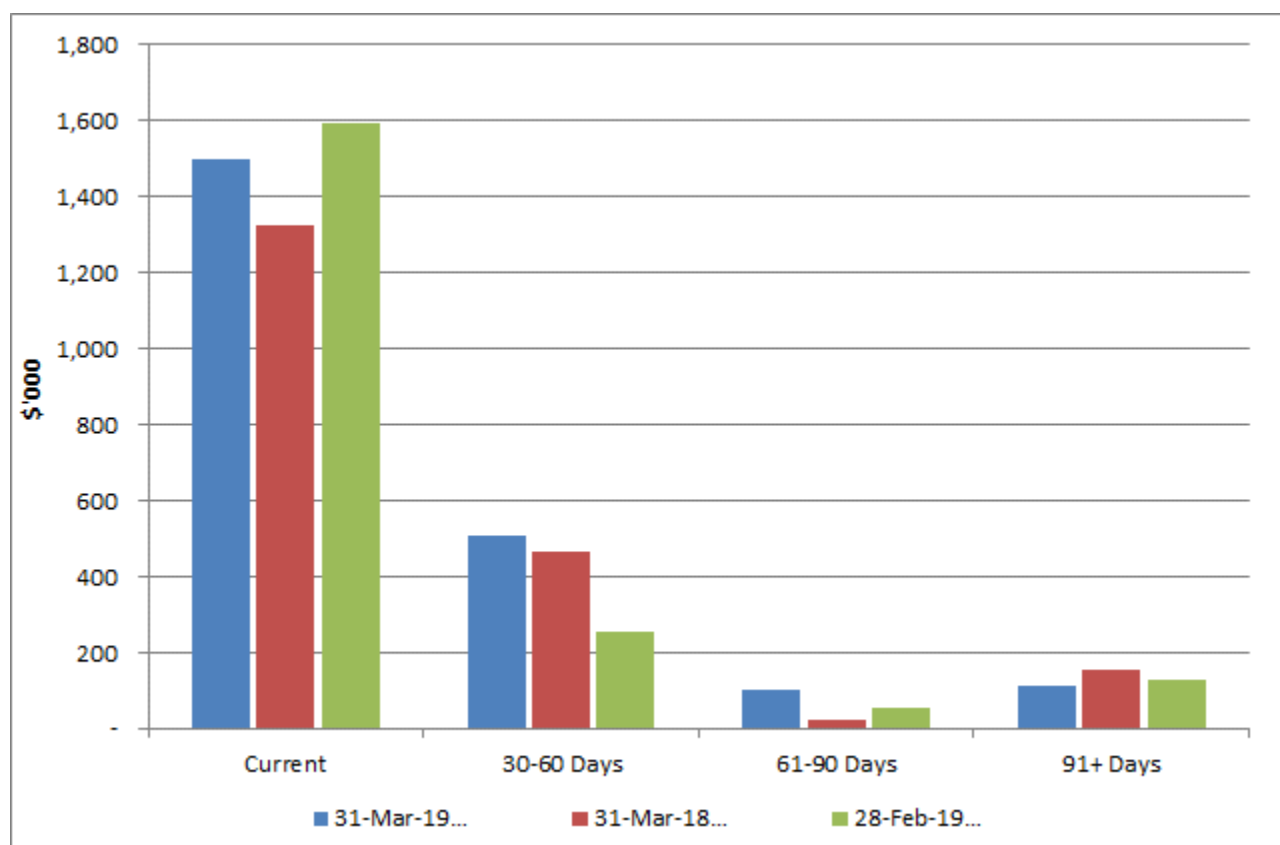


Table 3.2: General and Sundry Debtors

	31-Mar-19 \$'000	31-Mar-18 \$'000	28-Feb-19 \$'000
Current	1,501	1,322	1,595
30-60 Days	505	463	253
61-90 Days	102	25	57
91+ Days	110	157	128
Total Owing	2,218	1,967	2,033
Total over 60 days	212	182	185
% over 60 days	9.6%	9.3%	9.1%
Total over 90 days	110	157	128
% over 90 days	5.0%	8.0%	6.3%

