



Ordinary Meeting of Council Attachments

Monday 14 October 2024

Council Chamber

ATTACHMENTS

CHIEF FINANCIAL OFFICER

1. Formal consideration of Annual Report 2023/24

Attachment 1: Maroondah City Council Annual Report 2023/243



Maroondah City Council Annual Report 2023/24



Annual Report 2023/24



Contents

| | |
|--|------------|
| Welcome to the Maroondah City Council Annual Report 2023/24 | 4 |
| Our highlights | 5 |
| Our city | 14 |
| Our Community Vision | 18 |
| Our Council | 26 |
| Our performance | 38 |
| A safe, healthy and active community | 38 |
| A prosperous and learning community | 52 |
| A vibrant and culturally rich community | 62 |
| A clean, green and sustainable community | 68 |
| An accessible and connected community | 80 |
| An attractive, thriving and well built community | 86 |
| An inclusive and diverse community | 94 |
| A well governed and empowered community | 106 |
| Corporate Governance | 128 |
| Statutory information | 148 |
| Annual Financial Report and Performance Statement | 175 |
| Our integrated service delivery | 266 |
| Glossary | 268 |

Acknowledgment of Country

We, in the spirit of Reconciliation, acknowledge the Wurundjeri People of the Kulin Nation as Traditional Custodians of the land now known as the City of Maroondah, where Indigenous Australians have performed age old ceremonies. We acknowledge and respect their unique ability to care for Country and their deep spiritual connection to it. We pay our respects to their Elders, past, present and emerging.

Cover: Maroondah Edge

Welcome to the Maroondah City Council Annual Report 2023/24

The Maroondah Annual Report details the achievements, performance, and financial management of Maroondah City Council for the 2023/24 financial year. Maroondah City Council is committed to transparent reporting and being accountable to the local community.

This Annual Report highlights to the Maroondah community, Council's performance during the financial year measured against the *Council Plan 2021-2025 (2023/24 Update)* and the *Annual Budget 2023/24*.

The Local Government Act 2020 states that all Victorian Councils must prepare an annual report in respect of each financial year including: a report of Council's operations, audited performance

statement, audited financial statements, and copies of the auditor's reports on the performance and financial statements. The Audit and Risk Committee reviewed these financial statements at its meeting on 21 August 2024. Council endorsed the financial report in principle at its meeting on 16 September 2024.

The Standard and Performance Statements were certified by the Principal Accounting Officer (Manager Finance and Commercial), the Chief Executive Officer and two nominated Councillors. The Victorian Auditor General's office has certified the Performance Statement and the Financial Report including the Standard Statements.

How to use this Annual Report

The 2023/24 Annual Report is divided into seven sections:

| | | |
|---|------------------------------|---|
| 1 | Our Highlights | Provides reflections from the Mayor and CEO and outlines key capital works and initiative highlights during 2023/24. |
| 2 | Our City | Profiles the City of Maroondah, details our vision, and Council's integrated planning framework. |
| 3 | Our Council | Details our Councillors, their Wards and Council as an organisation. |
| 4 | Our Performance | Identifies 2023/24 achievements relating to Council's eight outcome areas outlined in the <i>Council Plan 2021-2025 (2023/24 Update)</i> . Each outcome area includes information on achievements, challenges, future directions, interesting facts and statistics, as well as Council's performance against the commitments identified in the Council Plan. |
| 5 | Corporate Governance | Reports on governance processes/procedures and risk management. |
| 6 | Statutory Information | Provides information linked to statutory requirements including the Victorian Local Government performance indicators |
| 7 | Financial Report | Includes detailed financial statements which fulfil Council's legislative reporting requirements. |

Our highlights

Message from the Mayor and Chief Executive Officer

We are pleased to present the Maroondah City Council *Annual Report 2023/24* to the Maroondah community and to the Minister for Local Government.

While the Annual Report reflects on Council's activities during 2023/24, we continue to have our sights firmly set on the future. To ensure we are well placed, we have successfully completed the third year of the current four-year Council Plan and updated the Year 4 Council Plan in June 2024.

The *Council Plan 2021-2025* has been updated to reflect the Year 4 initiatives, based on the community directions in *Maroondah 2040 - Our future together*, and a range of community consultation activities undertaken throughout 2023/24.

And as we look to the future, we have taken the time to review and develop a new community vision. Over the past 12 months Council has worked with the community, key stakeholders and partners to ensure that the new Maroondah 2050 vision captures the hopes and aspirations of the Maroondah community as we look ahead to the year 2050. The new vision will be completed in the first year of the new Council term.

Other strategic and long-term planning has also taken place resulting in the completion of the *Maroondah Physical Activity Strategy 2024-2029*; *Maroondah Extended Outdoor Dining Policy*; *Public Toilet Policy 2024-2029*, and the *Stadium Sports Strategy*.

Council has also continued to work with our community to implement the actions and outcomes from the *Maroondah COVID-19 Recovery Plan*, which was recognised within the sector winning the 2022 LGPro Corporate and Community Planning Award.

We have continued to plan for the future of our two key Activity Centres. The Ringwood Metropolitan Activity Centre (MAC) Masterplan 2018 was completed in December 2021 when the Victorian Government gazetted Amendment C130 to the Maroondah Planning Scheme. Development in the Ringwood MAC is continuing to take shape in response to the land use guidance in the Masterplan, with approximately \$360 million of investment over the past 12 months. This includes the new commercial building on Bond Street, Ringwood; the commencement of the new Activity Centre Carpark adjacent to the station on Bedford Road, and significant new developments along Maroondah Highway.



Council has continued to work with key stakeholders, user groups and the community on the development of the Croydon Structure Plan and the Croydon Community Wellbeing Precinct. The Structure Plan is nearing completion and will respond to the expected population growth with Main Street continuing to serve as an important local destination. As planning progresses for the Community Wellbeing Precinct, we celebrated the completion of the Community Hub in July 2023, which is now home to a range of community groups including Croydon Central Kindergarten, Maroondah Occasional Care, Croydon U3A, Croydon Senior Citizens Centre, Maroondah Community Assist and Council's Maternal and Child Health Service. The detailed design for the Cultural Hub continues to progress, with Federal funding of \$5 million contributing towards the arts and cultural space, we look forward to construction commencing in late 2024.

Our advocacy work with the Victorian and Australian Governments continued to seek funding opportunities for a range of significant projects that will benefit the Maroondah community. Commitments during 2023/24 include Australian Government funding of \$1.35 million for major traffic safety improvements at Eastfield Road, Morinda Street and Railway Avenue, Ringwood East. The Victorian Government has committed \$1 billion for a new Maroondah Hospital and Council is advocating to the government to ensure improved outcomes for the Maroondah community from the project delivery. We also continue to work with the Level Crossing Removal Authority to ensure excellent outcomes from the removal of crossings at Dublin Road, Bedford Road and Coolstore Road and from the construction of new stations at Croydon and East Ringwood, due for completion by the end of 2024.

Regional partnerships and initiatives continue to be a focus to ensure we get the best outcomes for the Maroondah community. This includes actively supporting the Eastern Regional Group of Councils (ERG), which works collaboratively to achieve integrated advocacy and planning as well as joint procurement for shared services, which is supported by a four-year plan.

Annual Report 2023/24

The ERG works closely with other regional groups including the Eastern Alliance for Greenhouse Action, Eastern Affordable Housing Alliance and the Homelessness and Social Housing Group Charter.

While the coronavirus (COVID-19) pandemic had a profound impact on our community and organisation, Council continued to provide most of its services during the various stages of government restrictions over the three-year period (2020, 2021 and 2022). However, the long-term closures, and short reactive shutdowns combined with continued restrictions well in to 2022 resulted in cumulative financial losses to Council of approximately \$30 million from the long-term closure of our leisure facilities, and a redirection of resources and/or funding to respond to impacts of the pandemic over this three year period.

Council's 2023/24 Budget and Long Term Financial Strategy (LTFS) continued to be based on sound financial management, as well as an understanding of the rising cost of living facing ratepayers, while managing the ongoing financial impacts of the pandemic. The LTFS outlines Council's projected financial position for the next 10 years and provides a guide to the community, Council, and management in their analysis of options and decision-making about the future directions and operations of Council.

The LTFS demonstrates our long-term financial sustainability and ensures we can continue to invest in community facilities and services while operating within the rate cap environment as set out in *The Local Government (Fair Go Rates) Act 2015*. Maroondah City Council complied with the Victorian Government's 2023/24 rate cap of 3.5 per cent over the average property rate of Council.

We are very proud of the work that has been achieved over the past twelve months by the organisation, in partnership with the Councillors and the community. Council has continued its best practice service delivery while ensuring prudent financial management and investment in Council's employees to ensure they have the skills, knowledge and tools to meet the needs of the Maroondah community. The significant achievements of the past year should be celebrated and are detailed throughout this report.

We commend it as a record of the extent of what has been accomplished to ensure our City, and the Maroondah community, continues to be active, prosperous, vibrant, sustainable, accessible, thriving, inclusive and empowered.

Key highlights

Adoption of Community Local Law 2023

Councils use Local Laws to respond to issues and community needs within a municipality, complementing responsibilities and powers under both state and federal laws. The review of the Local Law 11 commenced in April 2022 with a thorough community engagement process to better understand community needs regarding public safety and amenity issues. The information and feedback was used to inform the development of the Community Local Law 2023 (renamed), which came in to effect on 1 November 2023.

Creating a safer community

A number of activities have taken place to create a safer Maroondah community, including: promoting awareness about elder abuse; implementation of the Victorian Child Safe Standards; participating in the 16 Days of Activism Against Gender Based Violence; improved referral relationships and pathways for our Maternal and Child Health service; online safety workshops; participating in the Re-Capture Equity project which gathers positive and diverse images of Maroondah residents for use in our publications and online channels; and the continuation of the Maroondah Liquor Accord and the Alliance for Gambling Reform.

Improvements to sporting and multipurpose facilities

As a result of funding Council, in partnership with the Australian Government and the Victorian Government, completed several significant multipurpose pavilion redevelopments across Maroondah.

Maroondah Edge, a new 5 lane indoor cricket training centre was opened in July 2023. The \$4.5 million facility was funded in partnership with the Victorian Government and adds to the first class sporting facilities at Jubilee Park, Ringwood. Seamlessly co-located with the recently completed RO Spencer Pavilion redevelopment, and winner of the Cricket Australia Community Facility of the Year Award 2023, this unique centre is also a hub for women's cricket in Victoria.

A new multipurpose pavilion at JW Manson Reserve was formally opened in July 2023. The \$4.5 million redevelopment was funded in partnership with the Victorian Government and supports the cricket, soccer and football teams who use the reserve. The double storey facility includes a large social space, kitchen, kiosk, female friendly change rooms, accessible amenities and storage.

Several new facilities were also completed over the past twelve months, including the new \$580,000 Town Park sportsfield; and the installation of new sportsfield lighting at East Ringwood Reserve (Victorian Government funding) and Croydon Park (Australian Government funding).

Improvements to scout halls were also completed at BJ Hubbard Reserve, Ringwood North and Hughes Park, Croydon North.

Physical Activity Strategy 2024-2029

This strategy outlines Maroondah's current level of participation in regular physical activity and highlights specific cohorts that face the most challenges to participation. It outlines opportunities for Council to mitigate these barriers and to support Maroondah's least active residents to move more often. Council continues to manage a range of successful events and regular activities such as Run Maroondah, Maroondah Night Run, and a variety of low impact and walking sports to try in a friendly, non-competitive environment; as well as a Movement Expo at Maroondah Nets.

COVID-19 Recovery

The Victorian Government pandemic declaration ended in October 2022 and the UN World Health Organisation declared an end to the public health emergency in May 2023. Council continued to manage and implement a coordinated relief and recovery framework in response to the ongoing impacts of the coronavirus (COVID-19) pandemic, referencing the Maroondah COVID-19 Recovery Plan. The Plan has a range of Priority Actions based on input from over 2800 responses to various community consultation activities, local social and economic data, and feedback from local agencies, organisations, and specialist advisory committees. Council has worked in partnership with other levels of government, local organisations and agencies to support a community led recovery. Further information can be found throughout this report.

Maroondah Extended Outdoor Dining Policy

Adopted in September 2023, the Maroondah Extended Outdoor Dining Policy responds to learnings and feedback from business owners and the community over the past few years. First introduced in response to COVID restrictions, outdoor dining has contributed positively to the social and economic vibrancy of our neighbourhood activity centres. The Policy puts a longer-term framework in place to support local hospitality businesses and for our community to enjoy outdoor dining.

Bayswater Business Precinct Transformation Strategy

The Bayswater Business Precinct (BBP) is home to more than 5,000 businesses and employs over 30,000 people, spanning Maroondah, Knox and Yarra Ranges councils, over 70 per cent of workers within the BBP live in one of these three municipalities.

Maroondah City Council is working in partnership with Knox and Yarra Ranges councils and is implementing the Bayswater Business Precinct Transformation Strategy, adopted in December 2022. The Strategy aims to maintain and strengthen the economic value of the BBP in the eastern region and to transform this vital economic asset into a dynamic, future-focused precinct to create high-value employment opportunities, robust local supply chains, business diversification and strategic investment attraction.

Another successful Maroondah Festival and Kinder Expo

Approximately 20,000 members of the community visited the Maroondah Festival in November 2023. The Festival was a huge success with a range of free family activities, interactive displays by Council service areas, and over 70 community groups showcasing their services through interactive displays and come and try activities. The annual Kinder Expo was held in March 2024 providing important information for families looking to enrol their children in kindergarten in 2025. The Expo also had Outreach Officers to support families from culturally and linguistically diverse backgrounds and provided a Q&A panel of early years experts.

Arts and Cultural Development Strategy 2020-2025

Council continued to implement the Arts and Cultural Development Strategy with key projects and focus areas including the delivery of public art commissions in Croydon and Ringwood; an Arts Activators youth arts program at Maroondah Federation Estate; and a range of collaborations with Mullum Mullum Indigenous Gathering Place spanning Reconciliation Week and NAIDOC Week. Regular arts programming has continued at our galleries and we continue to plan for the integration of arts and cultural facilities within the Croydon Community Wellbeing Precinct Cultural Hub.

Annual Report 2023/24

Food Organics Garden Organics service commenced

A range of initiatives have been undertaken as part of the Waste, Litter and Resource Recovery Strategy 2020-2030, including the commencement of the Food Organics and Garden Organics (FOGO) service in May 2023. Since commencing, and up to January 2024, Maroondah residents have collected an average of 200 additional tonnes of organic waste in their FOGO bins each month. In that same period, the FOGO service collected 1,640 tonnes more organic waste, or the equivalent of 205 additional truck loads, when compared to the same time in 2022.

Level crossing removals in Maroondah

Council continued to work in partnership with Level Crossing Removal Projects (LXRP) on the Bedford, Dublin, and Coolstore roads level crossing removal projects. Following project announcements and initial public consultation for both the Bedford and Dublin level crossing removals, the Bedford Road level crossing removal project has been enhanced to include a shared walking and cycling path connecting the Heathmont Rail Trail to Bedford Park alongside the Belgrave line.

The Bedford Road level crossing removal early works commenced in late 2022, with major construction works occurring throughout 2023/24. The removal of the level crossing was completed in March 2024.

Major construction works for the Dublin Road crossing removal in Ringwood East and the design for the new Ringwood East station commenced in 2022/23. Approximately 460 upgraded car parking spaces at Ringwood East Station will be provided, including 200 spaces funded by the Car Parks for Commuters program. Early 2024 saw the first trains run through the new rail trench under Dublin Road and the new Ringwood East Station was open to the community.

The level crossing removal at Coolstore Road in Croydon and new Croydon station design and construction have progressed during 2023/24, creating improved pedestrian and vehicle connections in the Croydon Activity Centre. New road connections under the rail line between Kent Avenue and Lacey Street were completed, replacing the Coolstore Road roundabout, with the new Croydon station expected to open mid August 2024.

Ringwood Activity Centre carpark

Construction of the \$33.2 million Ringwood Activity Centre carpark commenced in early 2024, funded in partnership with the Australian Government. Located adjacent to the Ringwood Station and bus interchange, the carpark will provide 320 parking spaces, including

accessibility bays and electric vehicle charging bays. The first stage of works saw the relocation of the remaining portion of the original Blood Brothers storefront to the prominent corner location on the site. Other carpark improvements were completed at Jubilee Park, Ringwood, HE Parker Reserve and Heathmont Reserve.

Maroondah Flood Map, drainage improvement and drainage flood mitigation programs

Council has been working with Melbourne Water to develop an updated flood map of Maroondah. This map will inform how Council manages its stormwater maintenance program, emergency management planning and capital works projects. Council's stormwater drainage network is designed to cater for most storm events, however in significant events the capacity of the stormwater drainage network can be exceeded, leading to stormwater flowing over land, along roads, through reserves and through private property depending on the landscape of the surrounding land. Understanding the areas affected is critical to reducing the impact of flooding on the community and will assist both Council and residents to prepare and plan for future developments and infrastructure improvement works. The Maroondah Flood Map was adopted in March 2024 following extensive community consultation and feedback.

Commercial Centres Improvement Program

As part of the 2023/24 Commercial Centres Improvement Program, and following consultation with traders at each centre, works have been successfully completed at Kent Avenue, Merrindale and Tintern Avenue Shopping Centres. Works at McAdam Square will be completed in mid 2024. A draft concept plan has been prepared to guide consultation with traders at the Bedford Road Shopping Centre for staged improvement works in 24/25.

New Council website launched

In August 2023, a new Maroondah City Council website was launched. This included a number of new features that improve the experience for our community when visiting the website including: My Area, an online mapping tool that assists with a range of localised information based on a residential address; Forms and Permits has undergone some major changes with easy to understand instructions, particularly useful where there are complex processes; and Your Maroondah, a new easy to use online portal for the community to create event and directory listings.

Awards and recognition

Maroondah City Council is proud to be recognised for its commitment to leadership and service excellence. A selection of the honours received during 2023/24 are highlighted below:

Winner – 2023 Victorian and National Australian Institute of Landscape Architects – Infrastructure

High Commendation – 2024 LGPro Awards for Excellence – Community Assets & Infrastructure Initiative

Re-Imagining Tarralla Creek is a \$9 million project, which has transformed the section of the creek between Dorset Road and Eastfield Road in Croydon. The project included creating a new waterway channel, planting of more than 80,000 trees, shrubs and grasses, a revitalised wetland, bird hide, informal creek crossings, gathering spaces, a new bridge and paths, and the Wurundjeri Sensory Garden. The Reimagining Tarralla Creek project was a joint initiative delivered by Melbourne Water, Maroondah City Council, Yarra Valley Water, Friends of Eastfield Park, the Victorian Government, and the Wurundjeri Woi-wurrung Cultural Heritage Aboriginal Corporation.

Commended – 2023 Cities Power Partnership Climate Awards – Community Choice Award

Finalist – 2023 Premier's Sustainability Awards – Future energy-community champion Category

This award acknowledges our partnership work with Knox and Yarra Ranges councils on the provision of My Energy and Water Saver Kits. Available from local libraries, they allow residents to measure the energy, water use, and waste output of their homes, community buildings or businesses.

Commended – 2023 Planning Institute of Australia Awards – Strategic Planning Project

The Greening the Greyfields pilot project is a collaboration between Maroondah City Council and Swinburne University to address some of the opportunities available in, and challenges planning for, appropriate residential in-fill development on underutilised residential land within the municipality. The pilot focuses on two precincts within Maroondah and aims to deliver increased and improved housing outcomes, as well as improving the liveability of the precincts, including design, landscaping and open space outcomes, and walking and cycling connections.

Commended – 2023 Planning Institute of Australia Awards – Climate Change and Resilience

Schools first - a strategic planning approach to street tree planting has enabled the identification of key locations for prioritising street tree planting that target high-use walking routes with the most need for urban shading and microclimate improvements. It is particularly aimed at school children and their parents and carers walking to and from schools. This was done using ABS census data, innovative machine learning technology, spatial analysis and school-generated data. Maroondah City Council now has a strategic street tree planting program driven by liveability, wellbeing and climate resilience objectives. When fully implemented, our community will benefit from the cooler, calmer, more walkable and attractive streets to entice more families that live within walking distance to walk more often to school.

Winner – 2023 National Waste Innovation and Recycling Awards – Community Engagement Success of the Year

Council introduced its combined food and garden organics (FOGO) waste collection service in May 2023. It has been one of the biggest opportunities for Council to reduce carbon emissions, support sustainable food production and achieve its strategic aim of halving waste to landfill by 2030. Subsequent results included a high resource recovery rate, low contamination rate and one of the highest participation rates in Australia.

Highly Commended – 2023 LGPro Positive Ageing and Wellbeing Awards – Outstanding Program/Project, non-grant based

Gen Connect is an intergenerational program aiming to emphasise the benefits of building and maintaining meaningful relationships between children and seniors, promote inclusion and diversity, and create a sense of belonging. Developed in collaboration with Maroondah Occasional Care and Kerrabee (seniors supported social programs), it has been successful in removing barriers of ageism while increasing social connection in the community.

Winner – 2023 Cricket Australia Awards – Community Facility of the Year

Maroondah Edge, a new 5 lane indoor cricket training centre was opened in July 2023. The \$4.5 million facility was funded in partnership with the Victorian Government and adds to the first class sporting facilities at Jubilee Park, Ringwood, and seamlessly co-located with the recently completed RO Spencer Pavilion redevelopment.

Annual Report 2023/24

Australia Day awards

The Maroondah Australia Day Awards recognise the achievements of Australians and the contribution they make to the Maroondah community. The nomination process for the awards is open throughout the year, with the annual awards presented on Australia Day, and in three categories.

Maroondah's Citizen of the Year was awarded to Catherine Gordon, who is a keen, dedicated and tireless volunteer for the Maroondah Volleyball Association. She is a driving force in growing participation at all levels within Maroondah Volleyball, and has been involved in many programs, activities and fundraisers.

Catherine is passionate about inclusiveness and has been instrumental in making sport accessible for all Australians and promoting community engagement and social inclusion in sport. She has held regular sitting volleyball activities, increased cultural participation and held LGBTQIA+ events.

Young Citizen of the Year was awarded to Satria Arbai, who is a passionate and dedicated advocate for disability rights. He has worked hard to raise awareness and understanding of the challenges faced by young people with a disability within the school community at Ringwood Secondary College.

His active involvement in the student-led Ringwood Activists for Disability (RAD) group, and presentations delivered to students have challenged misconceptions about people with a disability and promoted the importance of inclusiveness.

This advocacy has helped to improve the visibility of people with a disability within the school community and make Ringwood Secondary College a more inclusive and supportive environment.

The Community Event of the Year was awarded to the Language of Friendship

The sold out 'Language of Friendship' workshop was held on 23 February 2023 with over 700 bookings. Presented in partnership with URSTRONG, Maroondah Positive Education Network (MPEN) and Communities of Wellbeing,



Our 2024 Maroondah Australia Day Award recipients

the event showed how to support children to create healthy, feel-good social connections.

URSTRONG's whole-school friendship strategy has improved the social climate in schools around the world, connecting over a million children, parents, and teachers with a common language of friendship.

Bill Wilkins Volunteer Award
2023 – Terri Verberne

The Bill Wilkins Volunteer Award recognises an individual who has provided excellent volunteer service and had a positive impact on the Maroondah community. The award is intended to enhance the public awareness and appreciation of the quality and depth of voluntary service in the Maroondah community.

The annual award is named in honour of Bill Wilkins OAM and Freeman of the City in recognition of his more than 75 years of volunteering in Maroondah.

Terri Verberne was awarded the 2023 Bill Wilkins Volunteer Award in recognition of her remarkable impact on Scouts communities across Maroondah and the wider region. As the Maroondah District Commissioner and Group Leader at the 3rd Ringwood East, Terri has overseen the largest Joeys, Cubs, Scouts and Venturer program in Maroondah for the last 23 years.

Terri is also the Regional Commissioner for Mount Dandenong and is responsible for the largest Scouts region in Victoria, overseeing more than 80 Scout groups across Maroondah, Yarra Ranges, Knox, Manningham, Monash, Cardinia and Whitehorse Council areas.

A much-loved and highly respected volunteer, Terri was awarded the Silver Koala by Scouts Victoria in 2019 – an extremely rare achievement – and was also named the 2022 Maroondah Citizen of the Year.

Community feedback and endorsement

The annual Community Satisfaction Survey, commissioned by the Victorian Government, is one of a range of tools used to measure Council's progress towards achieving *Maroondah 2040 - Our future together*. The Survey outcomes provide Council with important community feedback used to ensure its activities, programs, services and initiatives are meeting the priorities of the community.

Council's overall Community Satisfaction Survey result for 2024 highlights that the Maroondah community continues to rate Council's overall performance (66) at a significantly higher level (at the 95% confidence interval) than the state-wide average (54).

This outstanding result is evidence of the quality and effectiveness of Council's initiatives, programs, services, policy development, strategic planning, advocacy, community engagement and strategic leadership.

Other notable highlights from the 2024 survey when compared with the statewide average (comparison shown in brackets) include:

- Condition of sealed roads (11 rating points higher)
- Value for money (11 rating points higher)
- Informing the community (11 rating points higher)
- Making decisions in the interest of the community (10 rating points higher)
- Recreational facilities (8 rating points higher)
- Environmental Sustainability (7 rating points higher)

Community perceptions of Council performance regarding most services evaluated in the survey are consistent with 2023 results. The survey provider noted these Maroondah results are very positive in what has been a year of decline for many other Councils.

This Victorian Government initiated survey is just one of a range of tools used to measure Council's progress towards the vision and outcomes highlighted in *Maroondah 2040 - Our future together*. The survey is one of the processes by which Council receives important community feedback to ensure its activities are well targeted, performing efficiently and are relevant to the community. Council continues its commitment to continuous improvement and effective community consultation and encourages active involvement and participation to ensure we continue to be responsive to the needs and priorities of the community.



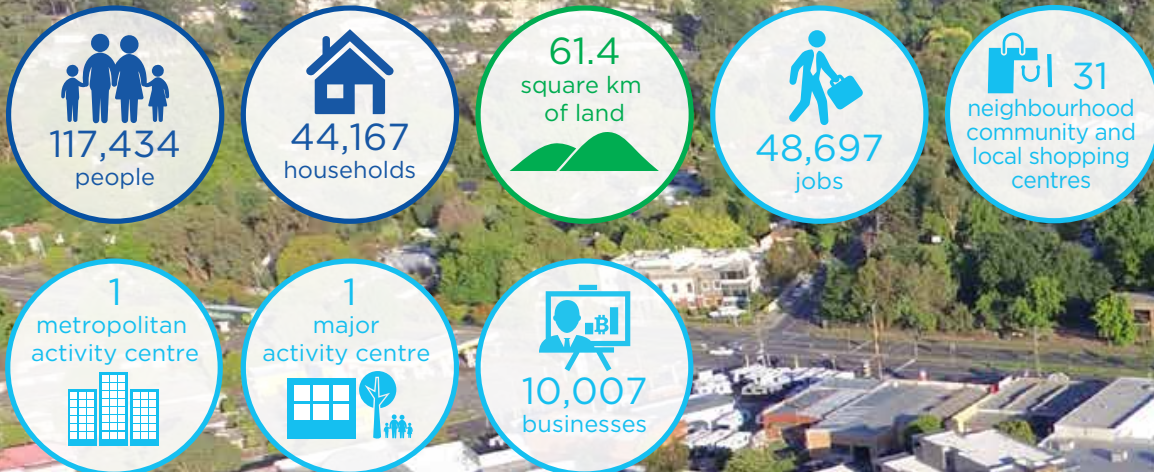
Cr Kylie Spears
Mayor



Steve Kozlowski
Chief Executive Officer

Maroondah at a glance

Maroondah is home to...



We provide...





Our city

The City of Maroondah covers a land area of 61.4 square kilometres in Melbourne's outer east and is located 22 kilometres from the Central Business District. The area is a developed residential municipality, with an estimated population of 117,434 residents and 44,167 households, with an average of 2.66 people per household.

Maroondah includes the suburbs of: Bayswater North, Croydon, Croydon Hills, Croydon North, Croydon South, Heathmont, Kilsyth South, Ringwood, Ringwood East, Ringwood North and Warranwood. The city also includes small sections of Kilsyth, Park Orchards, Vermont and Wonga Park.

With little remaining land is available for greenfield residential development, future population growth will mainly be stimulated by housing consolidation and medium density housing development.

Maroondah has the strategic advantage of being located at the north-eastern junction of the Eastern Freeway – EastLink corridor. There are two train lines and many bus routes linking the city with other regions. Our sustainable transport links continue to expand, with on-road cycling paths and 39 kilometres of shared trails, including the Mullum Mullum Creek Trail, the EastLink Trail, Tarralla Creek Trail, the Box Hill to Ringwood Rail Trail, and the Dandenong Creek Trail.



Location of the City of Maroondah



Aerial view along Maroondah Highway with Realm and Ringwood Station in the foreground, looking towards the Melbourne CBD

Our history

For more than 35,000 years the Wurundjeri Woiwurrung People of the Kulin Nation were the Traditional Custodians of the land now known as the City of Maroondah. The Wurundjeri People have a deep spiritual connection to the land and waterways, and a unique ability to care for Country.

Kulin Nation refers to an alliance of five tribes (language groups) who live across a geographical area which encompasses Melbourne and its outer regions. Their collective territory extends around Port Phillip and Western Port bays, up into the Great Dividing Range and the Loddon and Goulburn River valleys. The five Kulin Nation language groups are:

- Boonwurrung (Boon-wur-rung)
- Dja Dja Wurrung (Jar-Jar-wur-rung)
- Taungurung (Tung-ger-rung)
- Wathaurung (Wath-er-rung)
- Woi wurrung (Woy-wur-rung)

These language groups were connected through shared moieties (where everything is split in half but must come together to form a whole), Bunjil (wedge-tailed eagle) and Waa (crow). Bunjil is the creator spirit and Waa the protector of the waterways.

The Wurundjeri People take their name from the Woiwurrung language word 'wurun' meaning the Manna Gum (*Eucalyptus Viminalis*) which is common along 'Birrarung' (the Yarra River), and Djeri the grub, which is found in, or near the tree.

The Traditional Country of the Wurundjeri Woiwurrung People is defined by natural and environmental features, most significantly by water. The direction of the water flow provides a clear indication of the shape of Country and reflects the cultural understanding of the Wurundjeri People as the "people of the Birrarung" (Yarra River). The Birrarung and the waters flowing into it are the Traditional Country of the Wurundjeri Woiwurrung People.

The name 'Maroondah' is an Aboriginal word meaning 'leaf' which symbolises the green environment of the municipality.

European settlers began arriving in the area in the 1830s and started using the land for grazing cattle. The original Ringwood village emerged in the mid to late 19th century, following the initial sale of land and the local proliferation of grazing, fruit growing, antimony mining and brick making activities.

The first constructed road through the area led to Mount Dandenong and was known as Sawmill Road, it was then renamed to Oxford Road, and finally it was given its current name of Mount Dandenong Road. The area gradually became better known, as it was used by bullock teams heading for the gold fields in Woods Point and the Great Dividing Range.

In 1861 the railway line from Melbourne commenced its eastward development, extending towards Lilydale through Ringwood and Croydon, in December 1882. This resulted in the development of township facilities, including local churches, banks, and schools to accommodate the growing population. The rail line to Ferntree Gully followed soon afterwards.

The Borough of Ringwood was proclaimed in 1924 and coincided with the electrification of the railway line, encouraging township development and subdivision. Electric trains were in service between Ringwood and Croydon in 1924 and were extended to Lilydale in 1925.

Originally, Croydon was part of the Shire of Lilydale's South-West Riding. Unlike some neighbouring towns, it was not planned by the Department of Crown Lands and Survey but eventuated from the private subdivision of crown land in the Parishes of Warrandyte, Mooroolbark, and Ringwood. Due to its population density, the severance of Croydon from the Lilydale Shire was requested in 1957. The Shire of Croydon was subsequently declared in 1961.

Considerable suburban expansion during the post-war period gave rise to the declaration of the City of Ringwood in 1960. Eastland was established in 1967 as a major (new format) retail centre. In 1971 the City of Croydon was declared, reflecting increased residential development and population growth in the area.

Maroondah City Council was formed on 15 December 1994 by the amalgamation of the former Cities of Croydon and Ringwood, as well as parts of the former Shire of Lilydale and the former City of Doncaster and Templestowe.

Our community

Maroondah has an estimated population of 117,434 residents, 44,167 households, with a higher proportion of persons aged 60 or older than Victoria, and a similar proportion of children aged under 18, in comparison to the State¹.

Compared to metropolitan Melbourne, Maroondah has a slightly higher proportion of residents aged 50 years and over and a lower proportion of residents aged between 20 and 39².

Maroondah residents feel higher levels of trust than the Victorian average and have a higher level of feeling valued by society³.

734 Maroondah residents identified as being an Aboriginal and/or Torres Strait Islander person⁴. However, the number of Aboriginal and/or Torres Strait Islander people with a significant connection to Maroondah, that is those that have a cultural heritage connection and/or live, work, or play in the municipality, is likely to be higher.

Maroondah is an increasingly culturally and linguistically diverse community. According to the 2021 ABS Census, almost twenty five percent of Maroondah residents are born overseas. The most common countries of birth are China, India, Myanmar, Iran and Malaysia⁵.

There is a strong sense of community participation in Maroondah illustrated by the many committed volunteers who give their time to a diverse range of activities and pursuits. More than two thirds of parents in Maroondah are actively involved in their local schools and one third of Maroondah's residents are members of an organised community group. Council itself has approximately 431 volunteers and there are 13,938 across the municipality (2021 ABS Census).

Our environment

Maroondah is home to 653 hectares of open space in the form of reserves, conservation areas, regional parks, trails, sporting fields, neighbourhood parks, recreational open space and more.

The city has 578 parks and reserves with 53 sporting ovals, two golf courses, 131 public playgrounds, three skate areas, and five outdoor exercise equipment locations. Enhanced mobility as well as being connected is supported by 39 kilometres of shared trails across the municipality. Maroondah's 46 bushland reserves offer residents and visitors the enjoyment of wildflowers, diverse wildlife, bush walks, and wetlands.

There are more than 750,000 trees (mostly native species) in parks and reserves providing shade and shelter, helping to control water runoff, evaporation and erosion.

Thousands of trees, shrubs and grasses are planted annually across Maroondah, either to replace plants that have reached the end of their lifecycle, or to further build on our already leafy environment. Where possible, Council plants indigenous species to ensure longevity of existing plant and wildlife populations.

Maroondah's residents and businesses are committed recyclers: 26,032 tonnes of recycling and green waste was diverted from landfill in 2023/24, resulting in Maroondah continuing to have a high diversion rate of waste from landfill.

Council has been certified by Climate Active as being carbon neutral for its operation as a public statutory body. Council has implemented emission reduction measures across its built infrastructure, plant and fleet, and natural environments, while also fostering partnerships, to mitigate and adapt to the effects of climate change. For unavoidable greenhouse gas emissions, Council has invested in carbon offset projects that reduce or remove emissions from the atmosphere.

¹ 2021 ABS Census

² 2021 ABS Census

³ (Victorian Population Health Survey 2020).

⁴ (2021 ABS Census)

⁵ Population born overseas | City of Maroondah | atlas.id)

Our economy

More than 10,000 businesses operate within the city, with over 97% of these being small businesses employing less than 20 people. The majority of businesses are in the construction; professional, scientific and technical services; rental, hiring and real estate services; retail trade; and healthcare and social assistance sectors.

The largest industry employers are health care and social assistance; retail trade; manufacturing; construction, education and training. In total, businesses in Maroondah provide employment for over 48,700 people and the municipality has an annual output of \$20.1 billion.

Maroondah has four large activity centres at Ringwood, Croydon, Heathmont and Ringwood East. The Ringwood Metropolitan Activity Centre (RMAC) is one of the largest in Melbourne. In addition, a range of service and retail precincts are clustered along the Maroondah Highway corridor and in 31 neighbourhood, community and local shopping centres throughout the municipality.

Maroondah is well positioned to take advantage of Victoria's future growth, particularly in RMAC. Croydon is also identified as a Major Activity Centre, with concentrated retail opportunities and medium density housing development continuing to strengthen its town centre.

The Bayswater Business Precinct (BBP) is a thriving business and employment hub which is home to 5,300 businesses and supports more than 33,400 local jobs. Identified as a regionally significant industrial precinct in Plan Melbourne, the Victorian Government's metropolitan planning strategy. 68 percent of those employed in the precinct live locally in the municipalities of Maroondah, Knox and Yarra Ranges.

Well known across Australia and internationally for heavy vehicle, fibreglass, metals and pharmaceutical production, medical technology, defence and construction, the Bayswater Business Precinct is an advanced manufacturing economic powerhouse which contributes more than \$22.3 billion to the local and Victorian economies.

In recognition of the important role this Precinct plays within the regional economy, the Maroondah, Knox, and Yarra Ranges councils, have partnered together to maximise investment attraction, business development and employment growth opportunities for the region.



Maroondah Highway, Ringwood

Our Community Vision

Maroondah will be a vibrant and diverse city with a healthy and active community, living in green and leafy neighbourhoods which are connected to thriving and accessible activity centres contributing to a prosperous economy within a safe, inclusive and sustainable environment.



Our future outcomes

Council worked with the local Maroondah community to develop a vision for the future of Maroondah, which was adopted by Council in June 2014 and subsequently refreshed in 2021.

Maroondah 2040 – Our future together, provides a long-term strategic direction for Council and the broader community to work in partnership towards realising the aspirations of the Maroondah community.

The themes that sit with the Community Vision include:

A safe, healthy and active community

In 2040, Maroondah will be a safe, healthy and active community where all people have the opportunity to experience enhanced levels of social, emotional and physical wellbeing.

A prosperous and learning community

In 2040, Maroondah will be a thriving regional centre of economic activity and education, where the sustainable growth of local businesses is supported, and diverse lifelong learning opportunities are accessible for all community members..

A vibrant and culturally rich community

In 2040, Maroondah will be a vibrant and creative community recognised for celebration of the arts, cultural expression and diverse entertainment options..

A clean, green and sustainable community

In 2040, Maroondah will be a resilient community committed to sustainable living, enhancing our natural environment, and providing leadership in responding to climate change.

An accessible and connected community

In 2040, Maroondah will be accessible for all ages and abilities with walkable neighbourhoods, sustainable transport options, and a safe integrated transport network.

An attractive, thriving and well built community

In 2040, Maroondah will be an attractive, sustainable and well built community with thriving activity centres and a network of neighbourhoods where everyone has the opportunity to live, work and play locally.

An inclusive and diverse community.

In 2040, Maroondah will be an inclusive and equitable community where all people are valued, supported and socially connected, and diversity is embraced and celebrated.

A well governed and empowered community

In 2040, Maroondah will be an empowered community actively engaged in local decision making, led by an innovative community inspired Council that collaborates regionally and proactively champions local needs.

Our organisational vision

Council's organisational vision aligns with the Maroondah Community Vision:

We will foster a prosperous, healthy, and sustainable community.



Our mission

We are dynamic and innovative leaders, working in partnership to enhance community wellbeing.

Our key enablers

There is a range of enablers that support Council working towards our vision as well as acting on our mission:

- We are people who are adaptable, capable, positive and engaged.
- In delivering services, we are people focused, proactive, integrated and responsive.
- In our approach to our roles, we are collaborative, strategic, sustainable and best practice.

Our values

- We are **accountable** to each other and our community
- We collaborate in an **adaptable** and **supportive** workplace
- We **perform** at our best
- We are **open, honest, inclusive** and act with **integrity**
- We ensure everyone is **heard, valued** and **respected**
- We are **brave, bold** and aspire for **excellence**.

Our values guide the behaviour of employees and service areas across our organisation, enabling Council to effectively meet community priorities and expectations.

Our key principles

1. Effective and accountable governance

Council is committed to performing its role in accordance with the overarching governance principles of the *Local Government Act 2020*. We adhere to the principles of effective community engagement, transparency, integrated strategic planning, sound financial management and excellence in service performance.

2. Human rights approach

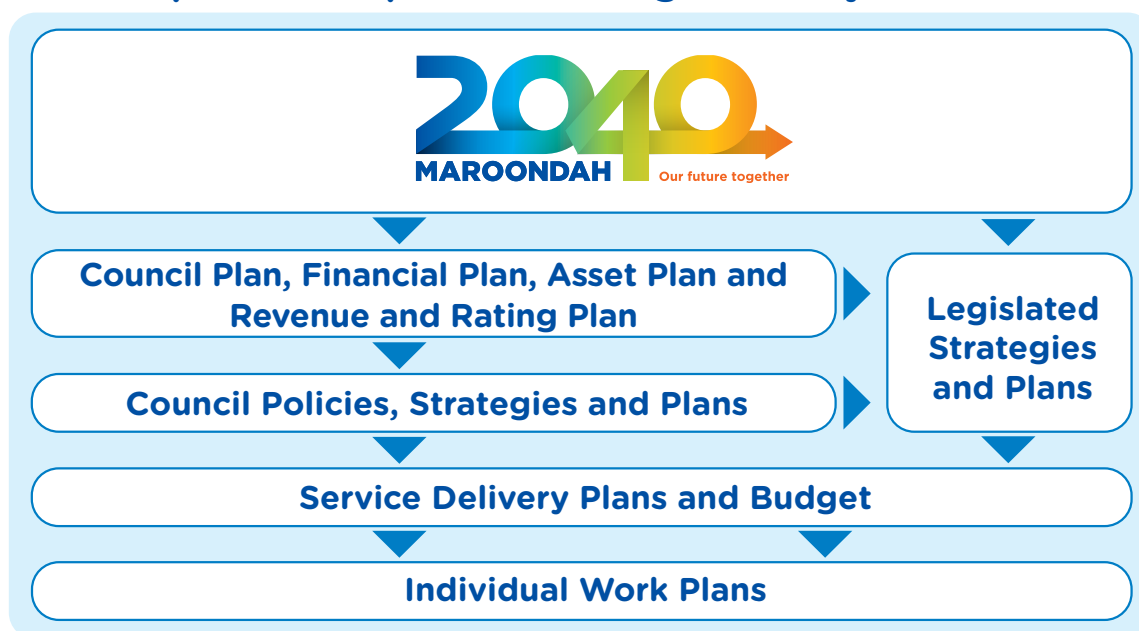
Council strategies/plans, policies, service delivery and decision-making processes are compatible with the *Charter of Human Rights and Responsibilities* (Vic), which are taken into consideration across all areas of Council by protecting the rights, interests and responsibilities of individuals and the local community.

3. Manage and minimise risk

Council continues to build upon its strong culture of risk management as an integral component of good corporate governance and operations. This is achieved by identifying strategic, organisational and operational risks along with developing risk mitigation strategies to ensure the effective delivery of services, initiatives and amenities.

The identification and management of risk is undertaken in a systematic way, implementing the principles set out in the *Australian Standards for Risk Management AS/NZS ISO 31000:2018*. The Maroondah Strategic Risk Management Plan and Policy provide the overarching framework for this to be achieved.

How we plan and report in an integrated way



Council's Integrated Planning Framework ensures that our strategic plans, activities, and resources are aligned, to meet the aspirations, priorities, and expectations of the Maroondah community.

Maroondah 2040 - Our future together and the *Council Plan 2021-2025*, along with other legislative directions and regulatory requirements provide the direction for Council's strategies and policies. These strategic documents guide internal service delivery planning which identifies the range of activities, initiatives and projects that will be undertaken by Council to implement the Maroondah 2040 Community Vision.

The Integrated Planning Framework includes other key plans, including: the *Financial Plan*, *Asset Plan*, *Revenue and Rating Plan*, *Service Delivery Plans*, and the *Annual Budget*. There are also a range of other supporting plans, strategies, and policies. Key strategic documents adopted by Council can be accessed at: www.maroondah.vic.gov.au

The Annual Report provides information to the community on the achievements and activities of Council each year in working towards the Maroondah 2040 Community Vision. Council also has a range of other quarterly or annual reporting mechanisms in place to ensure transparency, accountability and that the community is informed of outcomes at the local level.

Annual Report 2023/24

Maroondah 2040 - Our future together



Council engaged with the Maroondah community to tell us about their aspirations and priorities for Maroondah into the future. These have been grouped into eight outcome areas:

- A safe, healthy, and active community
- A prosperous and learning community
- A vibrant and culturally rich community
- A clean, green, and sustainable community
- An accessible and connected community
- An attractive, thriving, and well-built community
- An inclusive and diverse community.
- A well governed and empowered community

Under each of these outcome areas, a set of key directions guide the activities of Council, its partners and the community, to work towards implementing the Community Vision.

Maroondah 2040 - Our future together, provides a strong strategic framework for Council and the broader community to continue working in partnership, to realise the aspirations of the Maroondah community.

Council Plan



The *Council Plan 2021-2025* is a four-year plan which is developed through both broad and deliberative community engagement processes, in partnership with the local community.

The Council Plan outlines Council's medium-term key activities (strategies) that work towards delivering

Maroondah 2040 - Our future together, and its associated priorities. Specifically, the Council Plan outlines the role of Council in implementing the Maroondah 2040 Community Vision for the future of the municipality.

Annual Budget and Long-Term Financial Plan



Council's Annual Budget details the resources required to fund all of Council service delivery activities and initiatives. It outlines the financial and non-financial resources required by Council to implement the key directions and priority actions identified in the *Council Plan 2021-2025*, regarding each of the eight outcome areas.

The Budget includes both strategic and operational financial information. At the strategic level, the Budget details how the services and initiatives that will be funded will contribute to the achievement of the strategic objectives in the Council Plan, as well as the indicators and measures to monitor service performance outcomes. It also contains major initiatives of Council which have been identified as key priorities for the forthcoming financial year. At the operational level, the Budget expresses how services and initiatives will be funded through financial statements, describing in detail the income, expenditure, assets, liabilities, equity, cash and capital works programs required.

The Financial Plan describes the financial resources required to implement the Council Plan, as well as other strategies of Council over a rolling 10-year period.

Asset Plan

Council's Asset Plan communicates the importance and magnitude of Council's infrastructure assets.

Council manages community assets valued at \$2.9 billion in accordance with community needs and local, state, and national plans, policies, legislation and standards. This represents a significant investment made over many generations and requires effective management of these assets, to ensure long-term sustainability and the continuity of service provision to the community.

The Asset Plan provides information about the maintenance, renewal, acquisition, expansion, upgrade, disposal and decommissioning of assets, over a rolling 10-year period.

Revenue and Rating Plan

The four-year Revenue and Rating Plan describes how Council will generate income to deliver the commitments in the Council Plan, including initiatives, programs, services, and capital works. The Plan identifies each source of revenue and is included in Council Budget. Council's revenue sources include:

- Rates and charges
- Grants from other levels of government
- Statutory fees and fines
- User fees
- Cash and non-cash contributions from other parties such as developers and community groups
- Interest earned on investments.

Additional plans

In addition to *Maroondah 2040 - Our future together* and the *Council Plan 2021-2025*, there are a number of other key strategies which have a significant influence on Council and the Maroondah community, including:

- **Maroondah Planning Scheme (including the Municipal Planning Strategy)** - this contains policies and controls that affect how land can be used and developed. The Municipal Planning Strategy includes strategic directions about how Maroondah is expected to change as a result of implementing the planning scheme.
- **Maroondah Liveability, Wellbeing and Resilience Strategy 2021-2031 (incorporating the Maroondah Municipal Public Health and Wellbeing Plan)** - this is Council's key social environment strategic plan that describes how Council, and its partners will work towards achieving enhanced community wellbeing, liveability, and resilience outcomes over the forthcoming 10 years.

- **Municipal Emergency Management Plan** - is a multi-agency plan which is prepared to address the prevention of, response to, and recovery from emergencies across Maroondah.
- **Additional Council policies, strategies, and plans** - there are a broad range of other policies, strategies and plans that contribute to the delivery of outcomes and key directions detailed in *Maroondah 2040 - Our future together* and the *Council Plan 2021-2025*. All adopted community facing policies, strategies and plans can be found on Council's website at www.maroondah.vic.gov.au

Service Delivery Plans

Maroondah 2040 - Our future together, the *Council Plan 2021-2025*, and the Financial and Asset Plans set the direction for the development of detailed service delivery plans across each Council service area. These plans are reviewed annually to ensure they meet community needs and expectations.

Budget

The Budget documents the financial and non-financial resources required by Council to implement the key directions and priority actions identified in the *Council Plan 2021-2025* for each of the eight outcome areas.

Community engagement



Council is committed to effectively engaging with our community in a meaningful, accountable, responsive, and equitable manner.

The Maroondah community and other key stakeholders play a vital role in shaping the municipality both now and into the future. Council considers

effective community engagement as an essential component of good governance and leadership.

Community engagement is a planned process that provides a range of opportunities for our community to be involved in Council activity, including decision-making, relationship building, initiative development and implementation and community strengthening.

Effective community engagement enables Council to make well informed decisions at an operational and strategic level and creates a better level of understanding between Council and our community.

Community engagement is achieved when the community is, and feels, part of a process. The outcome of high-quality community engagement enables Council to have all relevant information to make well-informed decisions at a strategic level as well as creating an enhanced level of understanding between Council and the local community.

Community Engagement Policy

Council's approach to community and stakeholder engagement is guided by the Maroondah Community Engagement Policy, as well as the community engagement principles set out under Section 56 of the *Local Government Act 2020*.

The *Maroondah Community Engagement Policy 2021* is a formal expression of Council's commitment to effectively engaging with the Maroondah community, to understand a diversity of views, experiences, and priorities.

The Policy details a set of commitments that guide the planning, development, implementation, evaluation, and continuous improvement of all community engagement activity undertaken by Council.

It outlines the principles of the International Association for Public Participation (IAP2) which guide best practice in community engagement activity. The Policy also seeks to enhance Council's engagement processes and its related outcomes by:

- Encouraging a consistent approach to community engagement
- Implementing an approach underpinned by continual learning and evaluation
- Expanding and building capacity regarding the range of engagement methodologies utilised
- Detailing the importance of communication and closing the loop with the community

The Policy details the minimum requirements for some specific engagement activity for example, when deliberative engagement is required to be implemented. Council's engagement activities aim to gain a strong understanding of our community's priorities, to ensure we can respond appropriately into the future.

The Policy is supported by a comprehensive Community Engagement Toolkit designed to practically implement Council's Policy and guide Council officers in the effective planning, implementation and evaluation of community engagement activities.

Deliberative engagement

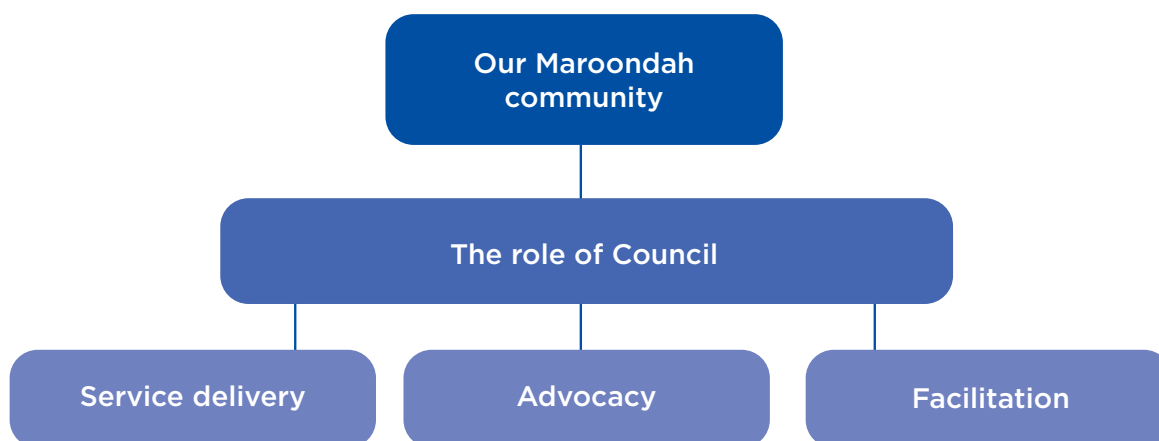
Deliberative engagement is a particular approach which encourages community members to critically test, weigh up and consider a range of information, perspectives, inputs, and evidence, to make recommendations.

Section 55 (2g) of the *Local Government Act 2020* requires that *Council's Community Engagement Policy* details when deliberative engagement must occur - including in the development of the Community Vision, Council Plan, Long Term Financial Plan and Asset Plan.



Our Council

The role and function of Council



Section 64A (1) of the *Victorian Constitution Act 1975* describes local government as a distinct and essential tier of government consisting of democratically elected Councils having the functions and powers that the Parliament considers are necessary to ensure the peace, order, and good government of each municipal district.

The role of a Council is defined in the *Local Government Act 2020*, which formalises a Council's legal status, purpose and objectives; delegates Council with specific functions and powers; and imposes Council with various duties.

At Maroondah City Council, our role is to:

- deliver services that meet the needs and expectations of the Maroondah community
- advocate on behalf of community needs to other levels of Government
- facilitate the delivery of outcomes by working in partnership with residents, businesses, community organisations and key stakeholders.

Over 120 different services are provided by Council including: aged and disability support services, business support, community planning and development, children and youth services, infrastructure maintenance and renewal, leisure and sporting facilities, maternal and child health, parks and reserves, planning and building, drainage, roads and footpaths, and waste and recycling.

Our Councillors and wards

The municipality is divided into nine wards: Barnggeong, Bungalook, Jubilee, McAlpin, Tarralla, Wicklow, Wombolano, Wonga and Yarrunga. Each ward is represented by one Councillor.

Councillors are responsible for the stewardship and governance of Council. The nine Councillors are the elected representatives of all residents and ratepayers across the City.

Section 28 of the *Local Government Act 2020* defines the role of a Councillor as:

- to participate in the decision making of the Council
- to present the interests of the municipal community in that decision-making
- to contribute to the strategic direction of the Council through the development and review of key strategic documents of the Council, including the Council Plan.

Mayor and Deputy Mayor

Cr Kylie Spears was unanimously elected to the position of Mayor on 8 November 2023. Cr Spears is Maroondah's 28th Mayor. During the financial year, Cr Spears served as Mayor from 8 November 2023 to 30 June 2024.

As Mayor of Maroondah, Cr Spears represents Council at the Eastern Region Group of Councils. Cr Paul Macdonald was elected to the position of Deputy Mayor on 8 November 2023. The Deputy Mayor position provides support to the Mayor during the mayoral term.

From 1 July to 7 November 2023, Cr Rob Steane held the position of Mayor, and Cr Tasa Damante was Deputy Mayor.

Council election

In Victoria, Councillors are elected in local government elections conducted by the Victorian Electoral Commission for a four year term.. The last general election for Maroondah City Council was held on 24 October 2020. The next general election for Council will be held on 26 October 2024.

Former Councillor Marijke Graham resigned from Council effective 8 September 2023 creating an extraordinary vacancy. A by-election was conducted for Barneong Ward by the Victorian Electoral Commission on 2 December 2023. The successful candidate was Cr Chris Jones, and he is the Barneong Ward Councillor for the remainder of the Council term through to the next local government elections to be held in October 2024.

Mayoral election

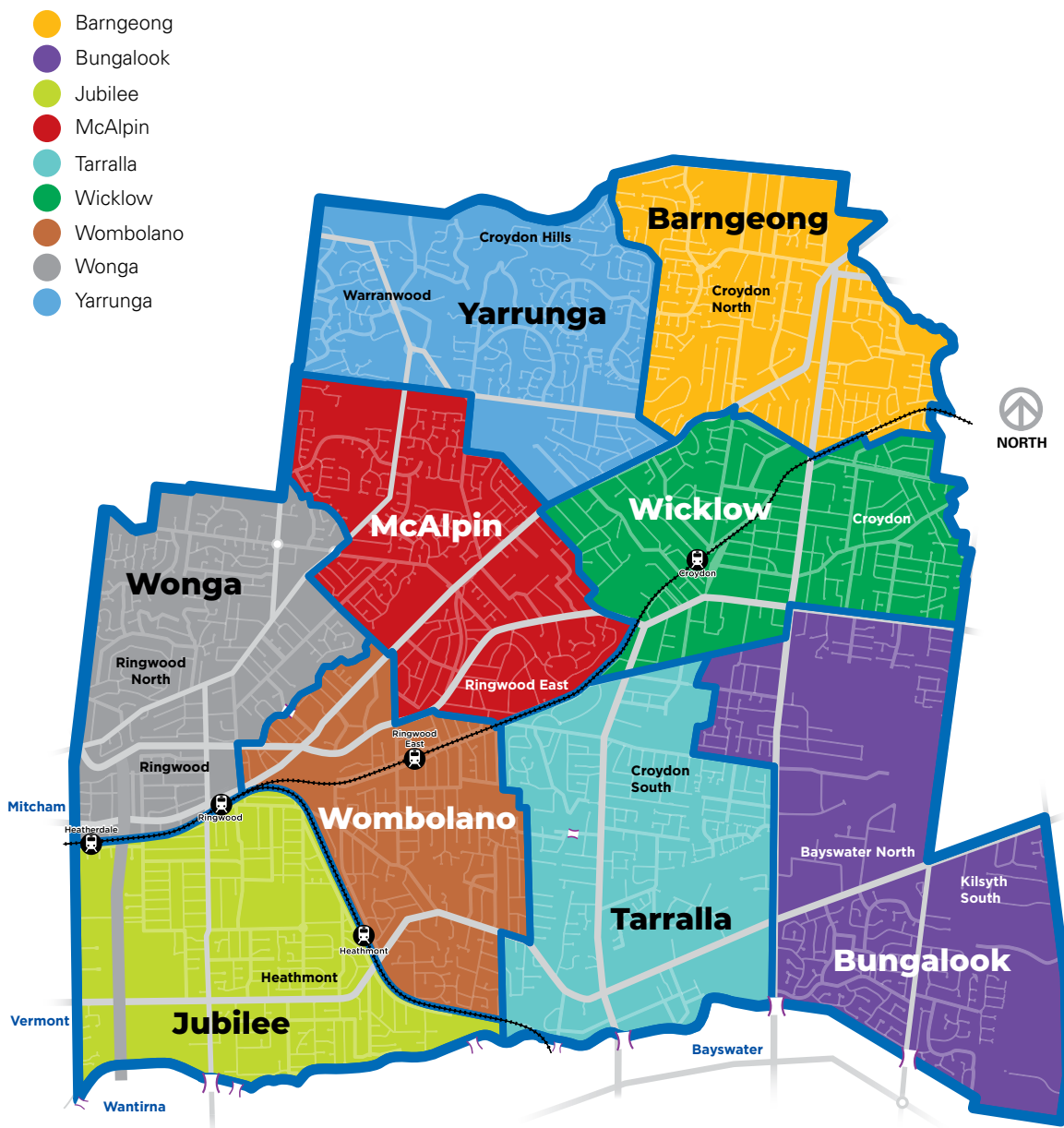
The position of Mayor is elected by the Councillors, typically for a one-year term. The role of Mayor is significant as a community leader and Council spokesperson. The Mayor performs an important leadership, social and ceremonial function and chairs all Council meetings.



Maroondah City Council's civic and administrative offices are located in Realm at Ringwood Town Square

Annual Report 2023/24

Wards and Councillor Representation



Barnggeong Ward



Cr Chris Jones

Mobile: 0418 109 015

chris.jones@
maroondah.vic.gov.au

Elected December 2023

*Note: Cr Marijke Graham
resigned as Ward Councillor
on 8 September 2023*

Bungalook Ward



Cr Tony Dib OAM JP

Mobile: 0438 515 089

tony.dib@
maroondah.vic.gov.au

Jubilee Ward



Cr Mike Symon

Mobile: 0436 002 080

mike.symon@
maroondah.vic.gov.au

McAlpin Ward



Cr Suzy Stojanovic

Mobile: 0429 916 094

suzanne.stojanovic@
maroondah.vic.gov.au

Tarralla Ward



Cr Paul Macdonald

Mobile: 0436 001 760

paul.macdonald@
maroondah.vic.gov.au

Wicklow Ward



Cr Tasa Damante

Deputy Mayor

Mobile: 0436 704 819

tasa.damante@
maroondah.vic.gov.au

Wombolano Ward



Cr Kylie Spears

Mobile: 0436 003 660

kylie.spears@
maroondah.vic.gov.au

Wonga Ward



Cr Linda Hancock

Mobile: 0473 194 871

linda.hancock@
maroondah.vic.gov.au

Yarrunga Ward



Cr Rob Steane OAM

Mayor

Mobile: 0407 519 986

rob.steane@
maroondah.vic.gov.au

Corporate Management Team

Within the framework of strong strategic leadership, the position of the Chief Executive Officer (CEO) is established by the *Local Government Act 2020*, to oversee the day-to-day management of Council operations.

At Maroondah City Council, the CEO, together with four Directors (Assets & Leisure, Chief Financial Officer, People & Places, Strategy & Development), form the Corporate Management Team (CMT) and lead the organisation. CMT meet on a weekly basis to oversee and manage the operations of Council. Members of CMT attend all Council meetings to provide the relevant information and advice, enabling Council to make informed decisions.

CMT is supported by Service Area Managers and employees with specialist skills to develop, implement, manage, and deliver the operational and administrative activities required to meet the needs, priorities and expectations of the community.



Chief Executive Officer – Steve Kozlowski

Steve has 35 years of senior local government management experience at Chief Executive Officer and Director levels, including 10 years with Maroondah City Council from 1994 to 2003. From 2004, he was Chief Executive Officer at East Gippsland Shire until he re-joined Maroondah City Council on 8 September 2014 as Chief Executive Officer.

Steve has held executive positions on a number of national, state, and regional committees across a range of interests including economic development, environmental planning, tourism, coastal settlement development and community development. Steve is chair of the Melbourne Regional Development Australia (RDA) Committee, having been jointly appointed to the position by the Victorian and Australian Governments, and is a member of the Eastern Region Group of Councils (ERG).

Steve is a Fellow of several professional associations including the Australian Institute of Company Directors (AICD) and Local Government Professionals Victoria (LGPro), and the Institute of Managers and Leaders. He holds a Master of Business Administration, and a Bachelor of Business (Local Government).



Director Assets and Leisure – Adam Todorov

Adam is responsible for Leisure and Major Facilities, Operations, and Projects and Asset Management.

Adam joined Maroondah City Council in 2001 and has over 23 years of experience in the sector, spanning Engineering, Project Management, Asset Planning and Management (for the built and natural environments), Facility Management, and Leisure service provision.. He has held a number of leadership and management roles within the organisation, including over 7 years as a Director. During this time Adam has overseen the management of Council's \$2.9 billion worth of community assets, and the delivery of Council's largest ever annual capital works program, providing significant benefits to the Maroondah community.

Adam's tertiary qualifications include a Bachelor of Engineering (Civil), with Upper Second-Class Honours, and a Graduate Certificate in Business Administration. He is an Associate Fellow of the Institute of Managers and Leaders (iML), and a Member of Engineers Australia and Local Government Professionals Australia (LGPro).

**Director/Chief Financial Officer – Tony Rocca**

Tony is responsible for Cyber and Technology, Finance and Commercial Services, and Governance and Performance service areas.

Tony joined Maroondah City Council in 2016, as the Manager Finance and Governance and has over 11 years experience in Local Government, including with Frankston City Council. He brings experience in Internal Audit, Financial Audit and Continuous Improvement across the Victorian Government and Private Sector.

Tony is driven by a commitment to best practice principles and a passion for achieving superior community outcomes. He consistently strives to deliver high-quality internal services to help bolster the wider organisation.

Tony's tertiary qualifications include a Bachelor of Business and Commerce majoring in Accounting and Economics, and a Post Graduate Diploma in Property and Valuation. Tony is a Member of the Institute of Chartered Accountants and is the Vice President of the Local Government Finance Professionals Association (FinPro).

**Director People and Places – Marianne Di Giallonardo**

Marianne is responsible for Business and Precincts, Communications and Citizen Experience, Community Services and People and Culture portfolios.

Marianne has over 43 years experience in a range of local and Victorian Government arenas, including senior leadership and management across the portfolios of Corporate, Community and Leisure, and Infrastructure Services management.

Her tertiary qualifications include Certified Manager with the Institute of Managers and Leaders, a Master of Business Administration, Graduate Diploma of Business, Bachelor of Arts (Youth Affairs) and Diploma of Youth Work. She is a member of a number of sector boards including the Local Government Professionals Director Special Interest Group Executive and holds professional memberships with the Australian Human Resources Institute (AHRI), Australian Institute of Company Directors (AICD), Institute of Managers and Leaders (IML), Committee for Economic Development of Australia (CEDA), Institute of Public Administration Australia (IPAA), Local Government Professionals (LGPro) and Victorian Chamber of Commerce and Industry (VECCI).

**Director Strategy and Development – Andrew Fuaux**

Andrew is responsible for City Futures (including Strategic Planning, Sustainability and Community Wellbeing); Community Safety (including Health, Local Laws and Emergency Management); Engineering and Building; and Council's Statutory Planning and Development Services.

Andrew has 25 years local government experience. He commenced with Maroondah City Council in 2010 as Manager Statutory Planning and was appointed Director City Development in 2018, applying his wealth of experience from his leadership and management roles at Whitehorse and Yarra Ranges Councils across a diverse range of service areas, including: planning, engineering, health services, local laws, and environmental management.

Andrew's tertiary qualifications include a Graduate Diploma in Urban Policy and Planning and a Degree in Social Science (Environmental Assessment and Policy). He is a Fellow of the Institute of Managers and Leaders (previously AIM), and member of the Victorian Planning and Environment Law Association (VPELA), and the Australian Institute of Company Directors (AICD).

Annual Report 2023/24

Organisation structure

The following chart details the organisational structure of Maroondah City Council as of 30 June 2023.

There are 15 service area Managers and 1,212 employees (504.53 EFT) that work to deliver high quality outcomes that respond to the priorities of the local community.



Corporate performance and values

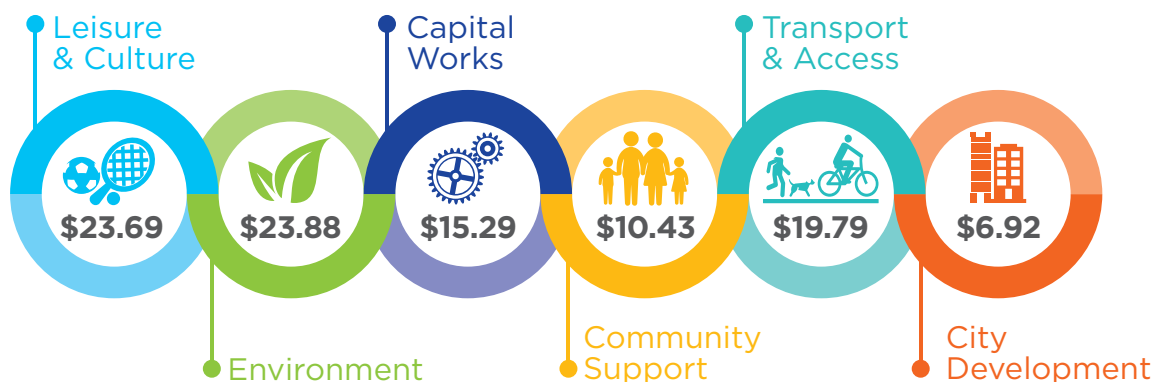
The CEO, Directors and Service Area Managers are all employed under fixed-term employment contracts. Their performance is evaluated and reviewed annually, against key performance indicators.

Councillors review the performance of the CEO, whilst the CEO reviews the performance of the Directors and Service Area Managers. Employees across Council are involved in an annual appraisal process which evaluates the previous twelve months and plans for the forthcoming twelve-month period.

Resource allocation for service delivery

The information below highlights how Maroondah City Council has allocated resources during the 2023/24 financial year for the provision of a broad range of services and initiatives:

Rates and charges spent per \$100



For more information on Council's financial performance during 2023/24, please see the Financial Report located at the end of this Report.

Annual Report 2023/24

Organisational profile

There was a total of 1,213 employees at Maroondah City Council at 30 June 2024.