Graph 3.2: General and Sundry Debtors – Aged Comparison

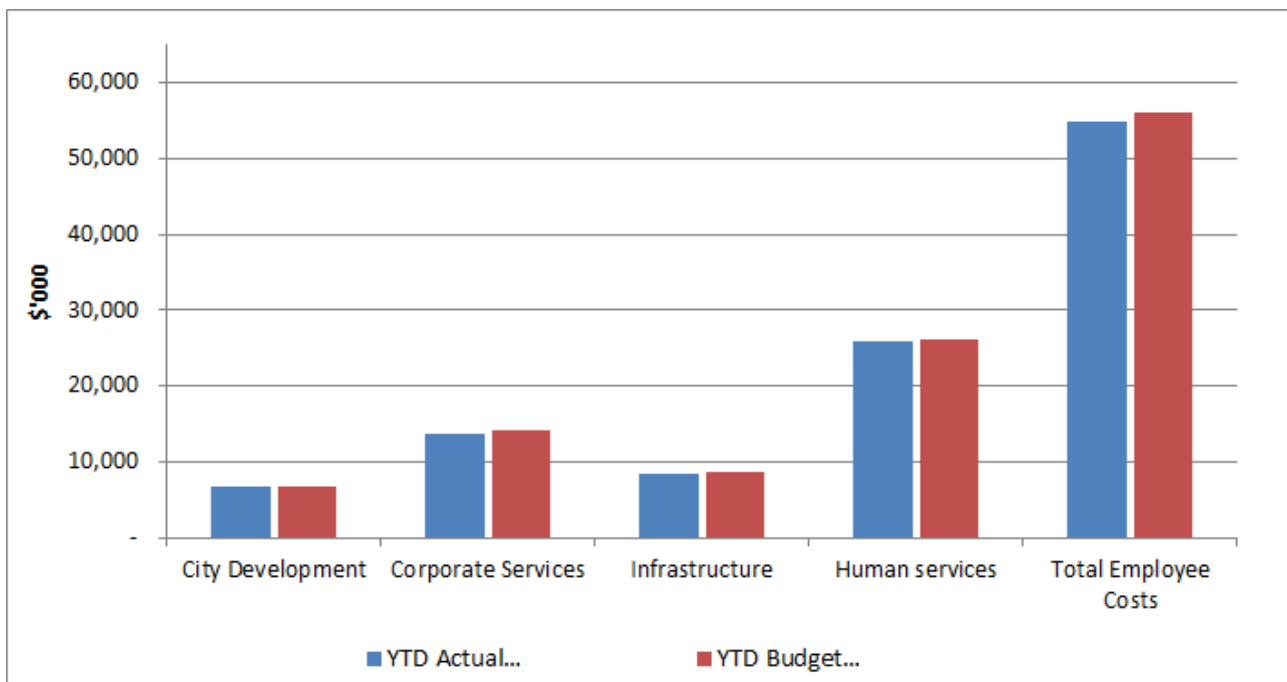


Employee Costs

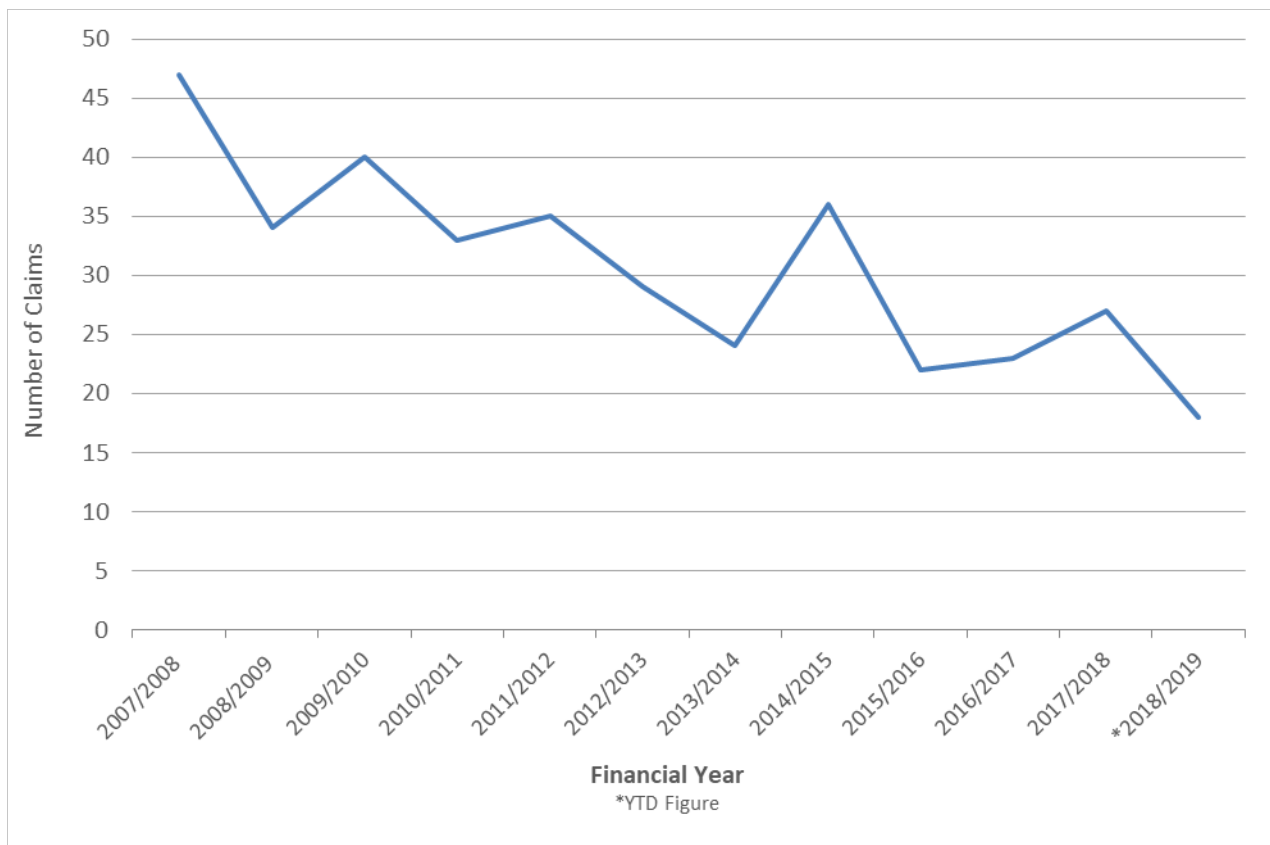
Table 4.1: Employee Costs by Division

Division	YTD Actual \$'000	YTD Budget \$'000	YTD Variance \$'000
City Development	6,671	6,902	232
Corporate Services	13,839	14,195	355
Infrastructure	8,420	8,594	175
Human services	25,958	26,279	321
Total Employee Costs	54,888	55,970	1,082