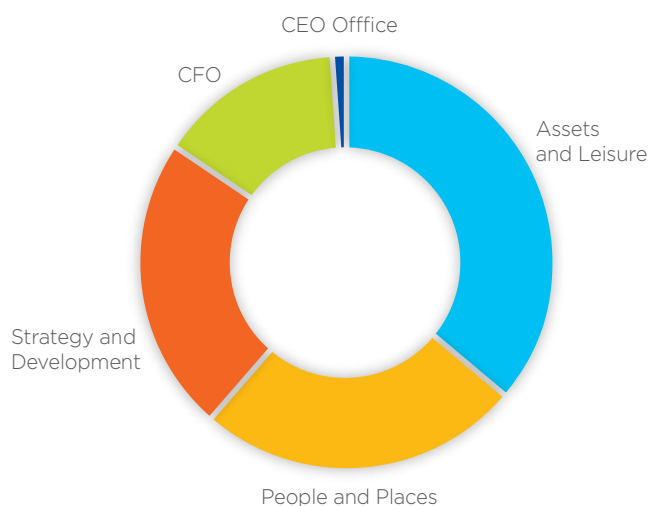
The 1,213 comprises 360 full-time employees, 292 part-time employees, and 561 casual employees: resulting in an equivalent of 507.34 full-time employees (excluding casuals). The following table provides an overview of Council's workforce:

Total equivalent full-time employees (as of 30 June annually)

| Year | EFT |
|---------|---------|
| 2023/24 | 507.34 |
| 2022/23 | 504.5 |
| 2021/22 | 491.18 |
| 2020/21 | 524.68* |

**Equivalent full-time employees by Directorate (as at 30 June 2024)**

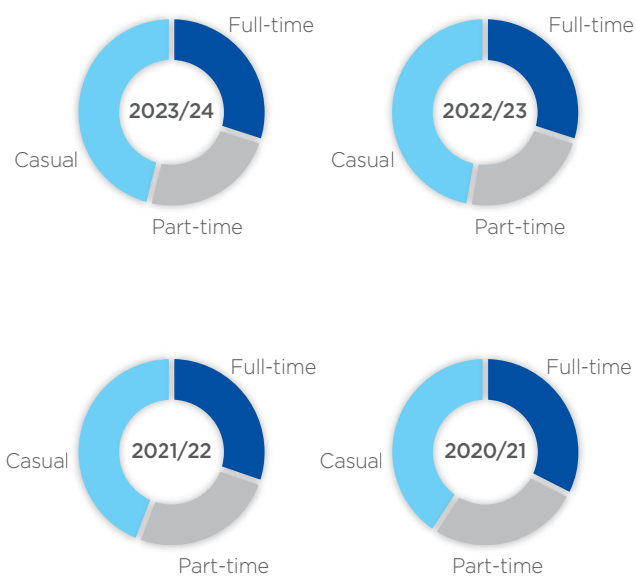
| | EFT |
|--------------------------|--------|
| CEO Office | 5.18 |
| CFO | 73.43 |
| People and Places | 127.64 |
| Assets and Leisure | 184.06 |
| Strategy and Development | 117.03 |
| Total | 507.34 |



*includes Working for Victoria employees (Victorian Government funded)

Categories of employees (% of total employees as of 30 June 2024)

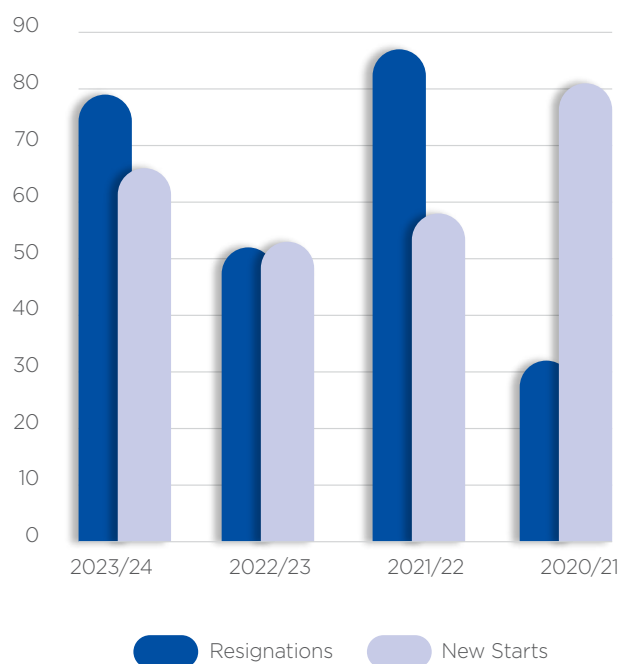
| Year | Full-time | Part-time | Casual |
|---------|-----------|-----------|--------|
| 2023/24 | 30% | 24% | 46% |
| 2022/23 | 30% | 23% | 47% |
| 2021/22 | 30.3% | 25.6% | 44% |
| 2020/21 | 32.6% | 26.8% | 40.6% |



Resignations and new employees

| Year | Resignations | New Starts |
|---------|--------------|------------|
| 2023/24 | 79 | 66 |
| 2022/23 | 52 | 53 |
| 2021/22 | 87 | 58 |
| 2020/21 | 32 | 81 |

(Please note data represents full-time equivalent employees)



Annual Report 2023/24

Employee recognition

Employee milestones for significant long service is acknowledged and recognised in June each year. These service milestones demonstrate a strong organisational culture of excellence in people leadership across the organisation.

In 2023/24:

- 16 Council employees achieved 10 years of service
- 6 Council employees achieved 20 years of service
- 2 Council employees achieved 30 years of service

Employees achieving exceptional performance are recognised through the Recognising Extra Value (REV) Program. In 2023/24, REV Awards and letters of recognition were presented to 71 employees.

Recognition is also given to employees for successfully completing a course of study. In 2023/24, two employees successfully completed their studies.

Workplace People and Culture

People and Culture is committed to supporting the organisation as it provides and delivers quality services to the community.

People and Culture actively contributes towards improving organisational effectiveness and efficiency, workforce management and planning, so ensuring the right people are in the right roles at the right times to serve the community.

Further to this People and Culture seeks to optimise organisational outcomes via a positive workplace culture that is aligned with the organisation's workplace values, and which provides employees with a safe and positive working experience. People related systems, processes and practices are designed and maintained to achieve and maintain legal compliance in a constantly changing and evolving environment.

When directly engaging with our community, People and Culture actively work to facilitate opportunities for employment, student placements and organisational volunteering.

People and Culture's strategic and operational service delivery activities are aligned with, and seek to advance, the following six key focus areas.

1. Improving organisational effectiveness and efficiency
2. Environmental alignment (community engagement)
3. Workforce management and planning
4. The employee experience and workplace culture
5. Achieving and maintaining legal compliance
6. Human resources operational excellence.

People and Culture's strategic and operational service delivery activities are aligned with, and seek to advance, these six key focus areas.

Valuing diversity

Consistent with its workplace values, Maroondah City Council promotes a culture of awareness and the celebration of diversity. Council values and promotes equality in the workplace and is committed to supporting those who have been discriminated against, harassed, or bullied. Council prides itself on ensuring our employees undertake professional training and capacity building in all aspects of equal opportunity as well as valuing diversity.

Workplace giving

Employees at Maroondah City Council continue to donate to various charities on a monthly basis, through direct payroll deductions in addition to targeted fund-raising activities. The charities selected as beneficiaries of these activities reflect employee interest or a particular involvement with a charity. All charities are registered charities in Australia. A total of \$46,109.41 was donated by employees in 2023/24.



Grounding and Connecting exhibition at Realm, Ringwood

Annual Report 2023/24



Croydon Memorial Pool

A safe, healthy and active community

Our Vision

In 2040, Maroondah will be a safe, healthy and active community where all people have the opportunity to experience enhanced levels of social, emotional and physical wellbeing.

Our commitments

The *Council Plan 2021-2025 (2023/24 Update)*, identified six priority actions to be delivered during the 2023/24 financial year, to work towards a safe, healthy and active community.

Review, update and implement Council's Physical Activity Strategy; and develop and implement a Stadium Sport Strategy



Status: In progress

Responsibility: Leisure & Major Facilities

A new *Physical Activity Strategy 2024-2029* has been developed in consultation with the Maroondah community during the past financial year and was tabled for Council adoption in July 2024. The Strategy highlights current challenges that may affect the physical activity levels of the general community and specific population groups, as well as outlining a range of tailored approaches and opportunities for Council to assist in overcoming these barriers. To address the highlighted challenges and make moving more often an easier option, the strategy focuses on four key outcome areas for Council action: increasing active travel, spaces and places that encourage physical activity, supporting diversity in sport, and connecting with our least active residents.

The Maroondah Stadium Sports Strategy was endorsed by Council in September 2023. The Strategy arose from a demand analysis study that identified the need for additional indoor courts in the municipality. The strategy examined existing stadium facilities in Maroondah and surrounding municipalities to identify Council actions that will be required in the next 10 years to meet community demand. Indoor stadium sports considered by the Strategy included: badminton, basketball, netball, pickleball, table tennis and volleyball.

Finalise and implement the *Maroondah Liveability, Wellbeing and Resilience Strategy 2021-2031* (including the *Health and Wellbeing Action Plan* and *Positive Ageing Framework and Action Plan 2021-2025*) in accordance with the *Public Health and Wellbeing Act 2008*



Status: In progress

Responsibility: City Futures

A *Health and Wellbeing Action Plan 2023-2025* was finalised in October 2023 outlining the priority actions that Council will undertake to achieve positive community health and wellbeing outcomes aligned to the *Maroondah Liveability, Wellbeing and Resilience Strategy 2021-2031*. The Action Plan highlights a range of activities relating to focus areas of: healthy lifestyles, liveable neighbourhoods, safe communities, social inclusion, embracing diversity and social harms. Implementation of priority actions from the Plan will continue into 2024/25.

Work in partnership with a broad range of service providers and agencies to develop and deliver services and cultural experiences in the Croydon Community Wellbeing Precinct



Status: In progress

Responsibility: City Futures

The staged redevelopment of the Croydon Community Wellbeing Precinct (CCWP) continued during 2023/24. During the year, a range of collaborations were undertaken between community groups based in the newly redeveloped Hub B, located in the former Council service centre and offices. This Hub now houses various local community groups including U3A, Croydon Central Kindergarten, Maroondah Occasional Care, Croydon Senior Citizens, Maroondah Community Assist and Croydon Maternal and Child Health Service. Activities included sharing resources through the Occasional Care Op Shop, and an intergenerational project that included young people, U3A and Croydon Seniors.

Continue to monitor the social and economic impacts of the COVID-19 pandemic and provide responses aligned to community needs



Status: In progress

Responsibility: Community Safety

Over the past 12 months, Council service areas have continued to monitor the ongoing and delayed social and economic impacts of the COVID-19 pandemic to ensure service delivery is aligned to community needs. Council's COVID-19 Recovery Plan has now been fully implemented.

Annual Report 2023/24

Work in partnership with the Victorian Government to support the construction of a new hospital in Maroondah to ensure the location and construction maximises community benefit



Status: In progress

Responsibility: City Futures

In September 2022, the Victorian Government announced \$1b in funding to rebuild Maroondah Hospital. Over the past year, Maroondah City Council has continued to work in partnership and provide advocacy to the Victorian Government to support planning for this new hospital to ensure the selected location, design outcomes and construction maximise benefits for Maroondah residents.



Glen Park Oval, tennis court and netball court

Our strategic indicator results

Community indicators of progress

| Indicator/Measure | Goal | Actual 2023/24 | Actual 2022/23 | Actual 2021/22 | Actual 2020/21 |
|--|----------|-----------------------|-----------------------|-------------------|----------------------|
| Offence rate per 100,000 population in Maroondah | Decrease | 6,451.3 | 6,521.2 | 6,246.0 | 6,743.8 |
| Percentage of Maroondah residents reporting their health as very good or excellent | Increase | Result not available* | Result not available* | 40.1% | Result not available |
| Maroondah resident satisfaction with life as a whole | Increase | Result not available* | Result not available* | 76.3% | Result not available |

The full suite of community indicators of progress is available in the table on page 120

* Victorian Population Health Survey conducted every three years with the next survey results expected in 2025.

Service delivery performance measures

| Indicator/Measure | Goal | Actual 2023/24 | Actual 2022/23 | Actual 2021/22 | Actual 2020/21 |
|--|--------------------|-------------------|-------------------|-------------------|-------------------|
| Attendance at Council aquatic and leisure facilities as a proportion of the residential population | Increase | 11.02 | 9.43 | 4.4 | 3.3 |
| Number of delivered meals | As per requirement | 46,500 | 48,000 | 43,692 | 42,798 |
| Participation in 4-week key age and stage Maternal and Child Health visit | 90-110% | 97.68% | 95.72% | 101.3% | 97.3% |
| Site assessments/visitations to registered food/health premises | As per requirement | 1,839* | 1,726 | 1,773 | 1,578 |
| Community satisfaction with enforcement of local laws | Increase | 65 | 62 | 66 | 64 |
| Community satisfaction with emergency and disaster management | Increase | 67 | 66 | 68 | 72 |

* Figure represents calendar year.



A safe, healthy and active community

Our achievements

In addition to the Council Plan priority actions, Council has also undertaken a wide range of other activities in working towards a safe, healthy and active community. Some highlights from the year are detailed below.

Working towards a safe community

Community Local Law 2023

Council's new Community Local Law 2023 came into effect in November 2023 replacing Local Law 11. The new Local Law was introduced to provide a more contemporary approach to: protect the health and safety of persons; provide for the equitable, orderly and enjoyable use of Council land, roads and Council assets; protect, maintain and enhance the natural environment; regulate the management of animals on land and on Council land; and provide uniform and fair administration of the local law. Development of the local law involved extensive community consultation during 2022 and 2023 to better understand community needs around public safety and amenity issues.

Support for women and families experiencing family violence

The 16 Days of Activism Against Gender Based Violence is an annual global campaign that runs from 25 November to 10 December to promote gender equality and encourage communities to take action to prevent all forms of gender-based violence including violence against women and girls, sexual assault, coercive control and elder abuse. In 2023, Council worked in partnership to deliver a range of community facing campaign initiatives which included: book displays at Realm and Croydon Libraries in partnership with Your Library Ltd, delivery of 'Let's talk about: Respect, Equality & Relationships' at EV's Hangout program in partnership with FVFREE, two billboards displayed in prominent locations, and a community event 'We Need To Talk' with a keynote address by family violence advocate Tarang Chawla and a panel involving Men's Line and Eastern Community Legal Centre. An Impact for Women session was also delivered for Council employees, who donated items such as clothing for women and children fleeing family violence.

Free from Violence program

The Re-Capture Equity project has continued to be developed with Council engaging a Maroondah volunteer to support the collection of images that provide a positive and diverse representation of Maroondah residents and ensure inclusive and equitable practices. Best Practice Guidelines and a Checklist Tool have been finalised and promoted to employees, with training being rolled out.

Work has progressed on 'Put Her Name On It' and 'Finding Her' activities with audit activities highlighting that streets in Maroondah with male-associated names are almost double that of female-associated names. The project has identified the names of 40 notable women to be considered for commemorative place naming of new streets, features, places and localities in Maroondah. Two laneways in Croydon have been identified as potential opportunities for commemorative naming as part of the Reignite Croydon project.

Council supported 18 local professionals from FVREE, The Cottage (Mountain District Learning Centre), Melba College, Eastern Access Community Health (EACH) and Council to participate in the three-day 'Love Bites' Respectful Relationships facilitator training. This program aims to identify the potential for a co-delivery model of respectful relationships training to schools, sporting clubs and youth groups. Work is underway to run the first program at Melba College.

Council also participated in the 'Are You Safe At Home? Day' coercive control campaign, run by Safe + Equal in partnership with Knox and Monash Councils. An online 'Ask. Listen. Believe' webinar event was held with over 300 attending live and many others watching the recording. The keynote address and Q&A was led by journalist and advocate Jess Hill.

Partnerships to improve mental health outcomes and address family violence

Council's Maternal and Child Health service has developed strong partnerships in response to an increase in mental health and family violence issues with a corresponding increase in referrals to specialist services to improve the mental health and wellbeing of children and their families. Key partners include EACH, Eastern Community Legal Centre; Eastern Health Perinatal Emotional Health Service, the Mercy Health O'Connell Family Centre, and Eastern Health Infant, Child and Youth Mental Health Service.

Community Alcohol Profile

A Community Alcohol Profile for Maroondah was developed during 2023/24 to inform future health promotion activities and assist Council to address alcohol harm prevention in Maroondah. The Profile consolidates a wide range of data, including ambulance, hospital, police, family violence, assault, death and road injury data via Turning Point along with ABS data. Over the next 12 months, the Profile will support development of a Community Facilities Alcohol Policy, inform Council responses to liquor licence applications, and provide context for Council's harm prevention activities.

Maroondah Liquor Accord

The Maroondah Liquor Accord was established in 2015 and is a joint initiative between licensees, Victoria Police, Council and the Victorian Commission for Gambling and Liquor Regulation. Liquor Accords are voluntary partnerships among members that aim to reduce alcohol-related issues, anti-social behaviour and violence. Any Maroondah licensee can participate and become a member of the Maroondah Liquor Accord. The Maroondah Liquor Accord meets twice a year for networking information and training opportunities and attracts strong attendance and engagement.

Eastern Metro Region Action on Alcohol Flagship Group

The Eastern Metropolitan Region Action on Alcohol Flagship Group is a consortium of representatives comprising the seven local governments of the Eastern Metropolitan Region, community health agencies, Inner East and Outer East Primary Care Partnerships and the Dalgarno Institute. The Flagship Group has a focus on reducing the harms associated with alcohol and drug misuse.

Alliance for Gambling Reform

Council is a leadership partner in the Alliance for Gambling Reform along with 22 other Victorian Councils. The Alliance is a national advocacy organisation which works to prevent and minimise the harm from gambling. Its aim is to remove the shame that surrounds gambling addiction, have the problem treated as a public health issue, and achieve the legislative changes needed to protect our communities. As a member of the Alliance, Council has supported advocacy efforts relating to cashless gaming; operating hours of poker machines; gambling advertising reform; stopping stigma relating to gambling harm; ceasing donations to political parties; and activities during Gambling Harm Awareness Week.

Municipal Emergency Management Plan 2023-2026

A new Municipal Emergency Management Plan 2023-2026 was endorsed by the Municipal Emergency Management Planning Committee in July 2023. This Plan addresses the prevention of, response to and recovery from emergencies within the municipality of Maroondah. The Plan is updated every three years and reflects shared responsibilities across government, emergency management agencies and communities.

Fire hazard Inspections

To manage the risk of fire on residential land, Council undertook 392 initial inspections of vacant land commencing in November 2023. Council worked with property owners to address any issues identified and where required arranged for works to be carried out to mitigate any risk to the community.

Supporting emergency preparedness

Council hosted two emergency preparedness events for people with a disability and carers during the year to identify tools and actions available to assist in preparing an emergency plan and increasing preparedness for an emergency. Two insurance check workshops were also held in conjunction with Eastern Community Legal Centre whilst Rediplan emergency planning sessions were facilitated for seniors who participate in planned activity groups at Kerrabee.

Support during power outages

When extensive storms hit on 13 February 2024 there were many areas where power restoration timeframes were unknown. Council service centres at Realm and Croydon provided access to free Wi-Fi and charging stations for phones and other devices. Showering facilities were made available at Aquahub, Aquanation and Croydon Memorial Pool.



A safe, healthy and active community

Emergency Relief Centre exercise

In March 2024, Council staff took part in an exercise to set up a local Emergency Relief Centre (ERC) at Maroondah Nets to plan for future emergency events. The exercise involved a wide range of representatives from Council service areas, Victoria Police, Victorian Council of Churches Emergencies Ministry, SES, the Salvation Army, and Gender and Disaster Australia were in attendance.

Child Safe Standards

Council is committed to being a child safe organisation where all children and young people are valued and protected from harm and abuse. Child Safe Standards aim to promote the safety of children, prevent instances of child abuse, and establish effective procedures within organisations to ensure a child safety culture and for responding to and reporting any allegations of child abuse. Over the past year, Council has actively implemented Child Safe Standards through activities including: continuing to provide child safety training to all employees and volunteers, implementing the Child Safety and Wellbeing Policy, displaying child safe posters across Council facilities, addressing complaints and concerns, and continuously monitoring the status of employee and volunteer Working with Children Checks.

National Child Protection Week

National Child Protection Week was held in September 2023 and focused on championing the messages that “every child in every community needs a fair go” and “where we start matters”. Body safety and consent training for early childhood educators was presented by Child Safe in partnership with Jayneen Sanders and Educate 2 Empower Publishing. Parenting information was also offered to families on consent, cyberbullying, sexting and the law.

Promote community awareness about elder abuse

Council marked World Elder Abuse Awareness Day in June 2024 with a community event “What’s age got to do with it?” featuring Dr Colleen Pearce AM, Public Advocate as the guest speaker. This event shed light on the prevalence of elder abuse, educated attendees about its various forms, considered how to identify or detect early signs of elder abuse and empowered individuals to take action. The event was followed by a workshop titled “Ageism Across the Lifespan”, conducted by the Australian Human Rights Commission. A postcard was also launched for older people, living in the Eastern region who are facing elder abuse on where to seek support.



Ringwood Golf juniors group



A safe, healthy and active community

Our achievements

Working towards a healthy community

Mental health initiatives

A series of presentations and workshops were held for the Maroondah community during the year to address areas of interest related to community wellbeing. A 'Boost Your Mental Health' event featuring Lea Waters was held on World Mental Health Day in October 2023 about strength-based approaches to wellbeing, specifically how to use your own strengths to improve wellbeing as a buffer during challenging times. A community event with well-known podcaster and former financial advisor, Victoria Devine was also held at Karralyka in May 2024 to help build an understanding of the psychology behind enabling participants to be more informed and financially independent.

A series of mental health and wellbeing workshops were also held on the following topics: Mental Health First Aid for volunteers and service providers, Emergency Management for people with disabilities, strengthening families' webinars, Yoga/Mindfulness for children, financial stress, and Reducing Food wastage. Council's 'Mindful Walking' program has continued into 2023/24 and is now running once a term. This is a four-part walking program where participants learn important mindfulness practices to use in daily life.

Council also partnered with Neami National LifeConnect on a Remembrance Walk around Ringwood Lake to recognise 'World Suicide Prevention Day'. This was an opportunity for the community to show their support of suicide prevention, to remember lost loved ones and for the survivors of suicide.

During Gambling Harm Awareness Week, Council partnered with the cities of Monash, Kingston, Knox, Whitehorse, Manningham and Yarra Ranges to offer a session on 'Gambling harm and young people' which included a panel discussion from a number of leading experts on the current online gambling issues affecting young people.

Council continues to support Communities of Wellbeing, a local not-for-profit organisation whose key purpose is to promote the prevention of mental illness, in particular, anxiety and depression. This includes the hosting of monthly meetings on topics of interest to members.

Council's website has been updated to include a Community Wellbeing page so information on relevant activities is more easily accessed by our community.

Promoting Change project

A new range of healthy food, snacks and drinks was launched at Croydon Memorial Pool, Ringwood Golf and Dorset Golf in December 2023. The changes were introduced as part of the Promoting Change project, an initiative by Deakin University in partnership with Council to promote more nutritious and healthy food and drink options to the local community.

Immunisation program

Council's immunisation service continues to be accessible and respond to the needs of the community. Council now offers Meningococcal B vaccines at cost (non-funded vaccine), as it was requested by many in the community. During 2023-24, Council gave 326 doses of Meningococcal vaccine to babies and children. Council also provided 12 additional flu only sessions and conducted eight workplace flu programs including for Council employees and has administered 1,698 flu vaccines.

Adolescent vaccinations were conducted at ten schools during 2023-24, vaccinating 706 students for HPV (human papillomavirus), 708 students for DTP (diphtheria-tetanus-pertussis) in Year 7 and 286 Meningococcal ACWY in Year 10.

Develop a Tobacco Policy to prevent the harms of smoking.

Council has commenced development of a new Tobacco and E-Cigarette Policy consultation has been undertaken with Council service areas and the Maroondah Community Health and Wellbeing Advisory Committee. Further consultation on the draft Policy will continue in 2024/25.

Educate operators of onsite wastewater systems

Council conducted education visits during the year with property owners and occupiers operating onsite wastewater management systems. Data has been collated to inform future decision making about requiring connection to the sewer or upgrading the system.

Provision of meals on wheels to local residents

In 2023/24, over 46,500 home-style delivered meals were prepared by Council for more than 350 Meals on Wheels residents who are unable to cook for themselves and/or their partner, are nutritionally at risk, and/or are socially isolated. The three-course meals are freshly prepared by qualified chefs with the menu nutritionally assessed by a dietician. More than 80 community members generously volunteered to deliver meals each weekday across Maroondah. Volunteers play a key role in supporting customers general wellbeing and safety.

Championing student wellbeing

Council delivers an immersive Student Wellbeing Action Teams (SWAT) program each year for a select number of Year 10 students drawn from schools in Maroondah. The program runs over a six-month period to create champions for change and raise their wellbeing and the wellbeing of others. As part of the experience, students deliver practical wellbeing projects within their own school community.

Building wellbeing literacy and community leadership capacity

Council has continued to build wellbeing literacy in Maroondah through workshops with students, school staff and parents as part of the Maroondah Positive Education Network with funding support from the Victorian Government. Through Councils relationship with Eastland and Communities of Wellbeing, the Network offers school workshops and excursions to the Friendship Ninja Zone at Eastland where children and young people learn consistent language and strategies that promotes positive mental health, wellbeing and kindness.

Supporting families on their parenting journey

Council's parent education sessions remain highly popular among parents, grandparents, and caregivers, as they seek support and guidance on their parenting journey. These sessions aim to equip people with the necessary tools and knowledge to nurture and empower their children and young people to thrive.

Occupational Therapy service continues to address community needs

Council's occupational therapy service, subsidised by the Commonwealth Home Support Program, aims to improve home safety and maximize independence and confidence. The service provides home safety assessments, recommends strategies for independent daily tasks, and offers group programs and seminars. The service includes support for those impacted by unsafe living conditions, peer-support groups for hoarding behaviour, and seminars on aging well. Council also conducts education and awareness sessions for community sector organisations to share their knowledge and experience in supporting people with hoarding behaviour.

Maroondah Hoarding and Squalor Network

The Maroondah Hoarding and Squalor Network commenced in 2014 for agencies and community groups confronted with hoarding and squalor support needs and expanded across the outer east metropolitan region in 2022. The Network provides partners with an opportunity to develop relationships, share skills and knowledge, and establish positive collaborative outcomes. A major achievement of the Network is a dedicated website to support workers, and the family and friends of people impacted by hoarding behaviours, which contributes to awareness of the complexities faced and available avenues of assistance.

Maroondah Police Seniors Register

The Maroondah Police Seniors Register is a free program run by volunteers to help older people who are socially isolated and living in Maroondah feel safe, confident and connected to their community. A Council-run initiative, the program aims to give residents, relatives and friends peace of mind, knowing that someone is watching out for their welfare. Members of the register receive fortnightly or monthly calls from volunteers, who provide social connection with the benefit of incidental 'safe and well' checks. The register also contains emergency contact details, such as next of kin or a regular doctor, that can be used to contact key people if there are concerns for the welfare of the person.

People with Additional Support Needs

Council has invested in two roles, the NDIS Program Lead and Specialised Support Facilitator, to support people with disabilities and complex support needs. These roles assist individuals in navigating the NDIS, collaborate with various organisations and agencies for NDIS plan reviews, and provide support in understanding and accessing services. They also work with internal regulatory teams to address issues related to mental health, safety concerns, fire risks, support services, hoarding behaviour, and public safety/hygiene matters.



A safe, healthy and active community

Promoting parent confidence and better nutrition for infants

Council's Maternal and Child Health (MCH) Service provide INfant (INfant Feeding, Active play and NuTrition) information sessions that provide evidenced-based information about introducing solids and progressing with healthy eating, active play idea's and parenting supports in the community. INfant program was, developed by Deakin University in partnership with National Health and Medical Research Council and has been well received by the community. The

program complements the key age and stage Maternal and Child Health service providing additional opportunities to engage with a MCH nurse without the need for an appointment.

The Maternal Child Health Service are providing dedicated "feed and chat" sessions. A maternal child health nurse with lactation consultant qualifications provides support to families and infants with breast feeding or bottle feeding challenges. Small friendly feed and chat group sessions provide connections with other parents.

Our achievements

Working towards an active community

Run Maroondah and Maroondah Night Run

In October 2023, 271 people participated in the 10km, 15km and 5km run/walk events as part of Run Maroondah at HE Parker Reserve in Heathmont. In addition, kids also participated in a 1.2km mini fun run. Participation at the 2023 Run Maroondah increased by 39% on the 2022 event.

In April 2024, 576 Maroondah Night Run participants ran or walked the 5km course around Ringwood Golf Course with glow products, head torches and bright costumes. The event was delivered in partnership with Heathmont Cricket Club and Ringwood Golf Club.

New Wellness Suite at Aquanation

Part of Aquanation has been transformed into a new Wellness Suite equipped for Reformer Pilates programs and recovery zone. Reformer Pilates is a whole body workout that is as good at improving physical strength as it is for balancing the mind and body. This low impact class uses a reformer bed for a resistance-based core workout whilst the Recovery Zone enables recovery after a workout, equipped with full body massage chairs, Normatec 3 recovery boots and Power Plate Pulse massage guns.

Active Kids, Healthy Minds events

A series of three events were held during September 2023 encouraging families to get active together and help build resilience in an outdoor environment. The series included an outdoor games day featuring free outdoor multi-station activity and sport events, a play gym, swim session at Aquahub, and Yoga mindfulness sessions held at Aquanation.

First class cricket in Ringwood

Over 2000 people attended the Women's Big Bash League Cricket game between the Melbourne Stars and the Sydney Sixers at Jubilee Park in Ringwood during November 2023. It was a highly successful day and a wonderful opportunity to bring first class cricket and international cricket stars to Maroondah.

New gymnastics facilities at Aquahub

The gymnastics program reopened in May 2024 providing a state-of-the-art facility that will meet growing demand and allow more Maroondah families to participate in the sport. The purpose-built facility includes a sprung floor, a Ninja Frame, a new foyer area, and updated equipment. The facility will allow an expanded program to cater for all ages and abilities, with progressive foundation levels for participants aged 1 to 18 years and beyond.

Capital funding for community groups

During 2023/24, 15 sporting clubs and community groups were able to renew and improve their facilities sooner after successfully receiving Council capital works grants. A total of \$345,750 was distributed for capital projects that will improve or promote greater community access. The projects ranged from upgrades to shade sails in kindergartens, tennis club court resurfacing, installation of solar panels, design development of childcare playgrounds and the development of a community garden.

50 years of Ringwood Golf

Ringwood Golf celebrated its 50th birthday in March 2024. Ringwood Golf is known as a busy and stunning 18-hole course with a well-stocked pro shop and fully licensed café, Mister Fox. The site, however, was home to just nine holes when the course first opened on 30 March 1974. Ever since it opened its doors, the course has been popular with locals, with players even playing a round and then lining up to play again! Expanding to 18 holes two years after opening, the course has continued to grow in popularity.

Pickleball grows in popularity

Pickleball was launched at Maroondah Nets in early 2020 and local participation continues to grow. During 2023/24, beginner lessons introduced over 350 people to the game, while over 7,000 attended social or competition sessions.

Golf state of play

The Golf State of Play Report developed by Council during the year revealed that golf participation in Maroondah continues to be strong. During 2023/24, both Ringwood Golf and Dorset Golf have experienced the highest attendance on record with 18,000 more rounds played than the previous year.

Capital improvements at Dorset Golf

A range of improvements at Dorset Golf during 2023/24 focused on improving winter playability and building infrastructure to ensure golf carts could be utilised more consistently. Additional concrete cart paths were constructed on three holes whilst drainage works were undertaken on five holes.

Movement Expo 2024

A Movement Expo 2024 was held at Maroondah Nets in April 2024 in partnership with 20 community clubs and organisations. The event included four presentations on movement by health experts, 14 demonstrations of low impact, modified sporting activities such as walking sports, pickleball, Tai Chi and much more. Community groups promoted their regular physical activities. More than 150 participants and volunteers attended the event.



Gymnastics at Aquahub



A safe, healthy and active community

Looking ahead

Working towards a safe, healthy, and active community during 2024/25, Council will:

- Finalise Council's Physical Activity Strategy; and commence implementation of a Stadium Sport Strategy
- Continue to implement the Maroondah Liveability, Wellbeing and Resilience Strategy 2021-2031 (including the Health and Wellbeing Action Plan and Positive Ageing Framework and Action Plan 2023-2025) in accordance with the *Public Health and Wellbeing Act 2008*
- Work in partnership with a broad range of service providers and community organisations/groups to develop and deliver services and cultural experiences in the Croydon Community Wellbeing Precinct that meet the needs of people of all ages, abilities and backgrounds
- Work in partnership with the Victorian Government to support the construction of a new hospital in Maroondah to ensure the location and construction maximises community benefit
- Design and construct the redevelopment of Ringwood Golf and The Rings (subject to funding)
- Design and construct the Quambee Reserve Tennis redevelopment
- Develop a Fair Access Implementation Plan to support the gender equitable distribution of sporting infrastructure.

Our key services

Council delivers a wide range of initiatives and services aimed at promoting a safe, healthy and active community, including:

Community Health (Community Safety)

Council aims to achieve a healthy and safe community through capacity building and education, as well as developing and implementing prevention programs. Concurrently, Community Health initiates regulatory interventions when there is a risk to the health, wellbeing and/or the safety of the Maroondah community.

A broad range of proactive and reactive activities and services are undertaken, including registration and assessment of food and health businesses; statutory food and water sampling; communicable disease investigations; preventative health services; immunisation services; and health promotion and educative activities.

Emergency Management (Community Safety)

Emergency Management facilitates Council's planning and readiness to mitigate, respond to and recover from emergencies within Maroondah, and the surrounding Eastern region (in partnership with neighbouring councils).