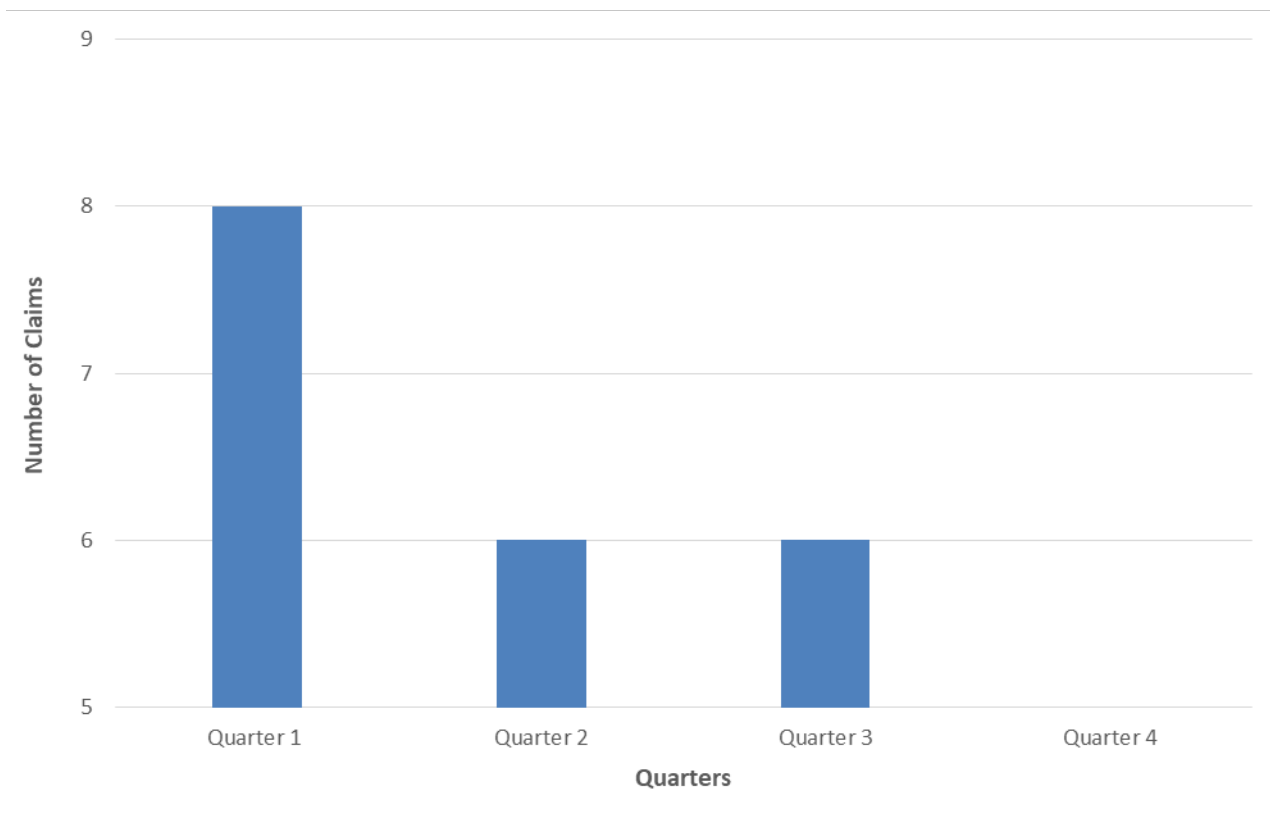
Graph 4.1: Employee Costs – Actual to Budget Comparison