Leisure and Aquatics (Leisure and Major Facilities)

Council operates three aquatic and leisure facilities – Aquanation, Aquahub and Croydon Memorial Pool, providing a wide range of activities and programs at affordable prices, to ensure that the Maroondah community, and visitors to Maroondah can access healthy lifestyle options.

Local Laws (Community Safety)

Local Laws provide a broad range of services to maintain and improve the amenity and safety of the Maroondah municipality. Services include the registration and management of domestic animals; ensuring the management of safe and accessible car parking; protection of resident and business amenity and safety; fire prevention; managing the prosecution and appeal functions of Council; and managing Maroondah's 75 school crossings.

Maroondah Golf courses and sports fields (Leisure and Major Facilities)

Council operates two 18-hole golf courses - Ringwood Golf and Dorset Golf, providing the community with a complete golfing experience. The function also provides maintenance and capital development of Council's sportsfields across the municipality.

Maternal and Child Health (Community Services)

Maternal and Child Health (MCH) is a state-wide universal service for families with children from birth to school age. The service is available at seven centres across Maroondah in partnership with the Department of Health. MCH supports families in parenting, development, health promotion, safety, social support, and community referrals. Services offered include: parent education programs, workshops on sleep and settling, first-time parent groups, and toddler talks. Additional support programs address breastfeeding or bottle-feeding issues and early parenting challenges. MCH also provides an enhanced program that offers additional resources and assistance tailored to individual circumstances.

Sport, Recreation and Events (Leisure and Major Facilities)

Sport, Recreation and Events support and encourage increased community involvement in physical activity by coordinating the delivery of programs, activities, and events such as Run Maroondah and the Walking Sports program. The team also seeks to maximise community-based physical activity by supporting club capacity and improving infrastructure; as well as managing occupancy of Council's sporting facilities and pavilions, including seasonal allocations, leases, licences, and casual use. The team also manage Council's community events, including Maroondah Festival, Maroondah Carols, Australia Day, Run Maroondah, Night Run, and the Celebrate Maroondah series.

Stadiums (Leisure and Major Facilities)

This team operates Council's two stadium facilities and Maroondah Edge, an indoor cricket training centre, that opened in June 2023.

The Rings is a four-court indoor stadium in Ringwood mainly catering for basketball and netball. Maroondah Nets caters for netball, volleyball, badminton, table tennis and pickleball, with both indoor and outdoor facilities. Both facilities offer a range of junior and adult competitions and programs, as well as holiday programs and casual hire.

Maroondah Edge has five indoor cricket training lanes and a modified netball court, catering for local and regional cricket training and facilitating a netball training space for Ringwood Football and Netball Club and Eastern All Abilities Netball.



Aquamation



Main Street, Croydon

A prosperous and learning community

Our vision

In 2040, Maroondah will be a thriving regional centre of economic activity and education, where the sustainable growth of local businesses is supported, and diverse lifelong learning opportunities are accessible for all community members.

Our commitments

Four priority actions were identified for delivery in the *Council Plan 2021-2025 (2023/24 Update)* to progress towards a prosperous and learning community.

Advance planning to reinforce the sense of place and Local Neighbourhoods to enable people the choice to live local through the provision of services and daily needs from across a network of neighbourhoods within Maroondah



Status: In progress

Responsibility: City Futures

Council continues to participate in the Local Neighbourhoods Municipal Planning Project providing access to grant funding and the opportunity to work with the Victorian Government to plan for local neighbourhoods in Maroondah. Planning has commenced undertaking community consultation for one or two local centres to determine land use planning outcomes as well as having a focus on placemaking. This work will be funded by a grant from the Victorian Planning Authority and it is envisaged that consultation will occur early in the new year after the completion of the upcoming Council elections. A Maroondah Eco Gathering community event will be held in July 2024, to encourage and create community connections with a focus on local neighbourhoods.

Work in partnership to implement the Bayswater Business Precinct Transformation Strategy and investigate and implement innovative opportunities to enhance business capability, skill development, employment and education pathways for the manufacturing sector



Status: In progress

Responsibility: Business & Precincts

Following the formal adoption of the Bayswater Precinct Transformation Strategy in June 2023, a governance structure was put in place by the three partnering councils, Knox, Maroondah and Yarra Ranges to monitor and guide activities. The Strategy identifies four strategic themes and 20 associated actions. Work in the precinct has focused on building awareness via social media and a dedicated website; engaging businesses; hosting events to connect businesses; commencing development of a spatial plan to inform long term development; and progressing the case for an enterprise hub in the precinct.

Work in partnership to plan for and support the Victorian Government three and four year old kindergarten reforms, including advocating for funding at all levels of Government for new and redeveloped facilities to enable these reforms in Maroondah



Status: In progress

Responsibility: Community Services

Council continues to work with the Department of Education and Victorian School Building Authority in regards to the impacts for Maroondah of the rollout of the Best Start, Best Life kindergarten reforms across Victoria, which includes increasing the hours of funded Kindergarten for three and four year old children. For Maroondah access to 'Pre-prep' hours (4-year-old kindergarten) will now begin in 2034 with all children having access to 30 hours per week by 2036. From 2026, Aboriginal and vulnerable children across the State will be eligible for up to 25 hours per week, expanding to 30 hours per week from 2028. From 2028, disadvantaged children will also have access to up to 25 hours per week expanding to 30 hours per week from 2030.

Over the past 12 months, Council has sought to understand impacts on the community arising from the Victorian government expanded reforms and undertake feasibility studies for Council's early years infrastructure. Council is anticipating an update to the Kindergartens Infrastructure and Services Plan (KISP) from the Department of Education with new unmet demand data and population forecasts to 2036. Council will review the impact of the announced changes to the Pre-Prep reform roll-out alongside current population trends and wider state policy, such as the recent housing targets for Maroondah. A revised KISP has been extended to the end of 2025.

Annual Report 2023/24

Implement the Ringwood Metropolitan Activity Centre Masterplan including enhancing the Maroondah Highway Boulevard and Staley Gardens



Status: In progress

Responsibility: People and Places

The Ringwood Metropolitan Activity Centre (RMAC) has seen a substantial increase in resident and business activity and anticipates an even greater economic investment over coming years.

Maroondah Highway Boulevard: This boulevard will be re-envisioning as an urban and landscape gateway within the activity centre over the next 10 years. Progress has been made during the past 12 months on investigations to improve urban design outcomes, including a potential extension of the 40km per hour zone and facilitation of the reduction of through traffic due to changes in the broader road network. Opportunities are being explored to extend boulevard street trees, bike lanes and pedestrian infrastructure along Maroondah Highway, east of Warrandyte Road and west of Ringwood Street to improve the overall amenity and functionality of the area.

Staley Gardens Landscape Masterplan: Staley Gardens, located in Seymour Street, Ringwood is a 6000m² site which currently includes a large skate park, an open space area with trees, shrubs and grass, some seating and formal and informal paths. A landscape masterplan is being created following extensive community consultation, to drive the future redevelopment of the Gardens. Two formal external consultation programs were undertaken in April 2023 and May 2024 with feedback used to create draft design principles, which will guide development of the landscape masterplan. Further consultation with residents and local businesses will be undertaken in late 2024, following development of a draft concept plan for the site.

Successfully transition the Eastern Regional Libraries service to a Beneficial Enterprise Model



Status: Complete

Responsibility: People and Places

Eastern Regional Library Corporation was formally transitioned to a new beneficial enterprise, Your Library Limited, commencing on 1 July 2023. Your Library Limited has been approved as a charitable organisation, and donations are tax deductible. The Board and executive of Your Library Limited have attended to all governance requirements and library services have continued to be provided seamlessly throughout the transition period.

Our strategic indicator results

Community indicators of progress

| Indicator/Measure | Goal | Actual 2023/24 | Actual 2022/23 | Actual 2021/22 | Actual 2020/21 |
|---|----------|------------------------|------------------------|------------------------|----------------------|
| Unemployment rate for Maroondah | Decrease | 3.0% | 3.2% | 3.7% | 6.2% |
| Economic output for Maroondah | Increase | \$20.12B | \$17.96B | 16.456B | \$16.2B |
| Number of businesses in Maroondah | Increase | Result not available | 10,007 | 10,228 | 9,571 |
| Herfindahl Index for Maroondah | Decrease | 2,001 | 1983 | 1813 | 1,804 |
| Median weekly household income in Maroondah | Increase | Result not available* | Result not available* | \$1,866 | Result not available |
| Percentage of preschool aged children in Maroondah attending a government funded kindergarten service | Increase | Result not available | 88.9% | 93.5% | 88.9% |
| Maroondah school leavers actively undertaking education, training or employment | Increase | Result not available** | Result not available** | Result not available** | 95.4% |
| Percentage of Maroondah residents with Bachelor or higher degree | Increase | Result not available* | Result not available* | 30.1% | Result not available |

The full suite of community indicators of progress is available in the table on page 120

* Next Census data update expected in 2027.

** On Track survey data no longer provided at the LGA level due to privacy and suppression rules.

Service delivery performance measures

| Indicator/Measure | Goal | Actual 2023/24 | Actual 2022/23 | Actual 2021/22 | Actual 2020/21 |
|---|----------|-------------------|-------------------|------------------------|-------------------|
| Participant satisfaction with business support workshops | Increase | 90.0% | 98.54% | 98.1% | 96.7% |
| Increase business skills and networking achieved through Bizweek activities | Increase | 88.0% | 88.54% | Result not available * | 91.0% |
| Active library borrowers in Maroondah | Increase | 34.89%** | 10.72% | 12.0% | 13.8% |
| Value of non-residential building approvals | Increase | \$360.5M | \$287.9M | \$127.8M | \$174.1M |

* BizWeek postponed due to the coronavirus (COVID-19) pandemic.

** Change in methodology for this measure in the Local Government Performance Reporting Framework. This new measure looks at the percentage of resident municipal population who are registered library members.



A prosperous and learning community

Our achievements

In addition to the Council Plan priority actions, Council has also undertaken a wide range of other activities in working towards a prosperous and learning community. Some of the highlights from the year are detailed below.

Working towards a prosperous community

Eastern Region Group of Councils - supporting collaboration and advocacy across Melbourne's east

The Eastern Regional Group of Councils (ERG) comprises the municipalities of Knox, Manningham, Whitehorse, Yarra Ranges and Maroondah. Over the past 12 months, the ERG has progressed joint advocacy for a range of capital works and projects to support our communities, grow our economy, and sustain the built and natural environment.

The Health Innovation and Care Economy project was completed in November 2024. The ERG is working closely with the Municipal Association of Victoria (MAV) and other councils towards improving the financial sustainability of the sector, impacted by rate capping, the application of the Windfall Gains Tax and waste best practice guidelines.

ERG has placed a strong focus on local government's role in planning following the release of the Housing Statement in September 2023. This included a commitment to develop municipal housing targets, a new Plan for Victoria and to review the Planning and Environment Act. The ERG has also initiated a Voice for the East campaign to raise awareness of the local impacts of greater rates of housing development in established areas, and to support the community to provide input into Plan Victoria.

In preparation for the October 2024 council elections, the ERG contributed to the conversation about councillor training and code of conduct and began the process to develop ERG 2025-29 Strategic Plan to work together on our 'four pillars': community, environment, economy and infrastructure.

Women on the Go

Women On The Go is a supportive network for local business owners and leaders in Maroondah, and surrounding areas and is a collaboration between Maroondah City Council, Knox City Council, and Yarra Ranges Council. At the July 2023 event, *Bold in Business*, around 90 attendees were inspired by former star netballer Bianca Chadwick and local businesswoman Jasmine Zapka.

Maroondah Extended Outdoor Dining Policy

The Maroondah Extended Outdoor Dining Policy was adopted in September 2023 in response to feedback from business owners and the community over the past few years. First introduced in response to COVID restrictions, outdoor dining has contributed positively to the social and economic vibrancy of our neighbourhood activity centres. The Policy puts a longer-term framework in place to support local hospitality businesses and for our community to enjoy outdoor dining.

Ringwood Metropolitan Activity Centre and Croydon Major Activity Centre development

During 2023/24, Council continued to proactively work with Queensland Investment Corporation (QIC), landowners and developers to progress private developments within Ringwood and Croydon and facilitate positive community and business outcomes. Key activity centre projects in progress include: development of a landscape masterplan for Staley Gardens, the Maroondah Boulevard upgrade project and the Reignite Croydon: Laneway Lights project. This last project is being undertaken in partnership with the Victorian Government and will see three laneways adjacent to Main Street Croydon upgraded through an exciting arts-based place activation.



Women on the Go event at Karralyka

Annual Report 2023/24

BizHub supports our businesses

BizHub continued to provide ongoing assistance and information to businesses as they adapt to the post-COVID environment including access to mentors, workshops and training events, along with information on funding available to strengthen business activities. The Business Concierge function continued to provide targeted information, particularly around starting a business in Maroondah and navigating any required permit processes.

Council also continues to work in partnership with the Ringwood East Traders Association, Croydon Main Street Traders Association and individual business owners to provide support for events, resolve maintenance issues and respond to requests for placemaking activities and beautification projects.

BizMonth24

This year's BizMonth24 was held over the month of May following feedback from Maroondah businesses and input of the Maroondah Business Advisory Committee. The new approach increased the number and depth of relationships with our partners ranging from local businesses to Industry associations. Over 300 attendees were involved in free or low-cost business workshops and events during May across a diverse range of business development streams, with over one-third of participants attending a BizHub event for the first time.

Improving the business experience

Council was successful in receiving Victorian Government grant funding of \$1.027m for four major projects from the Department of Treasury and Finance as part of the Regulation Reduction Incentive Funding and the Business Acceleration Funding. The combined projects involve working with Service Victoria on a statewide pilot project to expand the business permit / licence capability of the Service Victoria portal and link directly to Council's core systems to simplify the permit application process for businesses. A regional project is also underway aimed at standardising permit processes for a number of business permits was also funded, with the aim of all businesses in the region having the same experience when applying for these permits across all councils. Funding also supports the implementation of a business focused customer relationship management and marketing tool for Council's BizHub team that was implemented during 2023/24.

Supporting the Maroondah Business Group

Council continues to participate as an active member and supporter of the Maroondah Business Group (MBG). The MBG supports local businesses by promoting shared learning, collaboration, engagement and advocacy. The MBG partnered with Council on BizMonth24 Think BIG events and is also a member of the Maroondah Business Advisory Committee (MBAC). The MBAC is comprised of 10 business representatives and give their specific business sector insights to Council and assists in the development of new business support initiatives.

Our achievements**Working towards a learning community****New Council website launched**

In August 2023, a new Maroondah City Council website was launched. A number of new features that improve the experience of our community when visiting the website were introduced including: My Area, an online mapping tool that assists with a range of localised information based on a residential address; changes to the forms and permits section with easy to understand instructions; and Your Maroondah, a new easy to use online portal for the community to create event and directory listings.

Road safety education programs delivered

Council continues to participate as an active member of RoadSafe Eastern Metro which provides funding and resources to Council to deliver education programs for drivers, pedestrians and cyclists. In the past 12 months, two 'Safe Driver' courses were organised by Council and hosted by community houses. Schools participated in National Ride2School Day and two schools hosted Ready2Ride Events with a total of 239 students participating from 10 classes. There was also an event for National Ride to Work Day held on 18 October 2023.

Continued implementation of the Volunteer and Student Placement program

Council continued to deliver its volunteering and student placement program. The student placement program provides opportunities for secondary and tertiary students to gain practical work experience and to meet their education requirements while securing quality training in a progressive environment where they are given the opportunity to support the wider community. Council volunteers assist with programs such as delivered meals, maintaining our bushland, reserves and community gardens, and arts and cultural programs. Council's volunteering opportunities provide avenues to strengthen and extend the social, environmental and cultural dimensions of our community, while providing volunteers with a sense of purpose, meaning and connection.

Kinder Expo

Over 200 families looking to enrol their children in kindergarten in 2025 attended Council's free Kinder Expo in March 2024. Families had the opportunity to speak to educators from 25 local kindergartens to learn more about their programs and the kindergarten enrolment process. Council's Outreach Officers were in attendance to support families from culturally and linguistically diverse backgrounds, assisting with translating in Haka Chin, Falam, Chin and Burmese. The expo also features a presentation on kindergarten in Maroondah and were able to ask questions to a panel of early years experts.

L2P Program

Council continued delivery of the L2P program, a free program that assists Victorian learner drivers aged 16 to 21 with no access to a supervising driver or vehicle to gain the 120 hours driving experience required to apply for a probationary licence. The program relies on volunteers to fill the role of driving mentor to the young people in the program. The program is funded by the Transport Accident Commission (TAC) and the Victorian Government.

Accessible library services for the community

Library services continued to see an increase in visitor numbers, loans and take up of other services including the ever-popular Story Time sessions multiple times a week, author talks, technology sessions, guest speakers, book launches, presentations and sustainability programs.

Seniors Expo

Over 400 people attended the Maroondah Seniors Expo in October 2023 featuring a variety of displays and information provided by local organisations that provide opportunities and services for Maroondah residents over the age of 60. Local support services, clubs and groups came together to display and discuss their information, encouraging and welcoming Maroondah's older people to get involved. A two course luncheon was provided for participants with entertainment from Jonathon Guthrie-Jones.



L2P Program



A prosperous and learning community

Looking ahead

In continuing to work towards a prosperous and learning community during 2024/25, Council will:

- Advance planning to reinforce the sense of place and Local Neighbourhoods to enable people to live locally through the provision of accessible services and other activities that meet people's daily needs in their local neighbourhoods within Maroondah
- Work in partnership to implement the Bayswater Business Precinct Transformation Strategy and investigate and implement innovative opportunities to enhance business capability, skill development, employment and education pathways for the manufacturing sector
- Work in partnership to plan for and support the Victorian Governments three and four year old kindergarten reforms, including advocating for funding at all levels of Government for new and redeveloped facilities to enable these reforms in Maroondah
- Identify and facilitate co-working opportunities and spaces in Maroondah
- Work in partnership with the Victorian Government to implement the objectives of Victoria's Housing Statement for the Ringwood Metropolitan Activity Centre.



Wyreena Community Arts Centre

Our key services

Council delivers a number of services aimed at promoting a prosperous and learning community. These services include:

Business and Activity Centre Development (Business and Precincts)

Business and Activity Centre Development is responsible for facilitating business development, investment attraction and local employment opportunities in Maroondah. The function manages the relationships between Council and the business community; stewards investment attraction; manages place activation and development of the Ringwood Metropolitan Activity Centre; Croydon Major Activity Centre and 31 neighbourhood, community, and local shopping centres. The BizHub coworking space is also managed by the team and delivers a collaborative co-working space, programs, information, training, and networking opportunities for businesses throughout Maroondah and the Eastern region.

The function also stewards the growth of the Bayswater Business Precinct (in partnership with Knox and Yarra Ranges councils). This project will establish a framework for the revitalisation and continued growth of the precinct to encourage investment attraction and development, skills development and employment for Melbourne's eastern region.

Libraries (Community Services)

The libraries across Melbourne's outer east metropolitan region (Maroondah, Knox and Yarra Ranges) are part of a Beneficial Enterprise, Your Library Limited, governed by its own Board comprising two Councillors and a Council Director from each municipal Council partner. Whilst independent, Your Library Limited is considered an extension of each of the three member Council services and provide a range of services including book borrowing, e-reading loans, computer and internet access, children's and young people's programs, genealogy programs and outreach services, presentations, guest speakers and other events. Libraries are also spaces for individual and group study, connection, leisure time and activities, workshops and guest speaker presentations.

Annual Report 2023/24

*African Fabric Collage workshop - led by artist Abouk Giir*

A vibrant and culturally rich community

Our vision

In 2040, Maroondah will be a vibrant and creative community recognised for celebration of the arts, cultural expression, and diverse entertainment options.

Our commitments

Council identified two priority actions to be delivered during the 2023/24 financial year in the *Council Plan 2021-2025 (2023/24 Update)*, to work towards a vibrant and culturally rich community.

Design the Karralyka redevelopment, and undertake staged redevelopment works



Status: In progress

Responsibility: Projects and Asset Management

Council will undertake the construction of the Karralyka Foyer extension as part of the staged redevelopment works over the coming year. Council will also continue to advocate for external funding opportunities to enhance the Karralyka facility to meet community needs into the future.

Implement the *Arts and Cultural Development Strategy 2020-2025* and work with the Maroondah Arts Advisory Committee to maximise arts and cultural opportunities across Maroondah



Status: In progress

Responsibility: Business and Precincts

Implementation of the *Arts and Cultural Development Strategy 2020-2025* progressed, and centred on key strategic themes: a culturally active, engaged and connected community; vibrant places and spaces; and a city that is creative, flourishing and values the arts.

Major projects included planning for integration of a black box theatre within the future Croydon Community Wellbeing Precinct, scoping of the Wyreena Heritage Masterplan, and delivery of the Reignite Croydon – Laneway Lights place-making project funded by the Victorian Government and Council. This project saw four artworks commissioned from an open call-out to increase the vibrancy and night-time economy in Croydon Main Street.

Council was successful in receiving \$100,000 in funding from the VicHealth Local Government Partnership program to empower youth voices in creative programs until December 2025, through the delivery of an Arts Activators youth arts program at Maroondah Federation Estate and other projects.

Over the year, 345 programmed activities including exhibitions, incubators and public programs across sites were programmed for and with a range of audiences, artists and partners from diverse communities. 966 artists, arts and cultural groups and community members – 548 of these local to Maroondah – were supported to produce and present work in exhibitions, programs and projects, or to take part in arts network events.

For the Maroondah Arts Collective, monthly Collective Catch Ups were introduced alongside quarterly professional development events designed to primarily benefit local artists, cultural groups and creative businesses. The Arts and Cultural Grant Program also funded seven arts projects within Maroondah.

The Maroondah Arts Advisory Committee gained new community and creative industry representatives and provided valuable advice on maximising arts and cultural opportunities in Maroondah and in regard to policy redevelopment.

Our strategic indicator results

Service delivery performance measures

| Indicator/Measure | Goal | Actual 2023/24 | Actual 2022/23 | Actual 2021/22 | Actual 2020/21 |
|---|----------|-------------------|-------------------|-------------------|-------------------|
| Attendance at Karralyka | Increase | 102,545 | 54,687 | 58,000 | 18,081 |
| Arts and Cultural Grants Program recipients | Maintain | 7 | 7 | 6 | 6 |
| Community satisfaction with community and cultural activities | Increase | 71 | 69 | 67 | 64 |

Community indicators of progress

| Indicator/Measure | Goal | Actual 2023/24 | Actual 2022/23 | Actual 2021/22 | Actual 2020/21 |
|---|----------|-------------------|-------------------|-------------------|-------------------|
| Visitors to the Ringwood arts precinct (ArtSpace at Realm, Maroondah Federation Estate) and Wyreena | Increase | 208,525 | 210,017 | 135,792 | 99,154 |
| Participants in arts and culture activities in the Ringwood arts precinct and Wyreena | Increase | 6,844 | 6,177 | 4,195 | 1,708 |
| Individual Maroondah artists/arts and cultural groups supported to produce and present their work | Increase | 182 | 248 | 159 | 37 |
| Local artists/community members participating in arts networks and related events | Increase | 366 | 146 | 83 | 59 |

The full suite of community indicators of progress is available in the table on page 122.



A vibrant and culturally rich community

Our achievements

In addition to the Council Plan priority actions, Council has also undertaken a wide range of other activities in working towards a vibrant and culturally rich community. Some of the highlights from the year are detailed below.

Working towards a vibrant and culturally rich community:

Maroondah Festival

Maroondah Festival was held in November 2023 with over 20,000 people attending at Town Park in Croydon. The community gathered to enjoy a wide range of activities and attractions, from live music performances by talented local artists, free kids activities, information from Council and community services to thrilling amusement rides, business stalls and community food presentations.

Celebrate Maroondah Movie Night

Three events were run with two movie nights, one at Wyreena Community Arts Centre in February 2024 and one at Gracedale Park in March 2024 with both events including free children's activities. The Wyreena event included lion dances, craft activities and other kids activities. A Music in the Park event was also held at Ringwood Lake Park in February 2024.

Christmas in Maroondah

Maroondah Carols held in December 2023 at Town Park, Croydon was a night filled with pre-show entertainment, wonderful performers, the Maroondah Carols Band, delicious food options, a free kid's zone and a spectacular firework show that lit up the Maroondah night sky. New decorations were installed at McAdam Square, Barkly Street, Ringwood North and Croydon Main Street, in addition to Heathmont and Burnt Bridge shopping centres. Additionally, the nativity set was displayed in Ringwood and the new Croydon Civic location.

New Public Art and Collection Acquisitions

Four new public artworks were commissioned from an open call-out for the *Reignite Croydon – Laneway Lights* project, supported by funding from Council and the Victorian Government's Living Local Fund. Another public art mural was commissioned from an open call-out for the Maroondah Edge venue, to highlight the

role of female athletes in cricket. Revaluation of Council's Art and Public Art Collection assets was undertaken this year to align with industry standards. The valuation identified there are a total of 51 works within Maroondah's public art collection with a total value of \$1.22m. There are a total of 481 works within Council's Art Collection, including eight acquisitions during the past year, with a total value of \$1.48m.

Ringwood Arts Precinct

Three art incubators and three exhibition projects at ArtSpace at Realm included: *Neighbourhood Tales* photography by Selina Ou and toddler storytime sessions; contemporary group show *Doubt (Again)*; *Voices from the Void* participatory sound installation by Daniel O'Toole and Leap Night event; and the *Hidden Orchard* theatre production and video installation with local company Fresh Theatre and historical groups. A partnership with the Australian Jazz Museum produced displays on women in Australian jazz along with a *Ladies Be Good* concert on International Womens Day at Realm. Live music series *Maroondah Mix* at Realm continued to showcase diverse genres and talents from Maroondah and beyond.

Maroondah Federation Estate Gallery

Maroondah Federation Estate Gallery hosted twelve exhibitions, selected from its open annual call-out. This included the perennially popular *29th Annual Mayoral Exhibition 2024*, in aid of the Bone Marrow Donor Institute (Croydon) and Fight Cancer charities, with the support of Bendigo Bank. Other exhibitions included *Texture of Memory* created by T-Collective, *Dear Neighbour* by Wendy Catling, and *Drawing with Algorithms* facilitated by Simon Grennan and Ilona Jetmar with Deakin University students, which invited audiences to co-create the artworks in this collaborative drawing exhibition.

Wyreena Community Arts Centre

Wyreena enjoyed strong visitation of 82,072 and participation of 4,189 people across the year, with 255 programmed activities including arts classes and workshops, special events such as Halloween House in partnership with creative resident True Fairies and micro-residency with local YourDNA Creative Arts group. Wyreena also participated in the Australian Heritage Festival this year which is coordinated by the National Trust, offering heritage tours of the site and buildings. A Summer Artist Market in December 2023 attracting 500 people and showcased local artists and makers. Wyreena continues to host Arts Lounge exhibitions, Meet the Artist sessions and Music Café events that regularly profile local artists and musicians, alongside the Conservatory Café, Playspace and grounds that offer a mix of indoor and outdoor experiences year round. Implementation of the Wyreena Heritage Masterplan also commenced during 2023/24 involving installation of new outdoor furniture and fencing improvements.

Celebrating First Peoples Arts and Culture

Council continued to support and collaborate with First Peoples communities, artists, leaders and organisations to present and promote a range of First Peoples arts and cultural practice within Maroondah. Key projects included the *Mullum Mullum Blak Arts* exhibition at Maroondah Federation Estate Gallery in partnership with Mullum Mullum Indigenous Gathering Place during NAIDOC Week 2023. NAIDOC Week walking tours featured exhibitions at ArtSpace and Maroondah Federation Estate Gallery with First Peoples artists. Spanning Reconciliation Week in 2024, the *Grounding and Connecting: Indigenous Trees and the Dreaming* exhibition at ArtSpace was another collaborative project between Council and Mullum Mullum Indigenous Gathering Place. The project mapped First Nations art from Melbourne's eastern region, and included a newly commissioned mural along with painting, sculpture, wood and photography by Aboriginal and Torres Strait Islander artists. The Arise group exhibition at Maroondah Federation Estate Gallery focused on emerging First Peoples artists from Maroondah and beyond. The *Culture Warriors talk* on International Womens Day featured Auntie Zeta Thomson, Simone Thomson, Alinta Koehrer discussing their practices and connections as artists, Wurundjeri/Yorta-Yorta women and their family.

Engaging with diverse perspectives

Projects showcased the dynamic work of artists from culturally and linguistically diverse, LGBTQIA+, and intersectional communities. At Maroondah Federation Estate Gallery, the *EPAR OPAR* exhibition shared perspectives from Bangladeshi-Australian artists and communities, and the *Worth Two Billion I'm Told* exhibition by young queer artists Ali Bagnato & Paige Templeton was programmed and promoted as part of Midsumma Festival. *Our Plants, Our Heritage* group exhibition by artists Leila Ashtiani, Sofi Dieu, Humaira Fayazi, Abouk Giir and Rahila Zeeshan in partnership with Multicultural Women Victoria, was presented alongside popular Persian ceramic painting, African fabric collage and Afghan henna workshops.

Supporting local creative industries

Council continue to provided subsidised use of cultural facilities for local arts and cultural groups and creative practitioners including rehearsal, presentation, and exhibition spaces at Karralyka, Maroondah Federation Estate, Wyreena Community Arts Centre, and halls across Maroondah. In 2023/24, Council's Arts and Cultural Grant program supported local artists and groups to deliver seven community projects such as public art, exhibition programs, performances and a musical instrument lending library in Maroondah. Local artists featured in exhibitions at the Arts Lounge in Wyreena and Maroondah Federation Estate. Collective Catch-ups for the Maroondah Arts Collective were offered monthly with quarterly special events, focused on networking and professional development opportunities including social media strategies, grant writing, sustaining creative practice, and business basics.

All-ages live music events at EV's Youth Centre

The Maroondah FReeZA Program (Baseline Productions) has continued to deliver successful, high quality live music and other cultural events for the local community, and youth participants are growing their event management and sound production skills throughout the program. Events over the past 12 months have included; Horrorwood – a horror themed short film and entertainment event, Bassline open mic night, youth activities and the youth stage at Maroondah Festival, Found Family – an all ages LGBTQIA+ holiday event, Arts Activators launch and Daydreamers – a punk rock music event.



A vibrant and culturally rich community

Looking ahead

Continuing to work towards a vibrant and culturally rich community during 2024/25, Council will:

- Design the Karralyka redevelopment, and undertake staged redevelopment works
- Develop and implement the Arts and Cultural Development Strategy 2025-30 incorporating Karralyka and the Karralyka Precinct to maximise arts and cultural opportunities across Maroondah



The Little Mermaid, Karralyka

Our key services

Council delivers a number of services aimed at promoting a vibrant and culturally rich community. These services include:

Arts and Culture (Business and Precincts)

Arts and Culture deliver a range of facilities, programs and services at Maroondah arts and culture venues – ArtSpace at Realm, Wyreena Community Arts Centre in Croydon, Maroondah Federation Estate Gallery, and the Maroondah City Council Art Collection; as well as the Public Art Collection located across various sites in Maroondah.

Support is provided to local artists, creative industry professionals, the community and cultural groups through capacity building and training, skill development, and networking opportunities. In addition, financial support is also provided through the Arts and Cultural Grants program. Cultural planning advice contributes to creative placemaking and the appreciation of cultural heritage. It also embeds the value of the arts and creativity in enhancing wellbeing and quality of life across social, environmental, and economic domains.

Karralyka, Maroondah Federation Estate and Community Halls (Business and Precincts)

Karralyka, is Council's premier theatre and function centre – a 410 seat theatre and flexible function venue with a total capacity for 550 seated guests. Karralyka's kitchen facilities are used to prepare delivered meals for Maroondah and Knox City Council's aged and disability service.

Maroondah Federation Estate is a community, cultural and arts facility for the residents of Maroondah and the outer eastern region of Melbourne. With three tenant groups based at the facility, it is also used by a wide range of regular and casual community groups, from choirs to training and support groups. The facility contains a variety of modern function rooms that can cater for various styles of meetings and events accommodating 25 to 225 seated guests, as well as performance spaces including an outdoor courtyard.

Community halls covers a range of venues across the municipality that provide various spaces from small meeting rooms to suit 30 participants, to large open halls suitable for larger gatherings of 80-350 for rehearsals or even basketball practice.

Annual Report 2023/24

*Planting day at Jubilee Park, Ringwood*

A clean, green and sustainable community

Our vision

In 2040, Maroondah will be a resilient community committed to sustainable living, enhancing our natural environment, and providing leadership in responding to climate change.

Our commitments

The *Council Plan 2021-2025 (2023/24 Update)*, Council identified six priority actions to be delivered during the financial year to work towards a clean, green and sustainable community.

Work in partnership to deliver the staged implementation of the Reimagining Tarralla Creek project



Status: In progress

Responsibility: Strategy and Development

Over a number of years, Council has worked with the community and project partners to transform a 500 metre section of Tarralla Creek and the Croydon Wetlands between Norton Road and Vinter Avenue into a redeveloped open space and waterway. Over the past 12 months, Council has continued to work with Melbourne Water and advocated for funding to enable works to progress on future stages of this creek revitalisation project.

Implement Council's *Sustainability Strategy 2022-2031*, including development of a Climate Change Plan integrating carbon reduction and climate adaptation measures



Status: In progress

Responsibility: Strategy and Development

Council's *Sustainability Strategy 2022-2031* recognises the interconnected relationship between our natural environment and social and economic systems within Maroondah. The Strategy includes six outcome areas; built environments, climate change, community connections, green economy, green infrastructure, and governance, evaluation and improvement. In 2023/24, work has continued to deliver the Strategy, including planning a Maroondah Eco Gathering that was held in July 2024. The event included keynote speakers, along with a panel of local change makers to inspire community collaboration and engagement to create a healthier and more resilient Maroondah. Other strategy outcomes include the scoping and development of a State of the Environment Report to be finalised in 2024/25, recognition of businesses achieving excellent sustainability outcomes through the Maroondah Business Excellence Awards, and implementation of the Trellis utilities management platform to assist with Council's emissions reporting.

Work has continued during 2023/24 to develop Council's *Climate Change Plan*. In 2024, a climate change risk assessment was conducted to identify the risks facing Council and the Maroondah community due to climate change. The science-based risk assessment included service areas across Council which will inform Council's adaptation response.

Develop and implement Council's *Waste, Litter and Resource Recovery Strategy 2020-2030*



Status: In progress

Responsibility: Chief Financial Officer

Council has continued to deliver on its commitments made in the *Waste, Litter and Resource Recovery Strategy 2020-2030* including the successful implementation of the new Food Organics and Garden Organics (FOGO) service in May 2023. Evaluation and monitoring of the new FOGO service has been a priority for the first year of the service. Education and engagement programs has resulted in very low contamination and high participation rates. Tendering and service planning for the new glass-only service began in 2023/24 in preparation for the new service to be introduced in 2027. A range of other initiatives continue to be delivered including: recycling drop off events, collaborative grant projects, a reusable nappy program, and contamination reduction programs.

Annual Report 2023/24

Prepare and implement a series of Biolink Action Plans that implement the Maroondah Habitat Connectivity Study



Status: In progress

Responsibility: Strategy and Development

The Mullum Mullum Creek Biolink is the first of eight biolinks ('pathways of least resistance' through the landscape that represent the best opportunities for improving habitat connectivity and facilitating wildlife movement) identified across Maroondah. Community input on the draft *Mullum Mullum Creek Biolink Action Plan* was sought across a four-week period in November and December 2024 to understand the level of community support for creating the biolink, feedback on identified actions, and suggestions for inclusion in the final action plan. Most respondents expressed a high level of support for the project. A rolling two-year implementation plan is being prepared and is expected to be finalised in the first half of 2024/25.

Action planning for the Dandenong Creek, Tarralla Creek and Bungalook Creek biolinks will be undertaken together, with stakeholder engagement expected to commence in the first half of 2024/25.

Implement a streetscape enhancement program, including a significant increase in tree planting



Status: Ongoing

Responsibility: Operations

The streetscape enhancement program continued in 2023/24 with nine street renewal projects being completed and around 2,000 new trees being planted in nature strips across the municipality. Urban trees provide many benefits to our community such as filtering urban pollutants, providing food and protection for birds and other animals. The new street trees were a mixture of native and exotic species with the most appropriate species being selected for each site based on available space and existing tree character. In addition, 6,650 understory plantings and grasses and 540 trees have been planted at our parks and reserves over the past year, with around 35,672 indigenous plants and trees now at home in bushland reserves.

Our strategic indicator results

Community indicators of progress

| Indicator/Measure | Goal | Actual 2023/24 | Actual 2022/23 | Actual 2021/22 | Actual 2020/21 |
|---|----------|-------------------|-------------------|-------------------|----------------------|
| Percentage of garbage, recyclables and green organics collected from kerbside bins that is diverted from landfill | Increase | 59.30% | 56.22% | 55.5% | 56.7% |
| Maroondah's tree canopy cover | Maintain | 28.9% | 28.8%* | 26.2%* | 27.0%* |
| Total area of natural habitat in Maroondah | Maintain | 633.0 | 642.2** | 640.0** | Result not available |
| Council's greenhouse gas emissions (T CO ₂ -e) | Decrease | 7,575 | 6,691 | 16,031 | 16,368 |
| Community perception of Council's performance in relation to environmental sustainability | Increase | 67 | 63 | 62 | 61 |

The full suite of community indicators of progress is available in the table on page 123

* Adjusted due to the improvement in reporting and aerial imagery.

** Represents an improvement in accuracy of measurement.

Service delivery performance measures

| Indicator/Measure | Goal | Actual 2023/24 | Actual 2022/23 | Actual 2021/22 | Actual 2020/21 |
|---|----------|-------------------|-------------------|-------------------|-------------------|
| Tree planting within Maroondah (bushland, street, and parks trees only) | Increase | 37,672 | 27,058 | 40,708 | 31,650 |
| Potable water consumption (kL) | Decrease | 172,627 | 154,766 | 171,542 | 120,428 |
| Community satisfaction with waste management | Increase | 73 | 72 | 74 | 74 |



A clean, green and sustainable community

Our achievements

In addition to the Council Plan priority actions, Council has also undertaken a wide range of other activities in working towards a clean, green and sustainable community. Some of the highlights from the year are detailed below.

Working towards a clean community

Embedding the changes to Environment Protection Act - Onsite wastewater systems

The *Environment Protection Act 2017* (the Act) and associated regulations was introduced in July 2021, transforming Victoria's environment protection laws and the Environment Protection Authority Victoria (EPA). Council has completed initial onsite education visits with onsite wastewater management system operators and property owners, along with communication of legislative changes and responsibilities. Council will be reviewing its current Domestic Wastewater Management Strategy in line with the requirements of the EPA's new Order to managers of land or infrastructure throughout 2024 and 2025.

Plastic Free July

Council was a member of 'Plastic Free July' campaign in 2023 which saw 145 residents participate in the challenge. Activities included an interactive pop-up display in the Realm foyer, a children's storytime event held in partnership with Your Library at Realm, a booked-out 'Reducing plastic in the kitchen' workshop hosted by Urban Nanna, and competitions involving a local school and the broader community, where participants made a pledge to swap out a single-use plastic item.

The Reusable Nappy Project

Maroondah partnered with thirteen other Councils to deliver reusable nappy workshops both online and in person. Maroondah hosted four workshops in collaboration with Knox City Council involving 748 participants which included an online presentation, a workshop and a take-home reusable nappy pack. A further workshop was held in March 2024 in partnership with Your Library and Ninti Earth.

Waste Education Workshops

During 2023/24, Council delivered 61 community waste education presentations and workshops to 1,759 participants. The workshops covered a range of topics on waste minimisation and waste disposal, including composting, reducing plastics, kerbside services and correct waste disposal, food waste reduction, and repurposing and repairing textile waste. Council's waste educators also attended Central Ringwood Community Centre's Sustainability Fair, ran eight Library Storytime sessions, three school holiday events and four presentations for Your Library at Realm and Croydon Library.

School Education Program

Over the past year, Council delivered 24 educational incursions on waste topics to 17 schools, covering 975 students. Eight primary schools, four early learning centres, and three secondary schools took part in this program. Council has delivered eight professional development sessions to employees on composting, reducing waste and litter, as well as a Food Organics and Garden Organics (FOGO) information sessions as part of a kindergarten FOGO service trial.

Reusable Sanitary and Incontinence Aids

Maroondah is among seven Councils working together to research and understand how to implement a reusable menstrual and incontinence aid program to reduce waste going to landfill. The feasibility study, which is being led by Knox City Council, has been awarded an \$80,000 Sustainability Victoria funding grant through the Victorian Government's Recycling Victoria Councils Fund. The study aims to understand current barriers to using reusable options to promote diversion of waste from landfill and creating behaviour change across the community. Other participating councils in this project include, Knox City Council, Stonnington City Council, Whitehorse City Council, Hume City Council, Maribyrnong City Council and Yarra Ranges Shire Council.

E-waste (+more) collection day

Two E-waste and recycling drop off events and one chemical collection event was successfully delivered at Council's operations centre in the 2023/24 financial year. In October 2023, Maroondah also introduced vapes and electronic cigarettes to the recycling drop off event. Over 28 tonnes of e-waste, gas bottles, polystyrene, light globes, metals and textiles were recovered for recycling from the recycling drop off events. Nearly 11 tonnes of household chemicals were collected for recycling from the household chemical collection event.

Food Organics and Garden Organics (FOGO)

Council continued to implement the new food organics and garden organics (FOGO) service throughout the year following its introduction in May 2023. The first nine months of the FOGO service saw Maroondah residents collect an average of 200 additional tonnes of organic waste in their FOGO bins each month. In that same period, the FOGO service collected 1,640 tonnes more organic waste, or the equivalent of 205 additional garbage truck loads, when compared to the same time in 2022. In total from May 2023 to January 2024, the new FOGO service reduced the amount of organic waste going to landfill by 1,530 tonnes, equivalent to 97 garbage truck loads .

Circular Resource Practices in Business Precincts Collaborative Grant

Maroondah collaborated with 13 other Metropolitan Melbourne Councils on a Sustainability Victoria Grant funded project which aimed to assess the most effective resource recovery models for different types of precincts. Each Council nominated a location, audits and education and engagement activities were undertaken with traders, a model was proposed and implemented, and a follow up audit was undertaken to measure changes. Maroondah's selected site was the former Croydon Cinema complex where bins were being stored in the abutting laneway. The bins were being disturbed regularly and negatively impacting the amenity of the laneway. An enclosure was installed to house the bins, old, broken and un-used bins were removed, line marking and education signage was put in place to assist users with separating waste. The project resulted in a marked improvement to the local amenity, reduced mixed recycling contamination and also enabled an overall reduction in waste being sent to landfill.



A clean, green and sustainable community

Our achievements

Working towards a green community

Nature Play

Council hosted a fun and educational Nature Play Day at Cheong Park in April 2024 to celebrate Nature Play week. This event encouraged families to get outdoors in a local park, connect with nature, learn something new and develop good physical activity habits to improve their wellbeing and healthy development. Children and families could tick off activities on their Nature Play Day Passport, which included a visit from Roberto The Connie, nature crafts, games, and learning about worms, birds, water bugs and Wurundjeri Country.

Jumping Creek revitalisation project

During 2023/24, Council completed community consultation on the concept design for the Jumping Creek revitalisation project with an overwhelming majority of community support. The section of Jumping Creek from Berrywood Walk to Kelly Court in Warranwood has been identified for improvement works, including various access upgrades, water quality and revegetation works along the length of the reserve. The detailed design works are progressing and will be completed in 2024/25, along with early works for weed management and tree removal.

2023 Great Southern Bioblitz

A total of 36 new species have been added to Maroondah's database of local biodiversity thanks to our community's efforts in the 2023 Great Southern Bioblitz. This is part of a global movement to encourage everyday people to practice citizen science all whilst enjoying their nearby natural areas. During the four-day challenge period in November 2023, a total of 592 observations, including 284 different species, in Maroondah were made by 34 participants with local nature-lovers uploading their photos of wild plants, animals and fungi using the free iNaturalist mobile app.

Of the 13 Melbourne metropolitan Councils that took part, Maroondah ranked fifth for the most species observed and eighth for the most observations made. In Maroondah, the more commonly observed species included the Common Brown butterfly, Pacific Black Duck, Australian Magpie and Prickly Currant-Bush. There were, however, a few unusual sightings that included the nationally endangered Gang-gang Cockatoo seen in Croydon North, and the nationally vulnerable Grey-headed Flying Fox seen in Heathmont.

2024 City Nature Challenge

Each year, the City Nature Challenge encourages people across the globe to become citizen scientists by finding, photographing and recording the native plants, animals and fungi in their local areas. Maroondah collaborated with 24 other metropolitan Councils to represent Greater Melbourne on the global stage and contributed 604 observations, of 208 different species, by 51 different observers including 21 first-time participants. Two of the 26 newly recorded species included a keeled millipede in Kilsyth South and a Rusty Bolete in Bayswater North. The vulnerable Eastern Great Egret was also recorded in Ringwood.

Community Garden Volunteer program

Council operates a volunteer program at Glen Park Oaks Community Garden in Bayswater North supporting communal gardening in a community setting. Through participation in Council's community garden program, volunteers are provided with the opportunity to grow, nurture and harvest communal produce; attend regular working bees and BBQs; and participate in occasional social outings to other gardens. Glen Park Oaks Community Garden extended their activities during 2023/24 with a Family Open Day and monthly food swaps, along with free workshops to the community including garlic growing, herbal tea and fruit tree pruning. There are a range of other non-Council managed community gardens also operating in Maroondah with some modelled on communal gardening and others as individual plot-based gardens.

Participation in National Tree Day

Council in conjunction with the First Friends of Dandenong Creek and Friends of Tarralla Creek planted 4,500 indigenous plants for National Tree Day at Eastfield Park, Taylors Road, Croydon. Approximately 350 people attended the event in July 2023.

Seed farming in Maroondah

As part of a program to conserve rare or declining plant species, Council has increasingly focused on farming seeds of these species. Plants are grown with the specific purpose of producing as much seed as possible for collection and use in bushland restoration. Seed farming has become a necessity because many of our plant species are not reproducing in reserves (despite the very low weed content). There are many reasons for this decline, mostly associated with the changed conditions and processes plants experience in urban areas compared to larger natural areas. Without Council and community support input they may become extinct in Maroondah. Currently our seed farming program is relatively small in scale, but we hope to expand this over the coming years as we improve on cultivation methods for various species. In the near future we hope to offer our environmental volunteers the opportunity to participate in seed farming by either growing plants at home, or in reserves.

Maintaining our bushland

Council, whilst supporting volunteer groups in addition to programs, undertook a cyclical maintenance program during 2023/24 that involved control of weed species, planting of new trees to maintain tree canopy and other works to both conserve the bushland reserves and enhance their biodiversity. In total, 6,650 understory plantings and grasses and 540 trees have been planted in Council's parks and reserves over the past year, with around 35,672 indigenous plants and trees now located in bushland reserves.

Regular and enhanced maintenance of parks, gardens, foot and bike paths

Council in partnership with volunteer groups, undertook a cyclical maintenance program during 2023/24 that involved control of weed species, planting of new trees to maintain tree canopy and other works to both conserve the bushland reserves and enhance their biodiversity. In addition, major works were carried out to clear dead and fallen trees and debris and remove weeds. Council also completed landscape improvement works at multiple sites across Maroondah.

Pond and Dam rehabilitation works

During the summer months in 2023/24, Council completed desilting and rock stabilisation works within various waterways and waterbodies across Maroondah. The works were scheduled after Council conducted a waterway audit across Maroondah's waterway sites. Major works were completed in Candlebark Walk Reserve, Yarrunga Reserve and Narr Maen Wetlands in Croydon Hills. Works were also completed in the Nangathan Way waterway in Croydon North. Revegetation works involved 6,000 indigenous tubestock being planted as part of waterway improvement works during the year.



A clean, green and sustainable community

Our achievements

Working towards a sustainable community

My Energy and Water Saver Kits

Council in conjunction with Knox and Yarra Ranges Councils, worked together to create kits that are available to be borrowed for a week from local libraries that allow residents to measure the energy, water use, and waste output of their homes or community building. Using information from these kits, residents are empowered to save money and reduce their emissions.

Solar Savers Project

In May 2024, Eastern Alliance for Greenhouse Action's (EAGA) Solar Savers program initiated a pilot expansion, encompassing four councils, including Maroondah. This pilot program introduced heat pumps and split system air conditioners as new offerings, in addition to the existing program options of solar photo-voltaic panels and batteries. The expanded program specifically targets homeowners within the council areas, including apartment owners. During the 2023/24 financial year, Solar Savers successfully facilitated the installation of 158 solar PV systems. In the Maroondah area, specifically, there were ten installations, amounting to a total capacity of 61.53kW. Of these installations, two also included the addition of a home battery.

Carbon Neutral Organisation

Council has been certified as a carbon neutral organisation by Climate Active for its entire Council operations. Council has been a carbon neutral organisation since 2019/20. Climate Active certification is awarded to organisations that have credibly reached a state of carbon neutrality against the requirements of the Climate Active Carbon Neutral Standard.

Sustainability capital funding

Council's Carbon Neutral Revolving Energy Fund, GreenPower, and Sustainable Maroondah Fund have been spent on delivering sustainability in Council's capital works projects. In 2023/24, these included energy efficiency projects such as lighting upgrades and the installation of solar PV systems across Council facilities.

Utility Management Software

Council's utility management software was successfully implemented in early 2023. This tool will allow capturing and reporting on Council's electricity, natural gas, water and fuel usage data and carbon emissions. Historical data for the previous three financial years has been important to enable trend analysis.

Victorian Energy Collaboration (VECO) project

Maroondah is one of 51 Councils to switch to renewable energy through the Victorian Energy Collaboration (VECO), which enables Councils to source clean renewable energy generated from Victorian wind farms. Launched in July 2021, VECO is the largest-ever emissions reduction project undertaken by local government in Australia. In this year, all Council's facilities have been supplied by 100% renewable energy. This resulted in significant decrease in emissions from Council operations.

Eastern Alliance for Greenhouse Action membership.

Council continues to be an active member of the Eastern Alliance for Greenhouse Action (EAGA), a partnership between eight councils across the eastern suburbs of Melbourne. Each year, EAGA delivers projects and engages in advocacy that support emissions reduction and climate change adaptation for councils and communities across the region.

In 2023/24, EAGA collaborated with various Victorian Greenhouse Alliances on 12 advocacy initiatives. These efforts encompassed submissions to consultations and inquiries, as well as letters addressed to state and federal ministers. Activities included a response to the Climate Change Authority's Consultation on its 2024 Issues Paper, a response to the Federal Inquiry into Residential Electrification, and advocacy for a strategic partnership between federal, state and local governments to address the challenges of climate change.

Energy Savers Program

In 2023/24, EAGA's Energy Savers program successfully assisted 38 businesses across the region in accessing over \$0.8M in federal funding for energy efficiency upgrades. Four of these businesses were located in Maroondah, receiving a total of \$78,508 in funding.

Eastern Alliance of Sustainable Learning membership

Council continued as a member of the Eastern Alliance for Sustainable Learning (EASL) during 2023/24 enabling the provision of services and support to schools to incorporate sustainability into their curriculum, facilities and policies. During the year, EASL facilitated professional development initiatives, including a series of workshops; held an annual Learning for Sustainability Conference, provided a monthly newsletter and maintained its website of resources. EASL is a partnership of seven councils: Boroondara City Council, Knox City Council, Manningham City Council, Maroondah City Council, City of Monash, City of Whitehorse, and Yarra Ranges Council.

Recycled water for tree watering

Council has partnered with Yarra Valley Water as the first customer to take advantage of its recycled water carting program. This program will enable 100 percent recycled water to be used across the municipality for Council's tree watering program, ensuring a 'drought-proof' tree watering program that irrigates trees during dry weather.

Tree Banding

Over the past year, Council has implemented a tree banding pilot program to address canopy dieback, which poses a major threat to biodiversity in Maroondah. Dieback is a process where mature, previously healthy trees become sick and may eventually die. One known cause of stringybark Eucalypt tree dieback in Maroondah is the excessive eating of foliage by Ringtail possums. Research has indicated that considerable improvement in tree health can result from banding of trees to restrict possum access. A series of possum bands were installed on trees in H E Parker Reserve in Heathmont during June 2024 to encourage foliage recovery and reduce canopy dieback.

Looking ahead

Working towards a clean, green and sustainable community during 2024/25, Council will:

- Implement Council's *Sustainability Strategy 2022-2031*, including development of a Climate Change Plan integrating carbon reduction and climate adaptation measures to take a holistic approach to climate change adaptation and mitigation and will detail Council's plan to maintain carbon neutrality
- Continue to work in partnership to deliver the staged implementation of the Reimagining Tarralla Creek project
- Continue to develop and implement Council's *Waste, Litter and Resource Recovery Strategy 2020-2030*, including undertaking planning for the rollout of a glass-only collection service
- Prepare and implement a series of Biolink Action Plans that implement the Maroondah Habitat Connectivity Study, with a focus on action planning for the Dandenong, Tarralla and Bungalook Creek Biolinks
- Continue to implement Council's annual streetscape enhancement program, including incorporating a significant increase in new tree planting throughout the municipality, and participation in a national trial of potential new street tree species suited to the projected climate change models



A clean, green and sustainable community

Our key services

Council delivers a range of services aimed at promoting a clean, green and sustainable community. These services include:

Bushland Management (Operations)

Bushland Management is responsible for the care of 46 bushland areas, waterways, and revegetation reserves including: proactively supporting, conserving and enhancing biodiversity; promoting effective regeneration in sites of biological significance; fauna/flora conservation; indigenous planting programs; wetland vegetation management; weed control; path maintenance; friends/community group assistance; maintaining appropriate fire breaks; and community dialogue through a monthly Nature News electronic news publication.

The team also maintains water sensitive urban design elements and waterways that are under Council management.

Park Maintenance (Operations)

Park Maintenance maintains Council managed parks, gardens and open space areas including proactive and reactive maintenance of landscaped areas; grass mowing; gardening; shopping/business strip maintenance; creek line maintenance and programmed tree planting in parks and reserves. The function also maintains Council's playgrounds in accordance with the Australian Standards and Best Practice guidelines, Council's reserve fence line (half cost fencing program), and Marveloo bookings.

Tree Maintenance (Operations)

Tree Maintenance maintains all of Council's tree assets (street trees and trees within parks and reserves) including proactive tree inspections of nature strip and selected area trees; remedial tree work and reactive inspections in response to customer requests or storm events; programmed tree planting; and power-line clearance management.

Waste Management (Finance and Commercial)

Waste Management provides residential and commercial waste services to the Maroondah community including weekly garbage collections, fortnightly mixed recycling and food and garden organics collection, and a twice yearly on call hard waste collection. The team also manages the contracts for household bin and hard waste collection, receipt and sorting, organics, landfill disposal, as well as providing communications and waste contamination prevention programs, and strategic planning to meet future waste management needs.



Flower planting at Ringwood Clocktower

Annual Report 2023/24



New Street and Albert Street intersection, Ringwood

An accessible and connected community

Our vision

In 2040, Maroondah will be accessible for all ages and abilities with walkable neighbourhoods, sustainable transport options, and a safe integrated transport network.

Our commitments

The *Council Plan 2021-2025 (2023/24 Update)*, identified five priority actions to be delivered during the 2023/24 financial year, to work towards an accessible and connected community.

Work in partnership with the Victorian Government to implement road improvement works at New Street, Ringwood; Reilly Street and Wantirna Road, Ringwood; Eastfield Road, Ringwood East; Plymouth Road and Kirtain Drive, Croydon; and undertake carpark improvement works at McAlpin Reserve, Ringwood North and Dorset Recreation Reserve, Croydon



Status: Complete

Responsibility: Strategy and Development

Upgrades to the section of Plymouth Road between Narr-Maen Drive and Yarra Road in Croydon Hills were completed in late 2023. The improvements include new traffic lights and pedestrian crossing facilities to enhance road safety and traffic functionality. These projects were delivered by the Department of Transport and Planning (DTP/VicRoads) in partnership with Council.

Design and construct activity centre car parks in Ringwood



Status: In progress

Responsibility: Projects and Asset Management

Council has progressed development of the Ringwood Activity Centre Carpark including relocating the original Blood Brothers storefront to a prominent position on the site. The new carpark will provide additional parking spaces for commuters, residents and visitors; reduce parking congestion on the nearby local streets and improve amenity and connectivity to Ringwood train station. The \$33.2M project is being funded by the Australian Government (\$29.7M), with Council funding \$3.5M of the project. The carpark is scheduled for completion in late 2025.

Work in partnership with the Victorian Government to support the removal of level crossings at Bedford Road Ringwood; Dublin Road Ringwood East and Coolstore Road Croydon; and the construction of new stations at Ringwood East and Croydon



Status: In progress

Responsibility: Strategy and Development

Level Crossing Removal works have progressed well in 2023/24 with major construction blitz activities being undertaken at all three sites resulting in the removal of the Bedford and Dublin level crossings and the permanent closure of the Coolstore Road level crossing in early 2024. The new Ringwood East station is scheduled to open in July 2024 and the new Croydon train station in August 2024, both a year ahead of schedule. Construction of the new car parks, bicycle paths and landscape works are scheduled to be completed in late 2024.

Advocate to the Australian and Victorian Governments for the provision of new and upgraded transportation infrastructure in Maroondah



Status: In progress

Responsibility: Executive Office

In 2023/24, Council continued to advocate to Australian and Victorian Governments to address the major transport needs of the Maroondah community.

Annual Report 2023/24

Work in partnership to undertake renewal works on the Mullum Mullum Creek and Colchester Road shared trails; and continue footpath construction in the Principal Pedestrian Network



Status: In progress

Responsibility: Strategy and Development

In 2023/24, Council completed consultation with the Wurundjeri Woi-wurrung Cultural Heritage Aboriginal Corporation on the preliminary design plans for the renewal and enhancement of the Mullum Mullum Creek Trail between Marilyn Crescent and Highland Avenue, Ringwood.

Council has continued the implementation of its footpath construction program to provide improved pedestrian safety. Council's footpath construction program for 2023/24 is now complete with three kilometres of footpath constructed at a total value of \$1.48 million.

Our strategic indicator results

Community indicators of progress

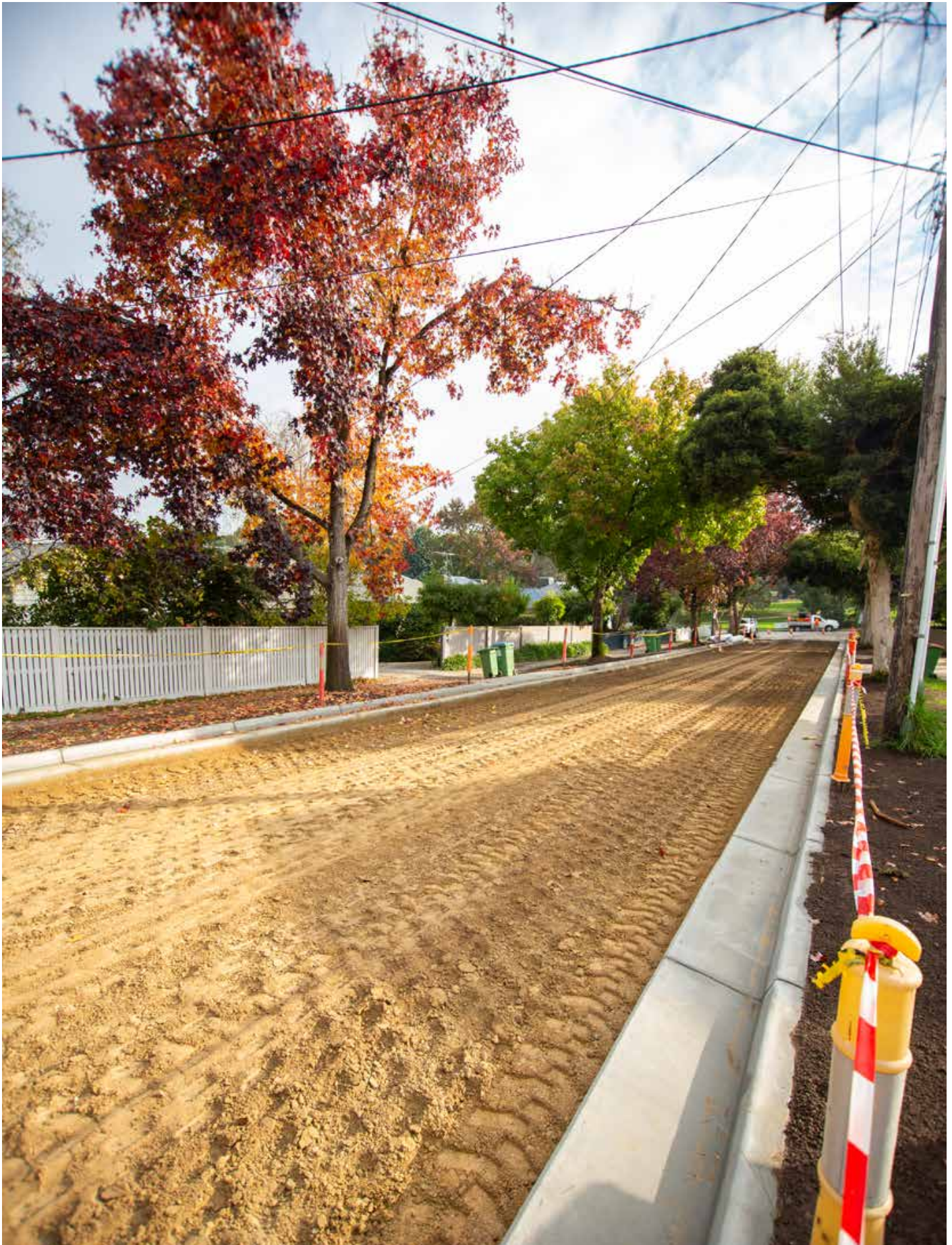
| Indicator/Measure | Goal | Actual 2023/24 | Actual 2022/23 | Actual 2021/22 | Actual 2020/21 |
|---|----------|-----------------------|-----------------------|----------------|----------------------|
| Percentage of households / dwellings that are within 200 metres of a bicycle facility and/or 400 metres of a bus and/or 800 metres of a train station | Increase | 90.4% | 90.7% | 90.7% | Result not available |
| Daily number of public transport services operating in Maroondah | Increase | 2,467 | 2,467 | 1,386 | Result not available |
| Kilometres of bicycle lanes and shared paths in Maroondah | Increase | 90km | 86km | 83km | Result not available |
| Average number of cars owned by a Maroondah household | Decrease | Result not available* | Result not available* | 1.67 | Result not available |
| Average Maroondah Pavement Condition Index | 6-8 | 8.5 | 7.1 | 7.1 | 7.5 |
| Kilometres of constructed footpaths in Maroondah's Principal Pedestrian Network | Increase | 3.028 | 4.5 | 3.1 | 3.5 |

The full suite of community indicators of progress is available in the table on page 124

* Next Census data update expected in 2027.

Service delivery performance measures

| Indicator/Measure | Goal | Actual 2023/24 | Actual 2022/23 | Actual 2021/22 | Actual 2020/21 |
|---|----------|----------------|----------------|----------------|----------------|
| Sealed local roads maintained to condition standards | Maintain | 97.71% | 97.71% | 98.65% | 98.85% |
| Community satisfaction with local streets and footpaths | Increase | 56 | 59 | 58 | 63 |
| Community satisfaction with traffic management | Increase | 59 | 59 | 60 | 60 |



Road renewal works at Emerald Street, Ringwood



An accessible and connected community

Our achievements

In addition to the Council Plan priority actions, Council has also undertaken a wide range of other activities in working towards an accessible and connected community. Some of the highlights from the year are detailed below.

Working towards an accessible and connected community

Council adopted the Maroondah Flood Map

Council has been working with Melbourne Water to develop an updated flood map of Maroondah. This map will inform how Council manages its stormwater maintenance program, emergency management planning and capital works projects. It will also assist in the assessment of proposed future developments across Maroondah. Council's stormwater drainage network is designed to cater for most storm events, however, in significant events the capacity of the stormwater drainage network can be exceeded resulting in stormwater overland flow paths. Council endeavours to minimise the impact of overland flow paths on private property and dwellings where possible. Understanding the areas affected is critical to reducing the impact of flooding on the community and will assist both Council and residents to prepare and plan for future developments and infrastructure improvement works. Following community consultation, feedback was considered and Council formally adopted the Maroondah Flood Map in March 2024.

Infrastructure renewal, accessibility and road safety improvement works

The Australian Government committed funding through the Roads to Recovery Program for infrastructure renewal and drainage improvement works in Emerald Street, Ringwood to address the deteriorated condition of the existing kerb, channel, and road pavement and improve the flow of stormwater. The works commenced in November 2023 and were completed in May 2024.

Significant road reconstruction and upgrade works were also completed in Central Avenue, Croydon South; Seymour St, Ringwood; Evelyn Road, Ringwood near the Loughnan Road intersection; and Oban Road, Ringwood North between Athelstone Drive and Terrigal Close.

Local area traffic management improvements

In 2023/24, Council undertook intersection safety improvement works at the Campbell Street and Canterbury Road intersection in Croydon. While also reducing vehicle speeds, the raised pavement crossing constructed at the intersection provides enhanced accessibility and pedestrian safety. Treatments aimed at improving pedestrian accessibility and encouraging reduced speeds were also constructed at the Braden Brae Drive and Eden Valley Road intersection in Warranwood, and at the Waterloo Steet and Blenheim Street intersection in Heathmont. Design works to improve road safety at the Old Lilydale and Carcoola Road intersection in Ringwood East are underway.

Asphalt overlay resurfacing

Council has delivered an annual road rehabilitation program with a total value of \$1.2 million across 16 locations. Some of the major projects delivered included Seymour Street in Ringwood (Ringwood Street to Maroondah Hwy); Rosebank Avenue in Ringwood North (Warrandyte Road to bowl of court); Oban Road in Ringwood North (Athelstone Drive to Terrigal Close); Hendra Grove in Ringwood (Graeme Avenue to Mullum Mullum Road) and Towerhill Drive in Ringwood (Wonga Road to Frederic Drive).

Looking ahead

In continuing to work towards an accessible and connected community during 2024/25, Council will:

- Work in partnership with the Victorian Government to implement road improvement works at the intersection of Eastfield Road / Railway Avenue and Morinda Street in Ringwood East.
- Continue to construct an activity centre carpark in Ringwood
- Work in partnership to undertake renewal works on the Mullum Mullum Creek shared trail; and continue footpath construction across the Principal Pedestrian Network
- Advocate to the Australian and Victorian Governments for the provision of new and upgraded transportation infrastructure in Maroondah
- Work in partnership with the Victorian Government to support the removal of level crossings at Bedford Road Ringwood; Dublin Road Ringwood East and Coolstore Road Croydon; and the construction of new stations at Ringwood East and Croydon

Our key services

Council delivers a number of services aimed at promoting an accessible and connected community. These services include:

Built Environment (Operations)

Built Environment provides proactive and reactive maintenance and construction services for Council's infrastructure assets.

Council's built environment team plays a crucial role in the maintenance and management of the waterways within the municipality. Typical activities include desilting to maintain water flow and pond capacity to prevent flooding and implementing erosion control measures. This maintenance enables revegetation of these areas to stabilize the soil, prevent erosion, and enhance ecological health of local waterways.

The team also undertake: road and footpath maintenance, proactive cleansing of all drainage infrastructure within road reserves, programmed street sweeping, reactive and proactive graffiti removal, proactive activity centre cleansing, and logistical and fleet maintenance services for Council. The team also provides the emergency/after-hours call out service and a seven-day a week cleansing service in activity centres.