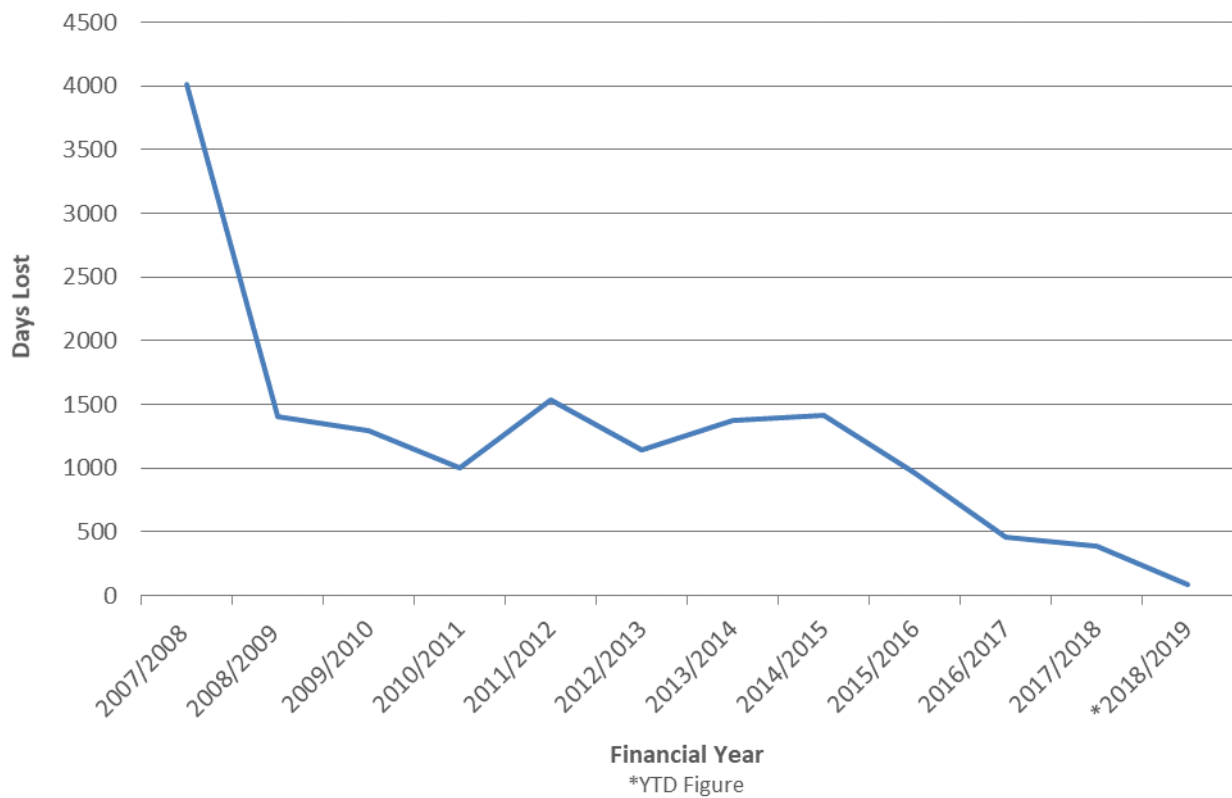
Graph 4.2: Employee Costs – Workers Compensation Claims 10-year trend



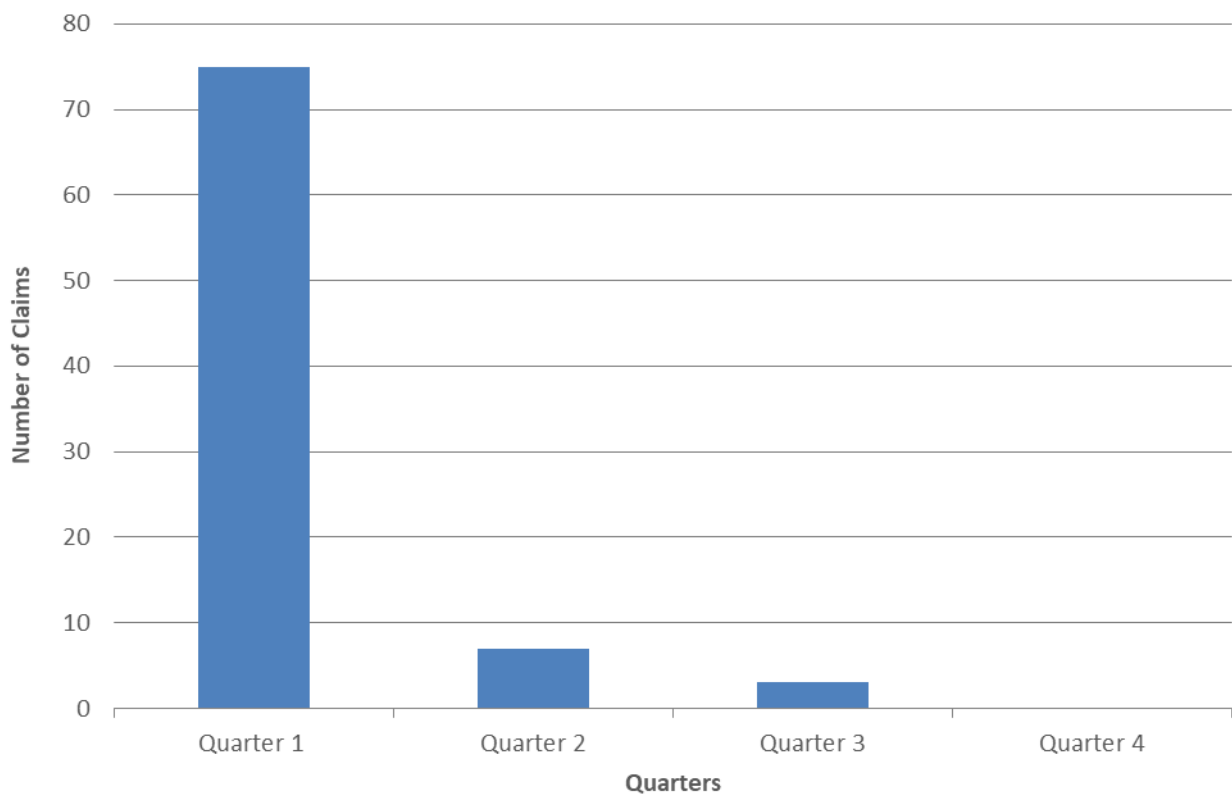
Graph 4.3: Employee Costs – Workers Compensation Claims 2018/19 FY