Engineering Services

(Engineering and Building Services)

Engineering Services provides technical expertise in areas of traffic and transportation strategic planning and advocacy, including pedestrian, cycling and public transport improvements, drainage investigation and strategy including flood mitigation planning and works and integrated water outcomes, engineering development plan approvals and work inspections, and development related asset protection and infrastructure compliance. The team also delivers the engineering related component of Council's Capital Works Program, including: the project management of design consultants, tendering and contract administration, and supervision/approvals of construction works.

Annual Report 2023/24



Footpath construction on Warranwood Road

An attractive, thriving and well built community

Our vision

In 2040, Maroondah will be an attractive, sustainable, and well built community with thriving activity centres and a network of neighbourhoods where everyone has the opportunity to live, work and play locally.

Our commitments

The *Council Plan 2021-2025 (2023/24 Update)* identified four priority actions to be delivered during the 2023/24 financial year, to work towards an attractive thriving and well built community.

Develop a new Croydon Structure Plan and prepare a planning scheme amendment to incorporate the policy into the Maroondah Planning Scheme



Status: In progress

Responsibility: Strategy and Development

The Draft Croydon Major Activity Centre Structure Plan was made available for consultation from August to October 2023, with submissions being reviewed in early 2024. The Structure Plan is currently being reviewed in light of recent changes announced by the Victorian Government in relation to future housing targets for all municipalities across the State.

Work in partnership to implement the Greening the Greyfields project to facilitate a sustainable approach to urban redevelopment in identified residential precincts



Status: In progress

Responsibility: Strategy and Development

Council continues to promote the benefits of the Greening the Greyfields project and remains committed to working with landowners and developers to progress development within the identified residential precincts. Amendments C134maro and C136maro for the two identified residential precincts were gazetted in the Maroondah Planning Scheme during 2023/24. Over the past 12 months, Council has continued to work with stakeholders to implement the Greening the Greyfields project in two identified residential precincts and involve relevant landowners.

Undertake the staged redevelopment of the Croydon Community Wellbeing Precinct



Status: In progress

Responsibility: Projects and Asset Management

During 2023/24 Council continued with the staged design of the broader precinct in alignment with the previously endorsed Croydon Community Wellbeing Precinct Masterplan. The Precinct will be home to several vital Council and community services, whilst including integrated indoor and outdoor spaces that provide for activation, inspiration and empowerment. The next phase of developing this vibrant precinct is a community and cultural hub that will serve as a central point for several community groups and will also include amenities such as: a Council Service Centre, a state-of-the-art library, cafe, and performance and events spaces. Planning and design works for this hub are underway with construction works commencing in early 2025.

Undertake flood mitigation works in New Street, Ringwood, Sherbrook Avenue catchment in Ringwood, and Scenic Avenue and Wingate Avenue catchments in Ringwood East; and work in partnership to develop flood mitigation solutions for central Croydon



Status: In progress

Responsibility: Strategy and Development

Council has continued to work in partnership to develop flood mitigation solutions for central Croydon including projects to be undertaken in New Street in Ringwood, Sherbrook Avenue catchment in Ringwood, and Scenic Avenue and Wingate Avenue catchments in Ringwood East. The Sherbrook Catchment (Stage 3) drainage upgrades in Ringwood from Bourke Street to Charter Street was completed in November 2023, Stage 4 of the drainage upgrade works along Charter Street from New Street to Market Street is scheduled to be completed in late July 2024. Council is also continuing to investigate and discuss flood mitigation for central Croydon with external agency partners/catchment authority partners.

Annual Report 2023/24

Our strategic indicator results

Community indicators of progress

| Indicator/Measure | Goal | Actual 2023/24 | Actual 2022/23 | Actual 2021/22 | Actual 2020/21 |
|---|----------------|-----------------------|-----------------------|----------------------|-----------------------|
| Public open space in Maroondah (hectares) | Maintain | 653 | 645.5 | 652.8 | 649.1 |
| Community satisfaction with the appearance of public areas | Increase | 69 | 71 | 71 | 73 |
| Community satisfaction with Council's general town planning policy | Increase | 58 | 56 | 57 | 59 |
| Maroondah population per square kilometre | Not applicable | 1,913 | 1,882 | 1,890 | 1,923 |
| Percentage of residential properties in Maroondah at risk of flooding | Decrease | Result not available | Result not available | Result not available | Result not available |
| Percentage of Maroondah residents that work in Maroondah | Increase | Result not available* | Result not available* | 26.5% | Result not available* |

The full suite of community indicators of progress is available in the table on page 125

* Next Census data update expected in 2027.

Service delivery performance measures

| Indicator/Measure | Goal | Actual 2023/24 | Actual 2022/23 | Actual 2021/22 | Actual 2020/21 |
|--|------|-------------------|-------------------|-------------------|-------------------|
| Asset renewal and upgrade compared to depreciation | 110% | 85.0% | 102% | 100% | 104% |
| Planning applications assessed within statutory timeframes | ≥80% | 76.0% | 73.99% | 84% | 83% |



Stormwater harvesting at Croydon Town Park



An attractive, thriving and well built community

Our achievements

In addition to the Council Plan priority actions, Council has also undertaken a range of other activities in working towards an attractive, thriving and well built community. Some of the highlights from the year are detailed below:

Working towards an attractive, thriving, and well built community

Enhancing Community Spaces

Council undertook a further stage of the Bedford Park Community Garden which included formalising pathways and implementing garden beds and storage sheds in conjunction with the Bedford Park Community Centre.

Providing better playspaces

Longview Reserve, Danielle Crescent Reserve, Laura Court, Chandra Avenue Reserve and Cantala Crescent Reserve playspaces had equipment renewal, pathway, furniture and soft landscaping works completed during 2023/24. Works included renewal of ageing play equipment, enhancing the nature play areas and making the playground safer and more accessible for all users.

Multi-purpose pavilions and major leisure facilities

In 2023/24 Council completed the enhancement of The Rings sports floor; the Aquanation Wellness Suite, Aquahub gym heating and cooling systems, along with roof renewal and redevelopment of the Aquahub gymnastics space. A new Changing Places amenity was also completed at Jubilee Reserve Oval 1 with the support of funding from the Victorian Government.

Priority open space and public realm enhancements

In 2023/24, further stages of community consultation were undertaken for Maroondah's Play & Gathering Space Strategy. The Strategy is being developed around key play and gathering outcomes including: diverse experiences, safe and inclusive environments, enhanced connections, liveable neighbourhoods, and planning and management. This project will continue into 2024/25.

Carpark improvement program

Council implemented its carpark improvement program in 2023/24 with significant carpark improvement works being completed in Jubilee Park in Ringwood to complement the new Maroondah Edge pavilion and recent sportsfield lighting upgrades. Works included the construction of a secondary access off Greenwood Avenue, widened and raised entrances, expanded carparking areas and lighting improvements. Further carpark improvements were undertaken at Heathmont Reserve at HE Parker Reserve in Heathmont.

Heritage amendment to the Maroondah Planning Scheme (C148maro)

Council resolved at its meeting in March 2024 to adopt Amendment C148maro to the Maroondah Planning Scheme in accordance with the independent Planning Panel's recommendations, except in relation to the Sunbower Display Village Precinct. The Independent Panel indicated that it was satisfied that the methodology adopted by Council met the guidance provided by the Victorian Government, was well founded and strategically justified. Following adoption, Council submitted the Amendment to the Minister for Planning for approval.

Maroondah Planning Scheme Review

Council has endorsed a range of recommendations following a review of the Maroondah Planning Scheme. The review made a total of 219 recommendations ranging from minor administrative changes to updates on planning policy and altered zone and overlay provisions. Changes are proposed to form two new Maroondah Planning Scheme amendments, Amendments C153maro and C155maro, which have been lodged with the Minister for Planning for confirmation they can be progressed.

New stormwater harvesting system

Council commissioned a new stormwater harvesting system in Croydon. This \$2.5 million project was another milestone for the Re-imaging Tarralla Creek Project. The system now captures, treats and re-uses stormwater to irrigate four sportsfields in Croydon, with the stormwater stored in underground tanks beneath Town Park.

Merrindale Shopping Centre improvements

Enhancement works were undertaken at Merrindale Shopping Centre in Croydon South with new garden edging and plantings. The hardy, drought resistant plants will add colour and vibrancy to the area, complementing the local artwork.

Commercial Centres Improvement Program

A comprehensive annual capital works improvement program was undertaken during the 2023/24 financial year at five neighbourhood and local shopping centres. Following consultation with traders at each centre, works have now been successfully completed at Kent Avenue, Merrindale, Tintern Avenue and McAdam Square Shopping Centres. A staged approach will be taken to capital upgrades at Bedford Road Shopping Centre with a draft concept plan having been prepared.

Through engagement and feedback from local residents and business owners, four additional projects were identified. These projects comprised installation of new seating and garden beds at Nelson Reserve, Ringwood; kerb and footpath reconstruction at The Common Room Café on Kalinda Road Ringwood to improve accessibility and enable outdoor dining; an upgrade of the crossover in Larissa Avenue Ringwood to improve access for people with a disability, and the installation of garden bed hoops outside Acai Brothers café in Hewish Road, Croydon.



Hewish Road, Croydon



McAdam Square, Croydon



An attractive, thriving and well built community

Looking ahead

Working towards an attractive, thriving and well built community during 2024/25, Council will:

- Finalise a new Croydon Structure Plan and prepare a planning scheme amendment to incorporate the policy into the Maroondah Planning Scheme
- Continue to work in partnership to implement the Greening the Greyfields project to facilitate a sustainable approach to urban redevelopment in identified residential precincts
- Continue the staged redevelopment of the Croydon Community Wellbeing Precinct (CCWP), including the design and construction of the CCWP Hub A and open space enhancements
- Undertake flood mitigation works in New Street, Ringwood, Sherbrook Avenue catchment in Ringwood, and Scenic Avenue and Wingate Avenue catchments in Ringwood East; and work in partnership to develop flood mitigation solutions for central Croydon
- Undertake enhancements in the Ringwood Metropolitan Activity Centre, including the Maroondah Highway Boulevard and Staley Gardens
- Implement planning scheme amendments arising from the recent review of the Maroondah Planning Scheme

Our key services

Council delivers a range of services aimed at promoting an attractive, thriving and well built community. These services include:

Asset Management (Projects and Assets Management)

Asset Management is responsible for the strategic long-term planning and management of Council's community assets, with a focus on roads, facilities, and open space asset groups.

The team provides specialist advice and support to maximise service delivery potential, longevity, and improved asset management capabilities, including advice on strategic directions, policy development and capital works.

Asset Projects and Facilities (Projects and Assets Management)

Asset Projects and Facilities is responsible for the delivery of building and open space projects including design management, construction management and contract administration; and provides specialist advice and support in relation to all major building construction works and building regulatory/compliance inspections/assessments.

The team also provides oversight for the ongoing maintenance and management of Council's community facilities.

Building Services (Engineering and Building Services)

Building Services provides building related approval and compliance services prescribed by statutory and legislative requirements, to ensure that private and Council buildings within Maroondah are safe and suitable for use. Services include building permit and inspection services, building safety and regulatory compliance advice and inspections; essential services management; swimming pool and spa registration; barrier compliance program; general building regulatory administrative duties; as well as requests for information.

Statutory Planning

Statutory Planning is responsible for delivering town planning land use and development advice, assessments, and decisions for Maroondah, in accordance with the provisions of the Planning and Environment Act 1987, Subdivision Act 1988, Building Regulations (amongst others), and the Maroondah Planning Scheme. The team engages with the community to ensure that land use and development changes benefit the social, environmental, and economic aspects of Maroondah.

Strategic Planning and Sustainability (City Futures)

Strategic Planning and Sustainability is responsible for shaping and delivering land use and environmental strategies and policies for Council, and the community, in a way that improves quality of life, both now and in the future. The team works with the community to develop a Planning Scheme that reflects Maroondah's vision to encourage, develop and manage urban design, landscapes, buildings, and land uses across Maroondah.

The team also enables the integration of sustainability practices into Council and community activities and operations. Council's holistic and strategic approach includes focusing on reducing Council's environmental footprint; helping the community to adapt to a changing climate; enhancing the quality of the local environment; and promoting sustainable transport and active travel options.

Annual Report 2023/24



Mature Rainbows LGBTQIA+ peer support group at Kerrabee

An inclusive and diverse community

Our vision

In 2040, Maroondah will be an inclusive and equitable community where all people are valued, supported, and socially connected, and diversity is embraced and celebrated.

Our commitments

The *Council Plan 2021-2025 (2023/24 Update)*, identified five priority actions to be delivered during the 2023/24 financial year, to work towards an inclusive and diverse community.

Investigate and implement additional female changing facilities at local sporting venues



Status: In progress

Responsibility: Assets and Leisure

Following the opening of a new pavilion at JW Manson Reserve in Wantirna, the former temporary changing facility originally located at this reserve have been relocated to Quambee Reserve in Warranwood. In 2024/25, Council will investigate options for the redevelopment of the change rooms at Hughes Park to accommodate an all gender changing facilities.

Implement the *Gender Equality Act 2020*, including Council's *Gender Equality Action Plan 2021-2025*



Status: In progress

Responsibility: People and Places

In February 2024, Council completed its statutory progress reporting obligations to the Commission for Gender Equality. Council was able to identify positive progress made in relation to its *Gender Equality Action Plan 2021-2025* through: enhancing workplace policy practices and workplace culture development; investing in employee learning and development; continued development and improvements in data and reporting; undertaking change management activities; and implementing all Victorian Auditor General's Office (VAGO) Local Government sector recommendations as a means of reducing the risk of sexual harassment. Work is currently underway to provide employees with training on how to conduct gender impact assessments and then act as champions across Council. A template will be used to assist Council service areas place a gender lens on how policies, programs and services will meet the different needs of women, men and gender diverse people.

Continue to monitor and respond to Australian Government Aged Care Reforms to ensure that Council services adapt appropriately to meet current and future community needs, and advocate for ongoing support and care for Maroondah senior citizens



Status: In progress

Responsibility: People and Places

Council continues to monitor the Commonwealth My Aged Care reform agenda. The Australian Government has announced that a new service model for the Commonwealth Home Support Program will not occur prior to July 2027. The Commonwealth had previously confirmed the intention to transition the Aged Care Regional Assessment Service into a new consolidated assessment service model from 1 July 2024, however, a Tender released by the Commonwealth in January 2024 announced a further six month extension to the current arrangements to 31 December 2024. Council is undertaking a review of service delivery in this space considering the current and future needs of Maroondah community and the contemporary sector environment.

Annual Report 2023/24

Our strategic indicator results

Community indicators of progress

| Indicator/Measure | Goal | Actual 2023/24 | Actual 2022/23 | Actual 2021/22 | Actual 2020/21 |
|---|----------------|-----------------------|-----------------------|----------------------|----------------------|
| Percentage of private rental properties in Maroondah that are affordable to people on statutory incomes | Increase | 2.3% | 1.6% | 1.7% | 1.6% |
| Percentage of Maroondah residents who agree people in their neighbourhood can be trusted | Increase | Result not available* | Result not available* | 86.5% | Result not available |
| Percentage of residents who actively volunteer | Increase | Result not available* | Result not available* | 15.4% | Result not available |
| Number of migrants and refugees settling in Maroondah | Not applicable | 506 | Result not available | Result not available | 473 |

The full suite of community indicators of progress is available in the table on page 126

* Victorian Population Health Survey conducted every three years with the next survey results expected in 2025

Service delivery performance measures

| Indicator/Measure | Goal | Actual 2023/24 | Actual 2022/23 | Actual 2021/22 | Actual 2020/21 |
|--|----------|-------------------|-------------------|-------------------|-------------------|
| Community Grants Funding Program recipients | Maintain | 90 | 73 | 60 | 64 |
| Number of volunteers engaged within the organisation | Increase | 431 | 440 | 429 | 386 |
| Community satisfaction with family support services | Increase | 66 | 67 | 67 | 69 |
| Community satisfaction with elderly support services | Increase | 65 | 68 | 69 | 67 |
| Community satisfaction with disadvantaged support services | Increase | 62 | 57 | 65 | 64 |



LGBTIQA+ Peer Social Support Group at Kerrabee for Maroondah residents



An inclusive and diverse community

Our achievements

In addition to the Council Plan priority actions, Council has also undertaken a wide range of other activities in working towards an inclusive and diverse community. Some of the highlights from the year are detailed below.

Working towards an inclusive community

Australia Day celebrations and citizenship ceremony

Maroondah Australia Day Award recipients were announced as part of Australia Day activities at Ringwood Lake Park. Catherine Gordon was named 2024 Citizen of the Year for her work as a dedicated and tireless volunteer for the Maroondah Volleyball Association and wider community for many years. Satria Arbai received the Young Citizen of the Year award for his passion and dedication towards advocating for disability rights. The Language of Friendship event was awarded Community Event of the Year. The sold out 'Language of Friendship' workshop was held at Eastland in February 2023 with over 700 bookings. The Australia Day event also provided an opportunity to welcome 59 new Australian citizens to our community in one of several citizenship ceremonies held annually in Maroondah.

International Women's Day breakfast

International Women's Day unites women across the world and acknowledges the contribution women make to their families, their workplaces and their communities. To celebrate the occasion, Council held an International Women's Day Breakfast event in March 2024 with the theme of 'Inspire Inclusion' featuring Dr Shona Bass, an original 'Matilda' and women's footballer, as guest speaker.

New Youth website

A new youth website was launched in December 2023 which now integrates Council's events calendar into youth webpages to highlight youth-focused or youth-inclusive events throughout the municipality. The new website also promotes Council's youth social media channels and a Live Chat function to connect young people with support. The new website offers improved accessibility functions to all users, with features like language translation, Easy English and text to speech technology.

Melbourne East Region Fair Access Policy

Council worked in partnership with five other Councils to develop a Regional Fair Access Policy to ensure a consistent regional approach to fair access and allocation of community sport and recreation infrastructure. The Policy was adopted by Council in May 2024 and seeks to increase the participation of all genders through identifying and eliminating systemic causes of gender inequality in programming, policies and strategies.

Disability Action Plan 2022-2026

The Disability Action Plan 2022-2026 was adopted by Council in July 2022 and continues to be implemented. The document outlines Council's plan to reduce barriers for people with a disability and support a more accessible and socially inclusive community. It outlines Council's vision for disability and inclusion in Maroondah, with equitable opportunities for people of all abilities, their families and their carers, to actively and fully participate. A summary of activities undertaken through this Plan are summarised in the Statutory Information section of this Annual Report.

**International Day of People with Disability (IDPWD)
Local Changemakers in the Employment Industry**

In celebration of International Day of People with Disability, Council held a community event at Karralyka with local speakers. International Day for People with Disability aligns with the national Disability Strategy 2021-2031 and aims to increase public awareness, understanding and acceptance of people with disability. This year, Council focussed on employment due to statistics highlighting that people with a disability have a lower employment rate (48%) than those without disability (80%). The event included a panel, an expo of employment support providers, and presentations from Dr Peter Smith from the Centre for Disability Employment Research and Practice, Carissa Rash from 4TK (For The Kids) and Theresa Hines from the City of Port Augusta.

Council Celebrates IDAHOBIT Day

Council prides itself on being an inclusive and supportive workplace, with a commitment to promoting gender equality and gender diversity. International Day Against Homophobia, Biphobia, Interphobia & Transphobia (IDAHOBIT) celebrates LGBTIQ people globally and raises awareness for the work required to address discrimination. In May 2024, Council proudly celebrated IDAHOBIT day and its LGBTIQ+ community through social media channels as well as with employees across multiple sites. Two employees shared their experience and passion for working with and supporting LGBTIQ+ colleagues and community members, and for the first time this was live streamed to be accessible to all Council employees. The voices of employees sharing what it means to be a positive ally for the LGBTIQ+ community was captured on video and shared with all Council sites. Ally training was also available for Council employees.

Local Government Women's Charter

The Local Government Women's Charter recognises the need for increased women's participation in Local Government and promotes the principles of gender equity, diversity of representation, and recognising and supporting the active citizenship of women. Council has been a member of the Charter since 2010. Following the Council election in October 2020, five female Councillors, together with a Corporate Management Team member, were appointed as Women's Charter Champions. Following the by-election for the Wonga Ward in March 2022, Cr Linda Hancock was also appointed as a Women's Charter Champion. A report to Council is prepared annually to acknowledge activities that have taken place in Maroondah over the previous 12 months which support the Charter principles.

Advocacy for social and affordable housing

Council partners with five other councils in the Eastern Affordable Housing Alliance (EAHA), which aims to ensure that the most disadvantaged people in the Eastern Metropolitan Region can access safe, secure, affordable housing. During the past year, the EAHA completed a 12-month research project on Preventing Homelessness among Older Women, with the support of \$180,000 in funding from the Victorian Government. The project explored factors contributing to women's homelessness in the region and identified service gaps and key stages of early intervention to prevent homelessness. The research project included speaking with women in the region with lived experience of homelessness along with service providers to identify practical solutions. Council also participates in the Inter-Council Affordable Housing Forum hosted by the Municipal Association of Victoria.

Regional Local Government Homelessness and Social Housing Charter

The Regional Local Government Homelessness and Social Housing Charter Group, consists of thirteen councils working in partnership across eastern and southern Melbourne to address the urgent need for increased social housing and a more effective, integrated and supported homelessness system. The Charter group worked on a values-based message guide to boost support for social housing informed by community focus groups, people with lived experience, and a community survey with 1,200 people. The guide is expected to be released in August 2024.

Seniors Festival

Council's Seniors Festival was held in October 2023 at Karralyka. It comprised a Morning Melodies show and morning tea, followed by a Seniors Expo with 20 community organisations, clubs and groups. The Festival also included a Seniors Luncheon, with entertainment and a two-course meal.

Old is beautiful campaign

During September 2023, Council participated in the #OldisBeautiful project, in partnership with Elder Rights Advocacy, by hosting a workshop for older people to explore what beautiful means to them. The project was an initiative of Celebrate Ageing Ltd, a charity combatting ageism and building respect for older people.



An inclusive and diverse community

Maroondah Youth Awards

The 2023 Maroondah Youth Awards recognised the achievements of over 130 young people across the categories of Teamwork, Leadership, Creativity and Perseverance. The event was hosted by two young people and showcased the skills and talents of a variety of local young people.

Children's Week activities

Maroondah children and their families celebrated Children's Week with a Children's Week Twilight Picnic in October 2023 at Town Park, Croydon. Families were invited to bring a picnic and enjoy interactive activities and entertainment for young children and their families. The event featured a Welcome to Country and Smoking Ceremony performed by an Aboriginal Elder, followed by performances from Yeng Gali Mullum, two primary schools and two Chin dance groups, plus opportunities to interact with Junkyard Beats, roving stilt walkers and bubble artists. The event was a partnership between Council, Your Library Ltd and community groups.

Sense of connection for local new dads

Council has piloted DadsConnect groups within the Maternal Child Health service. The groups provide an opportunity for first-time Dads to connect with other dads in Maroondah and share experiences as well as providing practical information such as sleep and settling, play ideas and community resources. Participants have reported that the groups have helped to reduce feelings of isolation, increase confidence with parenting and helped them build connections with their children and strengthen their relationships.

Happy Days program continues to be a success

Council's Maroondah Occasional Care is partnering with Monkami's 'Happy Days' program which promotes inclusivity but also fosters a unique intergenerational bond. This heart-warming initiative is forging a connection between adults who have a disability and the children through creative arts activities, sensory play, music and movement, and outdoor physical play.

Helping young people connect and thrive

EV's Hangout is a free weekly social drop-in program for young people aged 12 to 25 years. based at EV's Youth Centre in Croydon. The program provides a safe and inclusive space for local young people to connect and be supported. The program provides a diverse range of experiences for participants, facilitates social connection and supports wellbeing outcomes.

Art programs inspire creativity

Artventurers and Artbreakers are two social art programs aimed at young people aged 10 to 14 years and 18 to 25 years. Delivered fortnightly in two distinct spaces; EV's Youth Centre (Croydon) and Maroondah Federation Estate (Ringwood), the programs are aimed at providing an avenue for peer connectedness and sharing of experiences through the creation of art. Artventurers enables young people to connect across primary and secondary school transition years whilst Artbreakers focuses on older participants who may typically operate in isolation to express their creativity in a social context.

Initiatives to support seniors

Throughout 2023/24, Council has continued to support older people through various programs aimed at social connection and wellbeing. These programs cater to individuals with support needs, as well as those who are more independent, and also provides assistance to carers. Initiatives create opportunities for older people to connect meaningfully, participate in activities that maximize their physical and mental wellbeing, and live independently with dignity and engagement in their local community.

The social inclusion and wellbeing team has recently developed additional Commonwealth Home Support Program subsidised programs in community-based settings across the municipality including in Croydon, Ringwood, and Heathmont.

Programs include: Kerrabee Moves, which provides regular physical activity opportunities for older people in a supported environment, Dinner at Louisa's offering isolated older people the chance to enjoy an evening meal with entertainment, Crafternoon enables older people to create crafts, and learn new skills, Kerrabee Art which provides guidance from a qualified artist, Pottery Classes at Wyreena and Mosaic with Mates.

Positive Ageing Framework and Action Plan

Council is committed to developing an age-friendly community where everybody can fulfil their potential regardless of age and actively participate in all aspects of community life. The Maroondah *Positive Ageing Framework and Action Plan 2021-2025* assists Council to continue to take a leadership role in making Maroondah a vibrant and renowned age-friendly city in which to live, work and play. Positive ageing embraces the idea of being active, connected, valued and respected as we grow older in our community. The *Positive Ageing Framework and Action Plan 2021-2025* builds on the foundational success established as being an age-friendly city and addresses the current challenges faced by an ageing population. There are six key priority areas identified for the next five years: social connections, community, quality of life, safety and security, health and wellbeing and respect.

GenConnect promotes intergenerational community connection

The GenConnect program brings socially isolated older people together to volunteer at Maroondah's Occasional Care service on a weekly basis. This intergenerational program allows them to engage meaningfully with children, fostering social connections and providing friendship for both generations. In 2023, GenConnect won a Highly Commended Award at the LGPro Positive Ageing and Wellbeing Awards for Outstanding Program or Project in the non-grant-based category.

Happy Days program

Happy Days is a collaboration between Monkami and Council's early childhood education and care service. The aim of the program is to break down barriers and stigmas associated with disability. As part of this weekly program, young adults with down syndrome and a carer from Monkami attend the Maroondah Occasional Care to increase social interactions and share knowledge of skills and interests.

Garlic growing to build social connection

A Garlic Growing Workshop was held at Glen Park Oaks Community Garden in April 2024 to provide older people an opportunity to learn something new, encourage physical activity, and to build social connection with likeminded people from their local community. Participants were given a hands-on demonstration on how to prepare the garden bed, as well as tips on planting, watering, harvesting and storage. At the end of the session each participant received printed notes and a bulb of garlic to plant at home. More than 90 participants participated at the event.

Mature Rainbows peer social support group for people 50 years or over

Mature Rainbows, Council's peer LGBTI+ social support group for community members 50 years or over, increased its meeting frequency in 2024 from monthly to fortnightly. Maroondah is the second Council in Victoria to facilitate a peer LGBTI+ social support group beyond the youth target group. Through this group, participants have built meaningful relationships in a safe, welcoming and supported environment.

Events to support LGBTIQA+ young people and intergenerational

Council delivered the second annual Poolside Pride event at Aquahub and the Found Family all ages LGBTIQA+ holiday event in partnership with the FReeZA program.

EV's Hangout drop-in program

EV's Hangout is a weekly drop-in program for young people aged 12-25 years. The program provides opportunities for increased social connection, skill building and support from youth workers. Activities during 2023/2024 included: therapy animals; virtual reality and comic book creation with Your Library Ltd; healthy cooking workshops in partnership with Eastern Access Community Health (EACH); Career pathways with Transition to Work; and badge making and face painting in celebration of the International Day Against Homophobia, Biphobia and Transphobia (IDAHOBIT).



An inclusive and diverse community

Our achievements

Working towards a diverse community

Development of a new Reconciliation Plan

Council's first Reconciliation Action Plan was endorsed by Council in April 2019. The Maroondah Reconciliation Partnership Group is guiding the development of a new Plan. A First Nations consultant is leading discussions with key stakeholders and First Nations community members. The next Reconciliation Plan will be drafted and presented to Council for adoption in 2025.

First Nations Mental Health

Council is supporting a project involving Eastern Health, EACH and five key First Nations health organisations to establish a Community of Practice for mental health workers. The first project activity was a yarning circle for 70 community members during the lead-up to the Voice to Parliament Referendum held in October 2023. Council's provides logistical support and information to the Community of Practice regarding funding opportunities and resources.

Maroondah celebrates National Reconciliation Week

In partnership with Mullum Mullum Indigenous Gathering Place, Mullum Creations, Your Library and Eastland, Council recognised National Reconciliation Week on Tuesday 28 May 2024 with a Wurundjeri Welcome to Country, Smoking Ceremony and Didgeridoo performance, followed by the Mullum Market, featuring First Nations arts and culture stalls, food and free arts play. The event was attended by around 800 people across the day at Ringwood Town Square and Realm. Reconciliation was the theme during storytime at the Library on the day. The Grounding and Connecting: Indigenous Trees and the Dreaming exhibition, developed in partnership with MMIGP, was also open during the week. The Reconciliation Network hosted a fundraising event during the week to support the programs of the Victorian Aboriginal Child Care Agency (VACCA).

Kindergarten Outreach Program bridging the language gap

Council's Kindergarten Outreach Program is helping support children and families from culturally and linguistically diverse (CALD) backgrounds to enrol and participate in kindergarten. The program supports children and families, including those that have recently arrived in Australia, to enrol and participate in three and four-year-old kindergarten, to engage in early childhood support services, and to transition to primary school. The kindergarten outreach team supports families with a range of documents, including enrolment forms, identity documents and Medicare forms, along with translation assistance and connecting the family with local schools, supported playgroup, maternal child and health services, and refugee support services.

Aboriginal and Torres Strait Islander cultural awareness at Maroondah Occasional Care

Maroondah Occasional Care have developed their fifth Reconciliation Action Plan (RAP) in collaboration with Narragunnawali and members of the Aboriginal and Torres Strait Islander communities. The Plan guides Maroondah Occasional Care's practice and identifies areas for improvement within the service. Every aspect of the program in relation to Aboriginal and Torres Strait Island culture is ethically considered and culturally appropriate. Ethically sourced resources and equipment are embedded into the program to ensure that the Aboriginal and Torres Strait Islander community feel a sense of belonging and safety at the service. Maroondah Occasional Care celebrated National Reconciliation Week 2024 with a community art activity called Sea of Hearts where community members were engaged in activities with the children to describe what reconciliation meant to them. During the year, two educators travelled to Thursday Island to gain first-hand experience about Aboriginal and Torres Strait Islander perspectives and they have embedded these learnings into the delivery of the service.

Supported playgroups and parent education sessions for culturally diverse groups

Council has continued to deliver supported playgroups that encourage social connections, increased confidence in parenting and encourage integration into the wider community. These playgroups provide parents an opportunity to connect and understand their relationship with their children in a safe inclusive group setting with a facilitator who has completed specialist training through the Department of Education. Outcomes include improved mental health for parents and children, confidence with social interactions and confidence in seeking community support and reducing social isolation.



Multicultural Kindergarten Outreach



An inclusive and diverse community

Looking ahead

In continuing to work towards an inclusive and diverse community during 2024/25, Council will:

- Investigate and implement additional all gender changing facilities at local sporting venues, including Hughes Park
- Continue to implement the *Gender Equality Act 2020*, including the *Maroondah Gender Equality Action Plan 2021-2025*



Active Kids, Healthy Minds outdoor games day at Town Park, Croydon

Our key services

Council delivers a range of services aimed at promoting an inclusive and diverse community. These include:

Aged and Disability Services (Community Services)

Council's Aged and Disability Services enable older people with support needs and people with a disability and their carers to build or maintain their confidence and capacity to remain independent and meaningfully engaged in their own community through advocacy, information, advice, referrals, and provision of support services. *Council's Positive Ageing Framework and Action Plan 2021 – 2025* guides our focus areas.

Council also offers a range of programs to residents aged 50 years or over, encouraging positive ageing through wellbeing and social connection.

Community Wellbeing (City Futures)

Community Wellbeing oversees Council's activities regarding community development, wellbeing, social planning, and the Croydon Community Wellbeing Precinct.

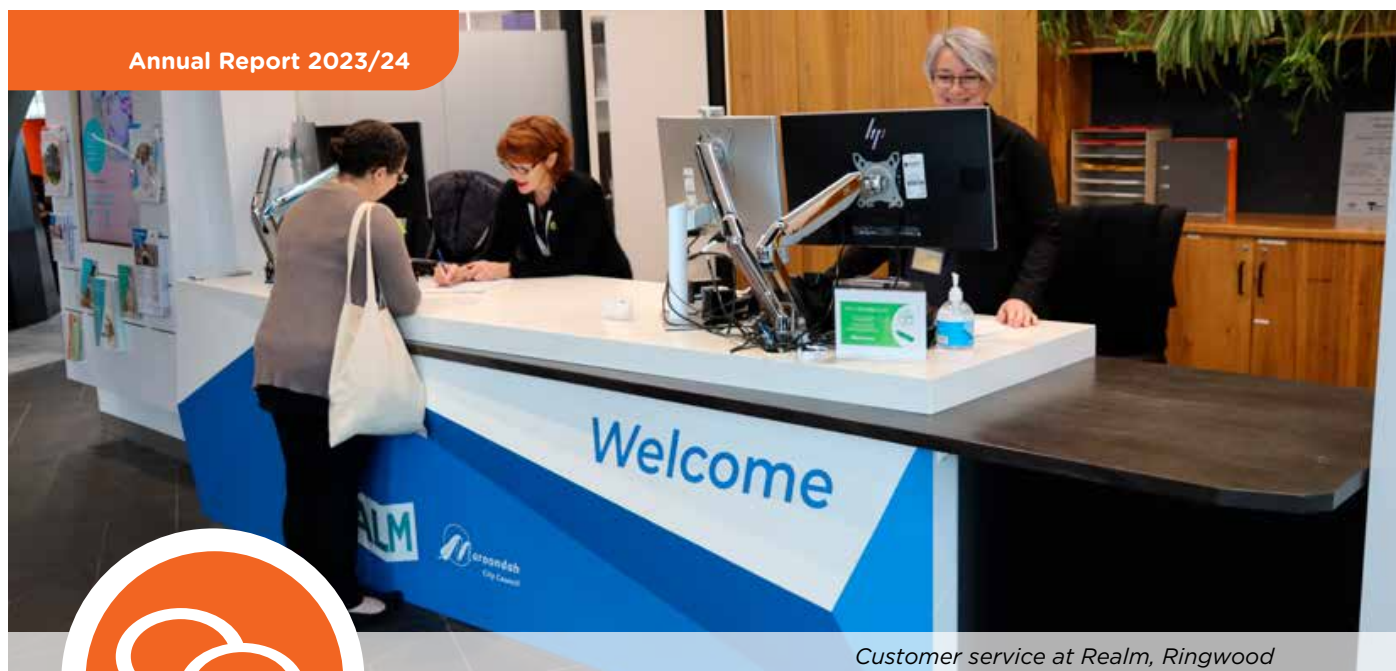
Community Wellbeing undertakes social research, advocacy, strategy and policy development and coordinates Council-wide activities that support the local community's health and wellbeing, including Reconciliation and social inclusion. The team supports and strengthens community health and wellbeing through partnerships and initiatives that seek to identify and respond to community needs, with a particular focus on building the capacity of the community.

The Croydon Community Wellbeing Precinct project facilitates the planning, coordination and oversight of the operations and activities of the Croydon Community Wellbeing Precinct. It represents the interests of end user/service providers and works closely with key stakeholders. It also oversees stakeholder engagement to maximise outcomes and advance community-led visioning and participation in the precinct.

Youth and Children's Services (Community Services)

Youth and Children's Services provides a range of services and programs focused on enhancing the wellbeing of children, young people and families where they can feel connected to community and be provided with experiences and knowledge to thrive.

The team delivers a wide range of services, programs and events for the community which include an education and care service catering for vulnerable children and families aged 0 – 5 years, a Youth Centre where young people have a safe space to be their authentic selves as well as the provision of information, resources and professional services across Maroondah; provides support and coordination to the local early childhood and youth sectors; and undertakes strategic planning and advocacy which benefit children, young people and their families in Maroondah.



A well governed and empowered community

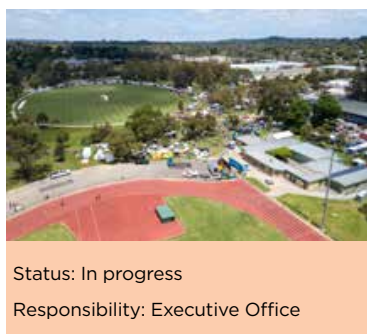
Our vision

In 2040, Maroondah will be an empowered community actively engaged in local decision making, led by an innovative community inspired Council that collaborates regionally and proactively champions local needs.

Our commitments

The *Council Plan 2021-2025 (2023/24 Update)*, identified four priority actions to be delivered during the 2023/24 financial year, to work towards a well governed and empowered community.

Advocate on key local issues on behalf of the Maroondah community, including in the lead up to the Australian and Victorian Government elections in 2024/25 and 2026/27



During 2023/24, Council continued its advocacy to both the Australian and Victorian governments in seeking funding to address a range of key priority infrastructure, sporting and transportation improvement projects to benefit the Maroondah community.

Implement and deploy the Customer Service Strategy 2020 that will continue to advance Council's commitment to be highly responsive and customer focused



Status: In progress

Responsibility: People & Places

The *Customer Service Strategy 2020-2024* has guided our service level and commitment to best practice customer service over the past four years. This year saw the conclusion of a range of set goals and objectives that have influenced and delivered high levels of customer service for the organisation. During 2023/24, Council commenced a review of this Strategy and undertook community consultation to inform future directions. The new Strategy will focus on Council's commitment to being highly responsive and customer-focussed across all service areas and channels of Council. The draft Strategy is scheduled to be completed in late 2024.

Work in partnership with the Victorian Electoral Commission to coordinate a Council Election in October 2024 for the 2024-2028 period



Status: In progress

Responsibility: Chief Financial Officer

Council has entered into a new contract with the Victorian Electoral Commission (VEC) in order to conduct the elections for Council in October 2024, in order to ensure compliance with the *Local Government Act 2020* and associated regulations. To assist prospective candidates, Maroondah participated in the Stand for Council program coordinated by the Municipal Association of Victoria (MAV).

Develop a strategy for Connected Communities involving digitising metrics to understand and respond efficiently to community needs



Status: In progress

Responsibility: Chief Financial Officer

In January 2024, Phase 1 of the Connected Communities Strategy was completed. In March 2024, the Phase 2 draft report was delivered by consultants, which includes a plan of works, performance measures and estimated implementation costs. Council's final *Connected Community Strategy* is expected to be delivered by August 2024.

Annual Report 2023/24

Engage the community in developing a new Community Vision and prepare the Council Plan 2025-2029 following election of a new Council



Status: In progress

Responsibility: Chief Financial Officer

In 2023/24, Council undertook a series of community engagement activities to capture the community's long-term values, aspirations and priorities to support the development of the Maroondah 2050 Community Vision. Four months of broad community and stakeholder engagement concluded in early December 2023, followed by targeted engagement between February to April 2024 with harder to reach and underrepresented community groups. Thousands of community members were involved in this process providing their feedback and input about what they value about Maroondah, their aspirations for the future of our municipality, and the key priorities into the future.

A deliberative engagement process involving a Community Panel was also undertaken from February to May 2024, with a diverse and representative group of 34 community members attending a series of five sessions. This Panel provided Council with input and recommendations for a new Maroondah 2050 Community Vision, four-year Council Plan 2025-2029 and the 10-year Financial and Asset Plans, in accordance with requirements of the *Local Government Act 2020*.

Development of the Maroondah's 2050 Community Vision and Council Plan 2025-2029 will continue into 2024/25.

Enhance connections between Council's statutory committees (including advisory committees) and the Integrated Planning Framework to ensure alignment with emerging community priorities



Status: In progress

Responsibility: Chief Financial Officer

A review of the focus areas for Council's advisory committees for the 2025-2029 Council Term will commence in the 2024/25 financial year to ensure alignment with findings and priorities identified by the Maroondah 2050 Community Vision process.

Undertake a review of a range of Council technological systems



Status: In progress

Responsibility: Chief Financial Officer

During 2023/24, Council undertook a current state analysis for its separate financial and asset systems. Both are to be incorporated into a phased Enterprise Resource Planning (ERP) implementation plan over forthcoming financial years. Council has engaged a project team for this work, including a Project Manager, Change Specialist, Project Control Board, and a Business Analyst role. A tender process has been undertaken and a preferred vendor identified. Phased implementation activities will continue into 2024/25.

Council rationalised and standardised a range of Cyber and Technology tools including decommissioning the SNOW software reporting service and standardising further antimalware tools, including antivirus, into the Sentinel technology stack.

Council also initiated a major deployment of the user experience (UX) within the Pathway client system. Additional project reporting and tracking metrics were also developed that better assist in selecting, monitoring, and evaluating the success of projects.

Evolve organisational capacity and implement systems to minimise risks to cybersecurity impacts



Status: In progress

Responsibility: Chief Financial Officer

Ongoing security strengthening and controls have been implemented to minimise the potential for cybersecurity impacts including: external penetration tests, mail service hardening activities, delivery of face-to-face instructor led training for casual employees to supplement online learning, and the implementation of artificial intelligence software into the Security Incident and Event Management (SIEM) systems. Council has engaged a 24/7 external third party Security Operations Centre to continually monitor the SIEM for potential security incidents.

Annual Report 2023/24

Our strategic indicator results

Community indicators of progress

| Indicator/Measure | Goal | Actual 2023/24 | Actual 2022/23 | Actual 2021/22 | Actual 2020/21 |
|---|----------|-------------------|-------------------|-------------------|-------------------|
| Community satisfaction with council (overall performance) | Increase | 66 | 64 | 65 | 65 |
| Community satisfaction with council decisions | Increase | 59 | 58 | 59 | 60 |
| Net result | > 0% | 7.31% | 3.57% | 9.34% | 30.68% |
| Liquidity ratio | > 1.0 | 1.41 | 1.50 | 2.01 | 1.17 |
| Internal financing | > 100% | 131.46% | 197.96% | 113.8% | 139.2% |
| Indebtedness | ≤ 40% | 15.59% | 27.02% | 40.14% | 15.12% |
| Capital replacement ratio | > 1.5 | 1.40 | 1.61 | 1.89 | 2.56 |
| Renewal gap ratio | > 1.0 | 0.95 | 1.39 | 1.35 | 1.19 |
| Community satisfaction with Council customer service | Increase | 74 | 73 | 72 | 72 |
| Community satisfaction with consultation and engagement | Increase | 59 | 56 | 59 | 55 |
| Community satisfaction with Council informing the community | Increase | 67 | 64 | 62 | 60 |
| Community satisfaction with Council lobbying on behalf of the community | Increase | 58 | 57 | 56 | 56 |

The full suite of community indicators of progress is available in the table on page 127.

Service delivery performance measures

Service delivery performance measures

| Indicator/Measure | Goal | Actual 2023/24 | Actual 2022/23 | Actual 2021/22 | Actual 2020/21 |
|---|---------|-------------------|-------------------|-------------------|-------------------|
| Expenses per property assessment | \$2,933 | \$2,991.45 | \$3,113 | \$2,908 | \$2,551 |
| Average rate per property assessment | \$1,634 | \$1,655.32 | \$1,611 | \$1,601 | \$1,565 |
| Average liabilities per property assessment | \$1,109 | \$1,825 | \$2,003 | \$1,912 | \$1,727 |



Burmese Storytime and Play



A well governed and empowered community

Our achievements

In addition to the Council Plan priority actions, Council has also undertaken a wide range of other activities in working towards a well governed and empowered community. Some of the highlights from the year are detailed below:

Working towards a well governed community

Expansion of e-services for Statutory Planning

Improvements to e-services have been introduced in 2023/24 to provide a more efficient and transparent planning process for Council's customers and the Maroondah community. Improvements include options for online meetings with planning officers, a streamlined approach to the lodgement process along with new Council website information to support applicants through the planning permit process.

High level of service delivery in Statutory Planning maintained

Council has continued to deliver a high percentage of Statutory Planning decisions within specified timeframes. During the 2023/24 period, less than 10 percent of Council decisions have been set aside by the Victorian Civil and Administrative Tribunal (VCAT). Council's consistent decision making in accordance with the planning scheme continues to be supported by the Tribunal.

Council's 2024/25 Community Grants Funding Program

A total of 90 Maroondah not-for-profit community groups shared \$200,630 of Council's community grant allocations during 2023/24 to support delivery of programs, projects and events in Maroondah. A significant amount of funding was allocated to emergency relief activities, mental health programs, along with programs that support children, youth, seniors, disability groups, First Nations Peoples and culturally and linguistically diverse (CALD) communities.

Rolled out an Open AI Pilot

During 2023/24, Council initiated and implemented a pilot project involving the provision of ChatGPT functionality to Council service areas. This was built within Council's Azure stack and used the ChatGPT/OpenAI toolset. The tool enables appropriate mechanisms to monitor, control and secure Council's data, and Council can appropriately monitor use of the system. To support implementation, a Policy and Community of Practice was established to provide guidelines on the appropriate and safe use of this technology. As a result, Council was one of the early leaders in the local government (LG) space in delivering AI tools. Council has further commenced a trial of copilot technologies for features such as automated minute taking and is further reviewing OpenAI use cases such as a Customer Service ChatBot.

Delivered Hybrid Meeting Room Technology

Council delivered innovative hybrid meeting room technology at Realm during the financial year which is integrated with Council's software systems. This technology uses smart microphone and camera technology to automatically focus on individuals speaking in the rooms and provides excellent sound and picture quality. These rooms are extensively used and are particularly utilised for key hybrid meetings.

Implementation of Domestic Animal Management Plan

Council's Domestic Animal Management Plan 2021-2025 was adopted by Council in October 2021 after an extensive community engagement process. The Plan is required by legislation and prioritises animal management projects to support responsible pet ownership. Some of the activities undertaken this year included: livestock training for the Animal Management Officers, a competition for Maroondah residents with registered cats to share photos of their outdoor cat enclosures, promoting dog off/on leash etiquette program, development of a video on the Parkwood Dog Park, and a microchip data cleansing project

Workforce Plan 2021-2025

Council's Workforce Plan aims to ensure that a sufficient and appropriate alignment exists between the workforce, the work it does and Council's overall organisational objectives. The Plan also aims to identify the key sources of organisational demand for human resources and the skills and capability that is required to maintain ongoing service delivery to the community. Implementation activities will continue on this Plan across the 2021-2025 period.

Arts and Cultural Grants funding program 2024/25

A total of seven community-driven projects, initiatives and events were supported as part of Council's Arts and Cultural Grants Program. Successful groups and artists provided a project or program that contributed to an increase in community participation in arts and cultural activities and strengthened the identity and profile of the arts in Maroondah.

Comprehensive Integrity Framework

Council has implemented a comprehensive Integrity Framework in order to mitigate the risk of fraud and corruption and to ensure compliance with legislation. In 2023/24, a major focus has involved reviewing risk policies and processes in relation to privacy, fraud and corruption, freedom of information, personal interest returns, and public interest disclosures. Council also continued to deliver its internal audit program with a focus on community grants, climate change, immunisation services and child safety.



A well governed and empowered community

Working towards an empowered community

Aquanation and Aquahub Facebook pages merged

In October 2023, Aquanation and Aquahub Facebook pages successfully merged into one unified Facebook page called 'Maroondah Leisure Aquatics and Fitness'. This strategic move aligns with the ongoing efforts to streamline operations and enhance the member experience across all the aquatic and fitness facilities. Members now have convenient access to information, updates, and promotions from Aquanation, Aquahub, and Croydon Memorial Pool all in one place. From this change the overall following has now surpassed 10,000.

Community engagement to inform a range of projects

Council's commitment to community engagement is reflected in our Community Engagement Policy and toolkit, which was endorsed by Council in March 2021. The policy adheres to the International Association of Public Participation (IAP2) principles which is the best-practice benchmark for the community engagement sector. Over the past 12 months, there has been over 16 projects undertaken by Council involving community engagement ranging from enhancement plans, infrastructure projects, and strategy and policy development. Some of these projects include: Maroondah 2050; Heritage Amendment c148MARO; Mullum Mullum Biolink; Croydon Major Activity Centre Structure Plan, Revitalisation of Jumping Creek in Warranwood; Extended outdoor dining in Maroondah; Community Local Law; Stadium Sports Strategy; Physical Activity Strategy; Ringwood Street and Loughnan Road traffic improvements; Plan East - Plan for Victoria regional consultation and advocacy; Communications and Customer Service Strategy; Public Toilet Policy; Transport Strategy; Bicycle Network Review, Grayswood Skate redevelopment and Staley Gardens design principles.

Management of Customer Service Knowledge system

Council maintains an online knowledge management system which assists with communicating internal knowledge and supports first point of contact resolution across council services. This has improved the ability to resolve customer enquiries at the first point of contact with no follow-up required. Council aims to provide a seamless and connected experience for all our customers with customer service employees having the knowledge and information needed to manage and direct all Council enquiries efficiently and effectively.

Improved Customer Service delivery models including access to information, engagement and online payments.

Council has introduced a customer service presence on level 2 at Realm, in addition to the ground floor, which enables a seamless customer experience for community members visiting the building and seeking assistance from Council services.

Connecting through social media

Council's 21 social media channels continue to connect with our community and more than 65,000 people are following our social media accounts including Facebook, LinkedIn and Instagram. Over the 2023/24 financial year, there was over 7 million impressions (the number of times on social media the content was seen) and 300,000 engagements with the community through these platforms.

Digital services and customer engagement

Council's *Customer Service Strategy 2020-2024* outlines the connection between changing customer expectations, advancing technology, and the need to maintain strong customer engagement and rich, meaningful experiences. Progressive customer contact centre technology continues to enable Council to deliver responsive digital contact channels including social media monitoring, live chat and the short message service (SMS). The Maroondah City Council website was redeveloped in 2023 and the BizHub Maroondah website will be redeveloped in early 2024/25. These continued upgrades to our online channels, ensure we remain engaging, up-to-date

and helpful to the Maroondah community.

Recognition of volunteers from our Corporate Volunteers Program

Council's volunteers are formally thanked and recognised at a Volunteer Recognition Event in December each year, acknowledges their important service to the community. At the 2023 event, Council presented the annual Bill Wilkins Volunteer Award to Terri Verberne who has volunteered with the Maroondah Scouts community for more than 35 years. The award is named in honour of Bill Wilkins a long term Maroondah volunteer and free-man of the City, and presented in honour of those volunteers who inspire and embody the spirit of volunteerism through their exemplary contribution to the community. The event also recognised Council volunteers who reached significant service milestones in 2023, with 19 volunteers recognised for contributing a combined 310 years of service, including one volunteer recognised for 40 years of service.

Maroondah Youth Wellbeing Advocates program

The Maroondah Youth Wellbeing Advocates (MYWA) program, funded in partnership with the Victorian Government's Engage! grants program, aims to promote two-way engagement between Council and Maroondah's young people (10-25 years) on matters that affect them and their communities, with a focus on youth wellbeing. This group of young people met monthly to support Council in engaging meaningfully with young people in Maroondah. MYWA participants co-designed and facilitated the 2023 Maroondah Student Voice forum, which brought together students from five Maroondah High schools to discuss and improve wellbeing for students. Between July 2023 to June 2024, the group worked closely with various Council service areas, providing insights to support the development and implementation of a number of Council plans and strategies including the Maroondah Youth and Children's Strategy Action Plan, the Maroondah Physical Activity Strategy, the Maroondah Reconciliation Plan, the Maroondah Transport Strategy, and the Communications and Customer Service Strategy. In addition, they contributed their ideas to various Council projects and initiatives, including the Maroondah Arts Activator program, the Staley Gardens Design principles, and the design for the 2024 Maroondah Youth Awards.

National Disability Insurance Scheme (NDIS) independent information, navigation and advocacy support

Council's NDIS Program Lead continues to offer support to people, who have a disability, and their family/support people who live, work and/or play in Maroondah to navigate the Commonwealth NDIS system. This service offers impartial, informed, individualised support and has achieved fair outcomes for support plan applications as well as positive results with increased funding because of advocacy activities. The service has also been working with local organisations to increase workforce capacity in understanding and working effectively with the NDIS sector as well as many presentations to groups to increase understanding and confidence.

MaroondahConnect

MaroondahConnect commenced during the COVID-19 pandemic to support people with more complex needs to link with community supports relevant to their situation. Through the service, information has been provided for a broad range of services and supports such as material aid, food relief, social connection groups, financial advice, wellbeing and mental health supports and more. Since the pandemic, community services have resumed business as usual, so this function re-integrated into Council's customer service approach from 1 July 2024.

Sexual harassment training

Council has continued to invest in sexual harassment prevention training during the 2023/24 financial year, consistent with the strategic objectives of achieving and maintaining legal compliance, providing a safe working environment, and a positive workplace culture. Particular focus has been placed on supporting new leaders, equal opportunity contact officers and occupational health and safety representatives. These initiatives are designed to further increase awareness, encourage reporting, and effectively responding to and resolving any concerns raised by people in the workplace.

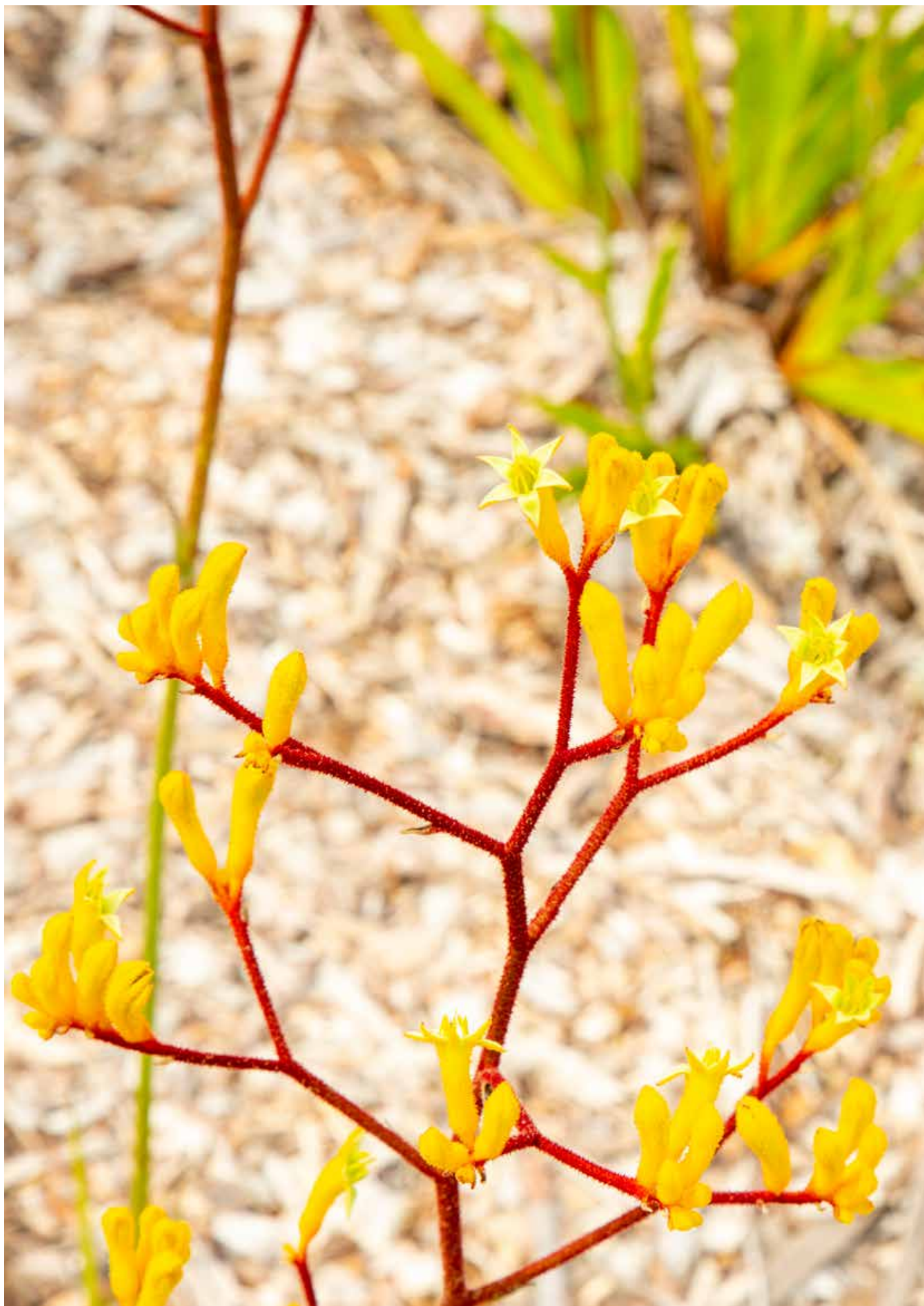


A well governed and empowered community

Looking ahead

In continuing to work towards a well governed and empowered community during 2024/25, Council will:

- Continue to monitor and respond to the Australian Government Aged Care Reforms to ensure that Council services adapt appropriately to meet current and future community needs, and advocate for ongoing support and care for Maroondah's older people
- Advocate on key local issues and projects on behalf of the Maroondah community, including in the lead up to the Australian and Victorian Government elections in 2024/25 and 2026/27
- Develop the *Customer Service Strategy 2025-2029* that will continue to advance Council's commitment to be highly responsive and customer focused
- Finalise a new Community Vision and prepare the Council Plan 2025-2029 following the election of a new Council in accordance with requirements of the *Local Government Act 2020*
- Work in partnership with the Victorian Electoral Commission to coordinate a Council Election in October 2024 for the 2024-2028 period
- Undertake a review of a range of Council technological systems, including the implementation of an enterprise resource planning (ERP) project
- Finalise and commence implementation of a strategy for Connected Communities involving digitising metrics to understand and respond effectively to community needs
- Enhance connections between Council's statutory committees (including advisory committees) and the Integrated Planning Framework to ensure alignment with emerging community priorities
- Evolve organisational capacity and implement systems to minimise risks to cybersecurity impacts
- Implement Council's Election Period Policy for the Council election in October 2024 and transition to the new Council following the election





A well governed and empowered community

Our key services

Council delivers a broad range of services aimed at promoting a well governed and empowered community. These services include:

Communications and Engagement (Communications and Citizen Experience)

Communications and Engagement promotes the breadth of work and the many achievements/outcomes of Council and keeps the community and Council employees informed and engaged.

The team is responsible for communication and engagement strategy and planning; content creation; media management; publication development and distribution; community engagement activity; internal communications; and the promotion, branding and marketing of Maroondah City Council's services, activities and events, including Maroondah Leisure facilities.

Corporate Planning, Risk and Information (Governance and Performance)

This unit oversees the corporate and reporting strategy, risk management, integrity and information management functions of Council.

The Corporate Planning team coordinates Council's integrated planning framework including the Community Vision, Council Plan, service delivery planning, and performance reporting.

The Risk and Integrity team leads the implementation and review of Council's risk management framework across Council, manages claims and insurances, the internal audit program along with business integrity matters such as freedom of information, privacy and fraud mitigation.

The Information Management team facilitates the implementation of Council's records management framework and administers the electronic document management system.

Customer Service (Communications and Citizen Experience)

Customer Service provides proactive and responsive customer service to the Maroondah community. The team is a centralised point of contact for the community to access Council service areas through two service centres, one in the Croydon Library and the other at Realm in Ringwood, either in person or via telephone, email, live chat and social media.

The team provides information and referrals regarding Council services, acts as the customer interface for key Council services such as waste, rates and local laws, refers and triages customer requests, and takes over the counter payment of all Council accounts and fees.

The team also lead the development and implementation of the organisation's Customer Service Strategy and assists the organisation to maintain high customer service standards.

Cyber and Technology

Cyber and Technology manages the lifecycle and service delivery of all Council's core information and communication technologies including physical and virtual infrastructure, corporate business systems and telephony services, which underpin providing excellence in service delivery to the Maroondah community.

The team is also focused on enhancing the community's ability to interact with Council by securely providing more services online, delivering increased accessibility beyond traditional business hours, and also identifying and assisting the organisation in implementing innovative and technology driven change to help deliver new ways to meet community expectations.

**Digital and Online
(Communications and Citizen Experience)**

Offering a range of online, multimedia and graphic design services, the Digital and Online team works across all Council service areas to inform, educate and engage our community and employees.

This includes providing advice on best practice, the support for Council's websites, social media management, Electronic Direct Mail (EDM) development and strategy, graphic design, video production and photography.

Executive Office

The Executive Office supports the work of the CEO, Directors, Mayor and Councillors.

This includes high level project, administrative and calendar support; the management of civic, corporate, and capital project events; activities related to the Mayor and Councillors; Council Briefings and Meetings; and the coordination of policies, processes and reporting related to the Mayor and Councillors.

The Office also manages Council's advocacy on behalf of the Maroondah community, and stakeholder and government relations.

Financial Accounting (Finance and Commercial)

Financial Services provides sound financial management that complies with legislative requirements and ensures Council's operations continue by accurately accounting and paying all Council's suppliers in an efficient and timely manner. This includes financial accounting services (statutory), accounts payable, and strategic project analysis.

The team is also responsible for overseeing/managing the production of Council's Annual Financial Statements as well as providing financial and cost-benefit guidance to the organisation, to help make sound financial decisions.

**Governance and Procurement
(Governance and Performance)**

Governance and Procurement provide high quality, timely and reliable governance advice and support to all Council service areas, as well as co-ordinating the meetings of Council, conducting Citizenship Ceremonies in liaison with the Department of Home Affairs, and ensures that Council employees have the appropriate delegations and authorisations.

The team also assists service areas in purchasing goods and services through the coordination of Council's purchasing, tendering and contract management processes. This includes identifying and leading collaborative procurement initiatives.

**Management Accounting and Payroll
(Finance and Commercial)**

Management Accounting and Payroll undertakes planning, budgeting, and forecasting activities to assist the delivery of Maroondah's long-term vision and to ensure Council's long-term financial sustainability. This includes the provision of the Financial Plan, which forecasts Council's budgets for a 10-year period.

The team also delivers Council's payroll function, ensuring all salaries are delivered accurately and on time.

People and Culture (People and Places)

People and Culture provides services in relation to: strategic human resource management; human resources advice and policies; recruitment, selection and onboarding; learning and development; organisational development; workforce reporting; occupational health and safety; Workcover and injury management; industrial relations; employee relations; volunteer management; and student placements.

**Property, Revenue and Valuation Services
(Finance and Commercial)**

Property, Revenue and Valuation Services manages Council's revenue and property valuation functions and provide services to assist ratepayers and property owners to meet their revenue contributions in a timely manner.

This includes rates and charges generation and collection; accounts receivable and sundry debtor billing; debt recovery; property database and valuation contract management; State Fire Services Levy collection; electoral roll production; and management of Council's land portfolio including, buying, selling, encroachments, and statutory requirements in relation to land holdings.

The team is also responsible for reconciliation of Council's geographic information system (mapping) database with Vicmap - Victoria's primary mapping database.

The property team will also help encourage and facilitate strategic commercial opportunities, working closely with teams that have influence in that area and help to establish a framework that guides Council in making key property management decisions.

Realm Operations (Governance and Performance)

The Realm Operations Team facilitates the daily operations of the Realm building and is responsible for meeting room bookings, hall keeping duties, courier services, building access, technical support and facility management contracts.