Graph 4.4: Employee Costs – Total Days Lost 10-year trend



Graph 4.5: Employee Costs – Total Days Lost 2018/19 FY*



Section 7 – Audit Advisory Committee Minutes

This section contains the Audit Advisory Committee Minutes for the third quarter of the financial year – 1 January – 31 March 2019.

AUDIT ADVISORY COMMITTEE MINUTES

19 November 2018

1 OPENING OF THE MEETING

The meeting commenced at 10.35 am in Meeting Room 9.

2 PRESENT

Mr Michael Said
Ms Lisa Woolmer
Cr Denise Massoud
Cr Ben Stennett

IN ATTENDANCE

Ms Noelene Duff – Chief Executive Officer
Mr Peter Smith – General Manager Corporate Services
Mr Stuart Cann – Head Finance & Corporate Performance
Mr Tony De Fazio – Executive Manager Governance & Customer Service (Item 8 only)
Ms Jenny Russell – Team Leader Governance (Item 8 only)
Mr David Kerwin – Workplace Risk Health & Safety Coordinator (Item 12.1 only)
Ms Melinda Federico – Risk Management Consultant (Item 12.1 only)
Mr Andrew Zavitsanos – Crowe Horwath

3 APOLOGIES – Nil

Ms Pauline Bennett – Manager Organisation Development

4 CONFIRMATION OF MINUTES – 17 September 2018

Committee Resolution

That the Minutes of the Meeting of 17 September 2018 be confirmed
Moved Cr Massoud, Seconded Ms Woolmer

CARRIED

5 MATTERS ARISING FROM PREVIOUS MEETING – Nil

6 AUDIT COMMITTEE PLAN

Requested that the minutes of the quarterly Major Projects Councillor Reference Group be included in the AAC agenda papers as an attachment.

Mr Smith outlined the proposal for review of corporate policies over the next two years. A list of potential policies for AAC review to be put forward at the March AAC meeting.

7 DISCLOSURE OF ANY CONFLICTS OF INTEREST – Nil

8 CEO DECLARATION OF LEGAL COMPLIANCE

The CEO declared that she was not aware of any breach of legislative compliance.

Legislative Non-Compliance Correspondence Management

Ms Duff provided the Committee with an update of policy completed for management of Councillor correspondence. Further update to be provided at the March AAC meeting.

9 INTERNAL AUDIT

9.1 Status Report

IA Progress Report November

Mr Zavitsanos presented the Progress Report.

Committee Resolution

That the Committee note the report.

Moved Ms Woolmer, Seconded Cr Massoud

CARRIED

Reports & Publications Quarterly Update

Mr Zavitsanos presented the quarterly update and highlighted key items of interest.

Committee Resolution

That the Committee note the report.

Moved Ms Woolmer, Seconded Cr Massoud

CARRIED

9.2 Audit Reports

Credit Cards Review

Mr Zavitsanos presented the internal audit report. There were no high risk issues noted. Management to consider updating corporate policy to ensure purpose of credit card explicitly states excluded items and considers consequences for misuse.

Committee Resolution

That the Committee note the report.

Moved Cr Stennett, Seconded Ms Woolmer

CARRIED

9.3 Audit Scopes

Asset Management (Infrastructure) MAP

Mr Zavitsanos presented the scope document. Crowe Horwath to make reference to any VAGO report on this topic.

Committee Resolution

That the Committee endorse the MAP.

Moved Cr Massoud, Seconded Cr Stennett

CARRIED

Privacy & Data Protection Act Management MAP

Mr Zavitsanos presented the scope document. Management to review scope with Crowe Horwath and make any recommendations should further resting be required upon completion of review involving privacy cloud-based solutions.

Committee Resolution

That the Committee endorse the MAP.

Moved Cr Massoud, Seconded Cr Stennett

CARRIED

9.4 Other (including matters scheduled from Audit Committee Plan) – Nil

10 EXTERNAL AUDIT

10.1 Reports – Nil

10.2 Other (including matters scheduled from Audit Committee Plan) – Nil

11 STATUS/FOLLOW UP OUTSTANDING

11.1 Audit Report Items

Progress on Internal Audit Report Recommendations

The progress report on outstanding Internal Audit Report actions for the period was presented.

The Committee noted that the completed items be removed from outstanding items subject to Crowe Horwath recommendation. AAC accepts recommendation for removal of items noted as complete. AAC and Management recommended four items for Crowe Horwath to schedule follow-up review.

Committee Resolution

That the Committee endorse the progress report recommendations.

Moved Cr Stennett, Seconded Ms Woolmer

CARRIED

11.2 Audit Committee Matters

Self-Assessment AAC Performance 2017-18

The consolidated assessment results were noted. Management to develop a draft IA charter for consideration at the May AAC meeting.

Committee Resolution

That the Committee note the report.

Moved Cr Massoud, Seconded Cr Stennett

CARRIED

12 OFFICERS REPORTS

12.1 Risk Management

November Bi-Annual Report

Mr Kerwin spoke to the progress report on risk management activities within Council including an update on the risk management action plan, emerging risks and business continuity activities.

Committee Resolution

That the Committee note the comprehensive progress report.

Moved Ms Woolmer, Seconded Cr Massoud

CARRIED

12.2 Financial & Performance Reports

September Quarterly Performance Report

Mr Cann spoke to the circulated report.

Committee Resolution

That the Committee note the performance report.

Moved Cr Stennett, Seconded Ms Woolmer

CARRIED

12.3 Fraud Control & Special Investigations – Nil

12.4 Other (including matters scheduled from Audit Committee Plan)

External Vulnerability Testing Update

Mr Smith provided an update to the circulated report – the re-testing results for the low risk items have now been remediated so all items are now resolved. Vulnerability testing to be included in the AAC plan for future reporting.

Committee Resolution

That the Committee note the update report.
Moved Cr Stennett, Seconded Ms Woolmer

CARRIED

13 CORRESPONDENCE

13.1 VAGO

Delivering Local Government Services

The recently released summary report was noted.

13.2 DELWP – Nil

13.3 MAV – Nil

14 OTHER BUSINESS – Nil

15 CONFIRMATION OF DATE OF NEXT MEETING

Audit Advisory Committee Meeting Schedule 2019

The schedule of meeting dates for 2019 was circulated.

Committee Resolution

That the Committee note the schedule of meetings for 2019.
Moved Cr Massoud, Seconded Cr Stennett

CARRIED

16 CLOSURE OF MEETING

The meeting closed at 11.55 am.