Annual Report 2023/24



A safe, healthy and active community

| Indicator Type | Indicator | Most recent result | | Goal/Target |
|--|--|--------------------|----------------------|---------------------|
| | | Year | Result | |
| Community Indicators of Progress | Percentage of Maroondah residents who agree that they feel safe when walking alone at night | 2014/15 | 47.0% ¹ | Increase |
| | Offence rate per 100,000 population in Maroondah | 2023/24 | 6,451.3 ² | Decrease |
| | Percentage of Maroondah residents reporting their health as very good or excellent | 2021/22 | 40.1% ³ | Increase |
| | Subjective Wellbeing Index for Maroondah residents | 2014/15 | 76.6% ¹ | Increase |
| | Maroondah resident satisfaction with life as a whole | 2021/22 | 76.3% ³ | Increase |
| | Percentage of Maroondah residents who are sufficiently physically active | 2016/17 | 58.0% ⁴ | Increase |
| Service Delivery Performance Measures | Attendance at Council aquatic and leisure facilities as a proportion of the residential population | 2023/24 | 11.02 ⁵ | Increase |
| | Delivered meals | 2023/24 | 46,500 ⁵ | As per requirements |
| | Participation in 4-week key age and stage Maternal and Child Health visit | 2023/24 | 97.68% ⁸ | 90-110% |
| | Site assessments/visitations to registered food/health premises | 2023 | 1,839 ⁶ | As per requirements |
| | Community satisfaction with enforcement of local laws | 2023/24 | 65 ⁷ | Increase |
| | Community satisfaction with emergency and disaster management | 2023/24 | 67 ⁷ | Increase |

¹ VicHealth Indicators Survey 2015

² Crime Statistics Agency - recorded offences year ending March 2024

³ Victorian Population Health Survey 2020

⁴ Victorian Population Health Survey 2017

⁵ Internal data as at 30 June 2024

⁶ Internal data as at 31 December 2023

⁷ 2024 Local Government Community Satisfaction Survey

⁸ 2023/24 Local Government Performance Reporting Framework



A prosperous and learning community

| Indicator Type | Indicator | Most recent result | | Goal/Target |
|--|---|--------------------|------------------------|-------------|
| | | Year | Result | |
| Community Indicators of Progress | Unemployment rate for Maroondah | 2023/24 | 3.0% ¹ | Decrease |
| | Economic output for Maroondah | 2023/24 | \$20.12B ² | Increase |
| | Number of businesses in Maroondah | 2022/23 | 10,007 ³ | Increase |
| | Herfindahl Index for Maroondah | 2023/24 | 2,001 ⁴ | Decrease |
| | Median weekly household income in Maroondah | 2021/22 | \$1,866 ⁵ | Increase |
| | Percentage of preschool aged children in Maroondah attending a government funded kindergarten service | 2022/23 | 88.9% ⁶ | Increase |
| | Maroondah school leavers actively undertaking education, training or employment | 2020/21 | 95.4% ⁷ | Increase |
| | Percentage of Maroondah residents with Bachelor or higher degree | 2022/23 | 30.1% ⁵ | Increase |
| Service Delivery Performance Measures | Participant satisfaction with business support workshops | 2023/24 | 90.0% ⁸ | Increase |
| | Increase business skills and networking achieved through Bizweek activities | 2023/24 | 88.0% ⁸ | Increase |
| | Active library borrowers in Maroondah | 2022/23 | 10.7% ⁹ | Increase |
| | Value of non-residential building approvals | 2023/24 | \$360.5M ¹⁰ | Increase |

¹ Jobs and Skills Australia, Small Area Labour Markets (SALM) March Quarter 2024

² Remplan Output Report Maroondah Release 1 2024

³ ABS Counts of Australian Businesses including Entries and Exits July 2020 - June 2024

⁴ Internal calculation using Remplan Output Report Maroondah Release 1 2024 data

⁵ ABS Census 2021

⁶ Victorian Child and Adolescent Monitoring System (VCAMS) Indicator 4.3b 2022

⁷ On Track survey 2021

⁸ Internal data as at 30 June 2024

⁹ Your Library Ltd data as at 30 June 2023

¹⁰ ABS Building Approvals 2023/24



A vibrant and culturally rich community

| Indicator Type | Indicator | Most recent result | | Goal/Target |
|---------------------------------------|---|--------------------|----------------------|-------------|
| | | Year | Result | |
| Community Indicators of Progress | Visitors to the Ringwood arts precinct (ArtSpace at Realm, Maroondah Federation Estate) and Wyreena | 2023/24 | 208,525 ¹ | Increase |
| | Participants in arts and culture activities in the Ringwood arts precinct and Wyreena | 2023/24 | 6,844 ¹ | Increase |
| | Individual Maroondah artists/arts and cultural groups supported to produce and present their work | 2023/24 | 182 ¹ | Increase |
| | Local artists/community members participating in arts networks and related events | 2023/24 | 366 ¹ | Increase |
| Service Delivery Performance Measures | Attendance at Karralyka | 2023/24 | 102,545 ¹ | Increase |
| | Arts and Cultural Grants Program recipients | 2023/24 | 7 ¹ | Maintain |
| | Community satisfaction with community and cultural activities | 2023/24 | 71 ² | Increase |

¹ Internal data as at 30 June 2024² 2024 Local Government Community Satisfaction Survey



A clean, green and sustainable community

| Indicator Type | Indicator | Most recent result | | Goal/Target |
|--|---|--------------------|----------------------|-------------|
| | | Year | Result | |
| Community Indicators of Progress | Percentage of garbage, recyclables and green organics collected from kerbside bins that is diverted from landfill | 2023/24 | 59.3% ¹ | Increase |
| | Maroondah's tree canopy cover | 2023/24 | 28.9% ² | Maintain |
| | Total area of natural habitat in Maroondah | 2023/24 | 633.0 ³ | Maintain |
| | Council's greenhouse gas emissions | 2023/24 | 7,575 ⁴ | Decrease |
| | Community perception of Council's performance in relation to environmental sustainability | 2023/24 | 67 ⁵ | Increase |
| Service Delivery Performance Measures | Tree planting within Maroondah (bushland, street and parks trees only) | 2023/24 | 37,672 ¹ | Increase |
| | Potable water consumption | 2023/24 | 172,627 ¹ | Decrease |
| | Community satisfaction with waste management | 2023/24 | 73 ⁵ | Increase |

¹ Internal data as at 30 June 2024

² Internal data as at 30 June 2024

³ Internal data as at 30 June 2024

⁴ Climate Action Maroondah City Council Public Disclosure Statement 2023/24

⁵ 2024 Local Government Community Satisfaction Survey



An accessible and connected community

| Indicator Type | Indicator | Most recent result | | Goal/Target |
|--|---|--------------------|-----------------------|-------------|
| | | Year | Result | |
| Community Indicators of Progress | Percentage of households / dwellings that are within 200 metres of a bicycle facility and/or 400 metres of a bus and/or 800 metres of a train station | 2023/24 | 90.4% ¹ | Increase |
| | Daily average commute time of a Maroondah resident | 2020/21 | 23.5 min ² | Decrease |
| | Daily number of public transport services operating in Maroondah | 2023/24 | 2,467 ¹ | Increase |
| | Percentage of journeys (for all purposes) by Maroondah residents using sustainable transport (public transport, walking, cycling) | 2020/21 | 18.6% ² | Increase |
| | Kilometres of bicycle lanes and shared paths in Maroondah | 2023/24 | 90km ³ | Increase |
| | Average number of cars owned by a Maroondah household | 2021/22 | 1.67 ⁴ | Decrease |
| | Average Maroondah Pavement Condition Index | 2023/24 | 8.5 ⁴ | 6-8 |
| | Kilometres of constructed footpaths in Maroondah's Principle Pedestrian Network | 2023/24 | 3.028 ³ | Increase |
| Service Delivery Performance Measures | Sealed local roads maintained to condition standards | 2023/24 | 97.71% ⁵ | Maintain |
| | Community satisfaction with local streets and footpaths | 2023/24 | 56 ⁶ | Increase |
| | Community satisfaction with traffic management | 2023/24 | 59 ⁶ | Increase |

¹ Internal data as at 30 June 2024

² Victorian Integrated Survey of Travel & Activity (VISTA) - LGA Profiler - 2008 to 2020

³ Internal data as at 30 June 2024

⁴ Internal calculation using ABS Census 2021 data

⁵ 2023/24 Local Government Performance Reporting Framework

⁶ 2024 Local Government Community Satisfaction Survey



An attractive, thriving and well built community

| Indicator Type | Indicator | Most recent result | | Goal/Target |
|--|--|--------------------|--------------------|-------------|
| | | Year | Result | |
| Community Indicators of Progress | Public open space in Maroondah (hectares) | 2023/24 | 653.0 ¹ | Maintain |
| | Community satisfaction with the appearance of public areas | 2023/24 | 69 ² | Increase |
| | Community satisfaction with Council's general town planning policy | 2023/24 | 58 ² | Increase |
| | Maroondah population per square kilometre | 2023/24 | 1,913 ³ | N/A |
| | Community satisfaction with planning for population growth | Future measure | | |
| | RMIT Liveability Index rating | 2020/21 | 98.9 ⁴ | Increase |
| | Percentage of Maroondah residents that work in Maroondah | 2019/20 | 26.5% ⁵ | Increase |
| | Percentage of residential properties in Maroondah at risk of flooding | 2019/20 | 8.9% ⁶ | Decrease |
| | Council building projects achieve minimum 5 Star certified (\$5m+) or equivalent (\$3m-5m) Green Star - Design & As Built rating | Future measure | | |
| | | | | |
| Service Delivery Performance Measures | Asset renewal and upgrade compared to depreciation | 2022/23 | 85.0% ⁷ | 110% |
| | Planning applications assessed within statutory timeframes | 2023/24 | 76.0% ⁸ | ≥ 80% |

¹ Internal data as at 30 June 2024

² 2024 Local Government Community Satisfaction Survey

³ Internal calculation using ABS Regional Estimated Resident Population 2021-22

⁴ Australian Urban Observatory

⁵ ABS Census 2021

⁶ Internal calculation

⁷ 2023/24 Victorian Local Government Indicators

⁸ Internal data as at 30 June 2024



An inclusive and diverse community

| Indicator Type | Indicator | Most recent result | | Goal/Target |
|--|--|--------------------|--------------------|-------------|
| | | Year | Result | |
| Community Indicators of Progress | Percentage of Maroondah households in the lowest 40% of incomes who are paying more than 30% of their usual gross weekly income on housing costs | 2015/16 | 10.2% ¹ | Decrease |
| | Percentage of private rental properties in Maroondah that are affordable to people on statutory incomes | 2023/24 | 2.3% ² | Increase |
| | Relative Socio-Economic Disadvantage of Maroondah | 2022/23 | 9 ¹ | Increase |
| | Percentage of Maroondah residents who agree people are willing to help in their neighbourhood | 2014/15 | 96.8% ³ | Increase |
| | Percentage of Maroondah residents who agree they live in a close-knit neighbourhood | 2014/15 | 91.9% ³ | Increase |
| | Percentage of Maroondah residents who agree people in their neighbourhood can be trusted | 2021/22 | 86.5% ⁴ | Increase |
| | Percentage of residents who actively volunteer | 2021/22 | 15.4% ¹ | Increase |
| | Number of migrants and refugees settling in Maroondah | 2023/24 | 506 ⁵ | N/A |
| Service Delivery Performance Measures | Community Grants Funding Program recipients | 2023/24 | 90 ⁶ | Maintain |
| | Number of volunteers engaged within the organisation | 2023/24 | 431 ⁶ | Increase |
| | Community satisfaction with family support services | 2023/24 | 66 ⁷ | Increase |
| | Community satisfaction with elderly support services | 2023/24 | 65 ⁷ | Increase |
| | Community satisfaction with disadvantaged support services | 2023/24 | 62 ⁷ | Increase |

¹ ABS Census 2016

² Department of Families, Fairness and Housing Rental Report March 2024 Quarter

³ VicHealth Indicators Survey 2015

⁴ Victorian Population Health Survey 2020

⁵ Department of Home Affairs Settlement Report Financial Year 2023/24

⁶ Internal data as at 30 June 2024

⁷ 2024 Local Government Community Satisfaction Survey



A well governed and empowered community

| Indicator Type | Indicator | Most recent result | | Goal/Target |
|---|---|--------------------|----------------------|-------------|
| | | Year | Result | |
| Community Indicators of Progress | Community satisfaction with council (overall performance) | 2023/24 | 66 ¹ | Increase |
| | Community satisfaction with council decisions | 2023/24 | 60 ¹ | Increase |
| | Net result | 2023/24 | 7.31% ² | > 0% |
| | Liquidity ratio | 2023/24 | 1.41 ² | > 1.0 |
| | Internal financing | 2023/24 | 131.46% ² | > 100% |
| | Indebtedness | 2023/24 | 15.59% ² | ≤ 40% |
| | Capital replacement ratio | 2023/24 | 1.40 ² | > 1.5 |
| | Renewal gap ratio | 2023/24 | 0.95 ² | > 1.0 |
| | Employee satisfaction | Future Measure | | |
| | Community satisfaction with Council customer service | 2023/24 | 74 ¹ | Increase |
| | Community satisfaction with consultation and engagement | 2023/24 | 59 ¹ | Increase |
| | Community satisfaction with Council informing the community | 2023/24 | 67 ¹ | Increase |
| | Community satisfaction with Council lobbying on behalf of the community | 2023/24 | 58 ¹ | Increase |
| Service Delivery Performance Measures | Expenses per property assessment | 2023/24 | \$2,991 ² | \$3,326 |
| | Average rate per property assessment | 2023/24 | \$1,655 ² | \$1,671 |
| | Average liabilities per property assessment | 2023/24 | \$1,825 ² | \$1,172 |

¹ 2024 Local Government Community Satisfaction Survey

² Internal data as at 30 June 2024

Corporate Governance

Maroondah City Council is constituted under the *Local Government Act 2020* (the Act) to provide democratic local government for the Maroondah community. The purposes and objectives of Council as well as the functions and powers of a local government are also defined in both Acts.

The *Local Government Act 2020* received Royal Assent on 24 March 2020 replacing the *Local Government Act 1989*.

Democratic governance in Maroondah is supported by policies and protocols associated with both the functions of Council and of Council employees.

Transparency in decision-making

There are several underlying processes that contribute to Council's decision making; some of which are formal and structured, while others less formal. Formal decisions are made by Council at Council Meetings, by Council Officers or under formal powers of delegation. In this way Council's decision making remains transparent and accountable to the community.

Council meetings

Council determines policy and makes other decisions at Council Meetings on a regular basis. Policies and budgets endorsed by Council provide the framework for the delivery of services and programs to the community and the framework for day-to-day operational decision-making.

Council Officers provide advice and expertise to assist Council decision-making. At formal Council meetings, the CEO and Directors present written reports on matters requiring a Council decision. These reports make up the Council Meeting Agenda and provide background to, details of and recommendations about each matter being considered.

Councillor Briefing Sessions/workshops

Before making decisions at a Council Meeting, it is important that Councillors are provided with background information and context regarding the relevant issues. As a means of providing this information, Council hold briefings or workshops called Councillor Briefings. Councillors do not make any legally binding decisions in these informal forums.

These briefing sessions provide an important forum for advice and discussion on complex issues facing the municipality in the lead up to formal decisions being made by Councillors at Council Meetings. At Councillor Briefings, or outside these forums, Councillors have the opportunity to request additional information to assist in the decision-making process. These briefing sessions, which are not open to the public, are also attended by Council Officers and sometimes Consultants. The sessions provide Councillors with a breadth of information relating to issues under consideration at a level of detail that would not be possible in an open Council meeting, where decision-making related debate is governed by strict meeting procedures and time limits.

Councillor Briefings include both planned and scheduled meetings, comprising at least five Councillors and one member of Council staff, considering matters that are intended to be, or likely to be:

- the subject of a decision of the Council
- subject to the exercise of a delegated function, duty or power of Council.

Live-streaming of Council meetings

Livestreaming of Council Meetings commenced on 20 February 2017 to enhance processes and provide ratepayers with a greater opportunity to observe Council's decision-making. Livestreaming of Council Meetings can be viewed online at www.maroondah.vic.gov.au/About-Council/Council-meetings/Live-streamed-Council-meetings

Community engagement

Council has a strong ongoing commitment to community engagement and ensuring that residents within the municipality are empowered to participate in the decision-making processes which ultimately affect them.

Council recognises that engaging its residents is essential in achieving effective decision-making and has adopted its *Community Engagement Policy 2021*, which can be viewed on the Maroondah website. This Policy is a formal expression of Council's commitment to engaging the Maroondah community in decision making processes through the use of appropriate, effective and inclusive practices. The Policy applies to activities initiated by Council, including statutory processes, service provision, projects, strategic planning and policy development, and other key activities that will have appreciable impacts on the Maroondah community. This occurs through a range of measures including surveys, public forums, focus groups and targeted consultations.

Council's Governance Rules make provision for public participation during Ordinary Meetings of Council via Public Question Time.

Statutory planning process

Council also conducts public consultation meetings and are an integral part of the process when considering Planning Applications in accord with the Planning and *Environment Act Amendment 2021*.

For each application, Ward Councillors determine whether or not a consultation meeting is required, which is largely dependent upon the number of objections received. These meetings, which are not decision-making forums, provide opportunities for:

- the applicant to explain the proposed development and respond to objections
- residents to express their views and ask questions of the applicant and Councillors.

Councillor Code of Conduct

Council's Code of Conduct is intended to ensure all Councillors agree to the standards of conduct and behaviour documented within this Code. This Code of Conduct incorporates the statutory requirements specified for a Code of Conduct in accordance with section 139 of the *Local Government Act 2020* (the Act) which has provided the statutory direction for the 2023/24 financial year. Many of the standards of conduct and behaviour are prescribed within the Act.

A candidate elected to be a Councillor is not capable of acting as a Councillor until they have read the Councillor Code of Conduct and made a declaration stating that they will abide by the Code. It is the personal responsibility of individual Councillors to ensure that they will understand, accept and comply with, the provisions of this Code.

During the current Council Term, Councillors completed a review of the Code which was adopted at a Council Meeting held on 15 February 2021.

The Code requires that all Councillors:

- act with integrity
- impartially exercise their responsibilities in the interests of the local community
- not improperly seek to confer an advantage or disadvantage on any person
- avoid conflicts between their public duties as a Councillor and their personal interests and obligations
- act honestly and avoid statements (oral or in writing) or actions that will or are likely to mislead or deceive a person
- treat all persons with respect and have due regard to the opinions, beliefs, rights and responsibilities of other Councillors, Council employees and other persons
- exercise reasonable care and diligence and submit themselves to the lawful scrutiny that is appropriate to their office
- endeavour to ensure that public resources are used prudently and solely in the public interest
- act lawfully and in accordance with the trust placed in them as an elected representative
- support and promote these principles by leadership and example and act in a way that secures and preserves public confidence in the office of Councillor.

Delegations

Council has delegated specific functions to nominated employees, which enables routine decisions to be made more speedily and ensures that Council meetings are not required for the purpose of making procedural, operational and administrative decisions. Delegations also enable Council to utilise the technical knowledge, skills and experience of its employees to provide the best possible service to the community.

Delegations are made by resolution of Council at a formal Council meeting and specify the degree of decision making and action for which employees are empowered to act. In exercising their delegated powers, employees must observe the strategies, policies and guidelines that have been adopted by Council.

Through the CEO, Directors and Managers, Council monitors the actions of its employees to ensure that they exercise their delegated authority within the general framework it has determined.

Employees to whom delegated authority has been given include the CEO, Directors, Managers, planning employees, environmental health employees, local laws employees, and the Municipal Building Surveyor and building surveyors. Many routine decisions of Council are made by these employees.

Council must also keep a register of all delegations, which is available for public inspection on Council's website.

Councillor representation

There are two types of bodies requiring formal Council representation, either internal or external.

Internal advisory committees have been initiated by Council and are serviced administratively. They typically consider in-depth issues that are related to Council policy or activities. Their primary purpose is to advise Council on issues. An extension of these committees has been the development of internal advisory committees with a high degree of community member representation.

External bodies are those outside the control of Council as they operate under their own charter and determine their own procedures, policies and practices. In these instances, Council involvement is to participate and influence the activities of those external groups where those activities are in the interests of Maroondah residents. Committee representation is reviewed on an annual basis and aligns with the election of Mayor.

Council appoints Council delegates to these bodies and advisory committees at the commencement of a new mayoral term on an annual basis.

Convention indicates that where the Mayor is a member of an internal Committee of Council, they would automatically act as the Chair, unless they relinquish that role. Additionally, in accordance with good governance practice, where the Mayor is not a specific member of a Committee, they may exercise the option to attend any committee in an ex-officio capacity.

Council involvement on internal advisory committees

These committees provide Council advice from key stakeholders on a range of issues.

| Representation on Council Advisory Committees | |
|---|--|
| Council Advisory Committee | Council Representative/s |
| Maroondah Access, Inclusion and Equity Advisory Committee | July 2023 to September 2023: Cr Graham, Cr Spears and Cr Stojanovic September 2023 to January 2024: Cr Spears and Cr Stojanovic February 2024 to June 2024: Cr Jones, Cr Spears and Cr Stojanovic. |
| Maroondah Arts Advisory Committee | July 2023 to June 2024: Cr Macdonald, Cr Stojanovic and Cr Symon |
| Maroondah Audit and Risk Advisory Committee | July 2023 to November 2023: Mayor of the Day and Cr Symon November 2023 to June 2024: Mayor of the Day and Cr Symon Substitute representative: Cr Steane |
| Maroondah Business Advisory Committee | July 2023 to June 2024: Cr Damante, Cr Spears and Cr Steane |
| Maroondah Community Health and Wellbeing Committee | July 2023 to January 2024: Cr Damante, Cr Dib and Cr Stojanovic February 2024 to June 2024: Cr Damante, Cr Dib and Cr Jones |
| Maroondah Disability Advisory Committee | July 2023 to June 2024: Cr Dib, Cr Hancock and Cr Spears |
| Maroondah Environment Advisory Committee | July 2023 to September 2023: Cr Graham, Cr Macdonald and Cr Stojanovic September 2023 to January 2024: Cr Macdonald and Cr Stojanovic February 2024 to June 2024: Cr Jones, Cr Macdonald and Cr Stojanovic |
| Maroondah Liveability, Safety and Amenity Committee | July 2023 to June 2024: Cr Damante, Cr Hancock, and Cr Steane |

Annual Report 2023/24

Council involvement on external committees

These regional committees provide Council with the opportunity to represent local residents on a broad range of issues.

| Representation on External Committees | |
|---|--|
| External Committee | Council Representative/s |
| Eastern Affordable Housing Alliance | July 2023 to June 2024: Cr Macdonald Substitute representative: Cr Stojanovic |
| Eastern Regional Group - Mayors and CEO's | July 2023 to November 2023: The Mayor of the Day, Deputy Mayor of the Day and the Chief Executive Officer November 2023 to June 2024: The Mayor of the Day, Deputy Mayor of the Day and the Chief Executive Officer Substitute representatives: July 2023 to November 2023: Cr Symon December 2023 to June 2024: Cr Steane |
| Your Library Limited | July 2023 to June 2024: Cr Spears and Cr Hancock Substitute representative: Cr Symon |
| Eastern Alliance for Greenhouse Action | July 2023 to June 2024: Cr Stojanovic Substitute representatives: July 2023 to September 2023: Cr Graham February 2024 to June 2024: Cr Jones |
| Eastern Transport Coalition | July 2023 to June 2024: Cr Dib Substitute representative: Cr Damante |
| Maroondah - Communities of Wellbeing Steering Committee | July 2023 to September 2023: Cr Graham , Cr Macdonald and Cr Stojanovic September to December 2023: Cr Macdonald and Cr Stojanovic Formal Council representation on this Committee concluded in December 2023. |
| Metec (Metropolitan Training Education Centre Inc.) | July 2023 to June 2024: Cr Hancock Substitute representative: Cr Steane |
| Municipal Association of Victoria State Council | July 2023 to June 2024: Cr Symon Substitute representatives: July 2023 to June 2024: Cr Spears |
| Victorian Local Government Women's Charter | July 2023 to September 2023: Cr Damante, Cr Graham, Cr Hancock, Cr Spears, Cr Stojanovic and the Director of People and Places September 2023 to June 2024: Cr Damante, Cr Hancock, Cr Spears, Cr Stojanovic and the Director of People and Places |



Realm Library, Ringwood

Annual Report 2023/24

Council meeting attendance

From July 2023 to June 2024, 11 Ordinary Council meetings, and one (1) Statutory Council meeting were held. Councillor attendance at meetings in 2023/24 was as follows:

| Councillor attendance at Council Meetings – July 2023 to June 2024 | | | | | |
|--|-----------------------------|---------------------------|----------------------------|------------------|--------------------------------------|
| Councillors | Meetings eligible to attend | Attendance | | | Leave of absence granted (# of mtgs) |
| | | Ordinary Council Meetings | Statutory Council Meetings | Total attendance | |
| Barngeong Ward | | | | | |
| Cr Marijke Graham (July 2023 to September 2023) | 2 | 1 | 0 | 1 | 0 |
| Cr Chris Jones (December 2023 to June 2024) | 5 | 5 | 0 | 5 | 0 |
| Bungalook Ward | | | | | |
| Cr Tony Dib OAM JP | 12 | 9 | 1 | 10 | 2* |
| Jubilee Ward | | | | | |
| Cr Mike Symon Mayor - July 2022 to November 2022 | 12 | 10 | 1 | 11 | 1* |
| McAlpin Ward | | | | | |
| Cr Suzy Stojanovic | 12 | 11 | 1 | 12 | 0 |
| Tarralla Ward | | | | | |
| Cr Paul Macdonald Deputy Mayor - November 2023 to June 2024 | 12 | 8 | 1 | 9 | 0 |
| Wicklow Ward | | | | | |
| Cr Tasa Damante Deputy Mayor - July 2023 to November 2023 | 12 | 9 | 1 | 10 | 0 |

| Councillor attendance at Council Meetings – July 2023 to June 2024 | | | | | |
|--|-----------------------------|---------------------------|----------------------------|------------------|--------------------------------------|
| Councillors | Meetings eligible to attend | Attendance | | | Leave of absence granted (# of mtgs) |
| | | Ordinary Council Meetings | Statutory Council Meetings | Total attendance | |
| Wonga Ward | | | | | |
| Cr Linda Hancock | 12 | 9 | 1 | 10 | 1* |
| Wombolano Ward | | | | | |
| Cr Kylie Spears | 12 | 11 | 1 | 12 | 0 |
| Mayor - November 2023 to June 2024 | | | | | |
| Yarrunga Ward | | | | | |
| Cr Rob Steane OAM | 12 | 9 | 1 | 10 | 1* |
| Mayor - July 2023 to November 2023 | | | | | |

Notes:

* A Leave of Absence was granted to Councillors for the following Ordinary Council Meetings held during 2023/24:

- **18 September 2023**
Cr Tony Dib
- **23 October 2023**
Cr Tony Dib
- **20 November 2023**
Cr Linda Hancock
Cr Rob Steane
- **23 May 2024**
Cr Mike Symon

Cr Marijke Graham resigned from Council effective 8 September 2023 creating an extraordinary vacancy. A by-election was conducted for Barnggeong Ward by the Victorian Electoral Commission on 2 December 2023. The successful candidate was Cr Chris Jones, who will take up the remainder of the Council term through to the next election in October 2024.

Conflict of interest

The *Local Government Act 2020* defines the circumstances that give rise to a Conflict of Interest for Councillors, Council employees and members of Council special committees. It also specifies the actions that should be taken to resolve a Conflict of Interest.

Councillors are elected by the residents and ratepayers of their municipality to act in the best interests of the community. This is a position of trust, and it needs to be clear that Councillors are acting in the public interest. When a Council delegates its powers to a Council officer or a Committee, the officer or the Committee Members also need to act in the public interest.

A person in public office has a Conflict of Interest when they have a personal or private interest that might compromise their ability to act in the public interest. A Conflict of Interest exists even if no improper act results from it. Under the *Local Government Act 2020*, there are two types of conflict of interest, Section 127 General Conflict of Interest and Section 128 Material Conflict of Interest.

General conflict of interest in a matter if an impartial, fair-minded person would consider that the person's private interests could result in that person acting in a manner that is contrary to their public duty.

- **private interests** mean any direct or indirect interest of a relevant person that does not derive from their public duty and does not include an interest that is only a matter of personal opinion or belief
- **public duty** means the responsibilities and obligations that a relevant person has to members of the public in their role as a relevant person.

Material conflict of interest in respect of a matter if an affected person would gain a benefit or suffer a loss depending on the outcome of the matter.

(2) The benefit may arise, or the loss incurred:

- (a) directly or indirectly
- (b) in a pecuniary or non-pecuniary form

(3) For the purposes of this section, any of the following is an affected person:

- (a) the relevant person
- (b) a family member of the relevant person
- (c) a body corporate of which the relevant person or their spouse or domestic partner is a Director or a member of the governing body
- (d) an employer of the relevant person, unless the employer is a public body
- (e) a business partner of the relevant person
- (f) a person for whom the relevant person is a consultant, contractor or agent
- (g) a beneficiary under a trust or an object of a discretionary trust of which the relevant person is a trustee
- (h) a person from whom the relevant person has received a disclosable gift.

Declaration of a Conflict of Interest is a standard agenda item for all Ordinary Council, Councillor briefings, and Committee meetings.

While the procedures may vary depending on the circumstances, in general they involve disclosing the relevant interests in a specific way and then stepping aside from the relevant decision-making process or from the exercise of their public duty.

During 2023/24, three (3) conflict of interest disclosures were made at Ordinary Meetings of Council

| Conflict of Interest Disclosures at Ordinary and Special Meetings of Council | | | |
|--|------------|---------|-------|
| | Councillor | Officer | Total |
| General Conflict of Interest (section 127) | 3 | 0 | 3 |
| Material Conflict of Interest (section 128) | 0 | 0 | 0 |



Annual Report 2023/24

Councillor allowances

In accordance with Section 39 of the *Local Government Act 2020*, Councillors are entitled to receive an allowance while performing their duty as a Councillor.

The Victorian Government sets the upper and lower limits for all allowances paid to Mayors and Councillors. Councils are divided into three categories based on the income and population of each municipal district. Maroondah City Council is recognised as a Category Two Council.

The following table contains a summary of the Councillor Allowance paid to each Councillor during the 2023/24 financial year.

| Councillors | Allowance |
|--|-------------|
| Cr Tasa Damante Deputy Mayor July 2023 to November 2023 | \$39,349.66 |
| Cr Tony Dib OAM JP | \$32,513.85 |
| Cr Marijke Graham (1 July 2023 to 8 September 2023) | \$6,040.67 |
| Cr Linda Hancock | \$32,513.85 |
| Cr Chris Jones (December 2023 to June 2024) | \$18,225.14 |
| Cr Paul Macdonald Deputy Mayor November 2023 to June 2024 | \$45,259.61 |
| Cr Kylie Spears Mayor November 2023 to June 2024 | \$79,121.15 |
| Cr Rob Steane OAM Mayor July 2023 to November 2023 | \$57,582.95 |
| Cr Suzy Stojanovic | \$32,513.85 |
| Cr Mike Symon | \$32,513.85 |

Councillor expenses

In accordance with Section 40 and 42 of the Local Government Act 2020, Council is required to reimburse a Councillor for expenses incurred whilst performing their duties as a Councillor.

Council is also required to adopt and maintain a Policy in relation to the reimbursement of expenses for Councillors. The Policy provides guidance for the payment of reimbursements as well as the provision of resources, facilities and other support to the Mayor, Deputy Mayor and Councillors, to enable them to discharge their duties.

A budget of \$102,000 in the 2023/24 financial year was allocated for Councillor expenses and reimbursements, and a budget of \$14,000 was allocated to the Office of Mayor for the provision of a vehicle during the Mayoral term – November to November.

Council publishes the details of Councillor expenses, including reimbursement amounts, for each Councillor and member of a Council Committee paid by the Council (NB: no expenses were paid by Council, including reimbursements, to members of Council committees during the year).

The details of the expenses for the 2023/24 financial year are set out in the table below.

| Councillor | Travel (\$) | Professional Development (\$) | Expenses to support the performance of the role (\$) | Total (\$) |
|---|------------------|-------------------------------------|--|------------------|
| Tasa Damante Deputy Mayor (1 July 2023 to 8 November 2023) | 831.73 | 1,789.66 | 2,658.27 | 5,279.66 |
| Tony Dib OAM JP | 2,227.00 | 5,470.04 | 1,342.48 | 9,039.52 |
| Marijke Graham (1 July 2023 to 8 September 2023) | 0 | 0 | 330.82 | 330.82 |
| Linda Hancock | 1,782.00 | 3,100.95 | 2,993.58 | 7,876.53 |
| Chris Jones (12 December 2023 to 30 June 2024) | 4.00 | 1,692.58 | 1,136.86 | 2,833.44 |
| Paul Macdonald Deputy Mayor (8 November 2023 to 30 June 2024) | 6,383.23 | 5,765.70 | 3,480.14 | 15,629.07 |
| Kylie Spears Mayor (8 November 2023 to 30 June 2024) | 9,684.66 | 6,906.56 | 2,114.00 | 18,705.22 |
| Rob Steane OAM Mayor (1 July 2023 to 8 November 2023) | 6,558.49 | 1,575.09 | 2,702.06 | 10,835.64 |
| Suzy Stojanovic | 0 | 7,252.74 | 4,730.40 | 11,983.14 |
| Mike Symon | 3,056.98 | 4,685.90 | 2,502.01 | 10,244.89 |
| Total | 30,528.09 | 38,239.22 | 23,990.62 | 92,757.93 |

Note: No expenses were paid by Council, including reimbursements, to members of Council committees during the year.

Accountability

Audit and Risk Committee

The Audit and Risk Committee is established pursuant to Section 53 of the *Local Government Act 2020* which has provided the statutory direction for the 2023/24 financial year. The Committee assists Council in the discharge of its responsibility for financial reporting, maintaining internal controls, protecting the integrity of Council assets and facilitating good corporate governance. The Committee has an independent monitoring role and reports directly to Council.

Role

The role of the Audit and Risk Committee is to oversee, monitor and report upon the effectiveness of Council in carrying out its responsibilities for accountable financial management, good corporate governance, maintaining a system of internal control and risk management, and fostering an ethical environment.

Responsibilities

The responsibilities of the Audit and Risk Committee include providing assurance that:

- financial and management reporting is reliable
- high standards of corporate governance are maintained
- accounting policies are appropriate
- council maintains compliance with all relevant legislation and regulations
- risk management frameworks are effective
- internal and external audit functions are effective and efficient business continuity and disaster recovery planning is appropriate and effective
- council maintains and fosters an ethical environment.

Key activities

The Committee met on a quarterly basis during 2023/24 and its activities included:

- a detailed review of quarterly and annual financial statements;
- a detailed review of the quarterly risk and insurance report as well as associated risk registers;
- advising on the priorities of the internal audit program
- reviewing results arising from the internal audit reviews

Membership

Committee Membership consists of five members, three external members (one of which is the chair), the Mayor and one additional Councillor. Councillor representatives are appointed annually with non representative Councillors also welcome to attend meetings as observers. External member positions are advertised, and successful candidates are appointed for a three year term with a maximum of six years. The Chief Executive Officer, Chief Financial Officer, Manager Governance and Performance, and Manager Finance and Commercial attend for advice and to present on reports while the internal auditor and the external auditor attend meetings by invitation, to assist the committee with information requests.

Audit and Risk Advisory Committee membership

| Period | July 2022 to November 2023 | November 2023 to June 2024 |
|--------------------|----------------------------|----------------------------|
| External Members | Mr John Watson (Chair) | Mr John Watson (Chair) |
| | Mr Bruce Potgieter | Mr Bruce Potgieter |
| | Mr Michael Ulbrick | Mr Michael Ulbrick |
| Councillor Members | Cr. Rob Steane (Mayor) | Cr. Kylie Spears (Mayor) |
| | Cr. Mike Symon | Cr. Mike Symon |

External audit

Council is externally audited by the Victorian Auditor-General. In 2022/23, the Office of the Auditor-General appointed RSM Australia as their representative. An external audit is undertaken each year on Council's Financial and Standard Statements, and Performance Statement.

Risk Management

Maroondah has a mature risk culture and risk management program that can cost-effectively achieve and maintain an acceptable level of risk. Council continues its commitment to proactive risk management as an integral part of its corporate governance system and operational service delivery performance. The fundamental aim is to support and enable Council to achieve its objectives through the identification and management of risks and the maximisation of opportunities.

Enterprise Risk Management

Council's Risk Management Framework provides the foundation for designing, implementing, monitoring, reviewing and continually improving the organisation's approach to managing risks. Council has adopted a framework which includes consideration of strategic, organisational and operational level risks.

The purpose of the Framework is to align effective risk management practices across Council within a common framework, based on the Australian standard. The effectiveness of embedding such a framework is measured by its state of maturity of the management of Council's risk which includes benchmarking across the local government throughout Australia. Council has developed a risk aware culture and has increased risk knowledge and used its application to facilitate decision making processes, leadership commitment, reporting and evaluation.

Risk Register

Council's Risk Register considers strategic, organisational and operational risks and is reviewed on a quarterly basis. A fundamental risk assessment process based on Australian Standards is used in the identification, treatment and rating of risks. This review includes evaluation of the existing risks along with the identification of new or emerging risks. Treatment plans are also formulated for any high or extreme level risks, to reduce the level of risk to a more acceptable medium/low risk target.

Risk Management Committee

The Risk Management Advisory Group's key function is to monitor the risk management framework across Council. The group consists of management representatives from all Council service areas. Activities of this group are routinely reported to the Audit and Risk Committee.

Legislation

Council implements a wide variety of services, programs, and initiatives, operating within a highly regulated environment defined by Acts and regulations, these can either:

- have a direct impact on Council and require significant compliance
- contain specific provisions relevant to Council
- have an indirect influence but require knowledge by employees carrying out their duties.

Legislation that impacts upon Council activities (but is not limited to) is identified below:

- *Aboriginal Heritage Act 2006*
- *Aged Care Act 1997 (Commonwealth)*
- *Associations Incorporation Reform Act 2012*
- *Building Act 1993*
- *Building Regulations 2018*
- *Carers Recognition Act 2012*
- *Catchment and Land Protection Act 1994*
- *Charter of Human Rights and Responsibilities Act 2006*
- *Child Wellbeing and Safety Act 2005*
- *Child Wellbeing and Safety Regulations 2017*
- *Children Youth and Families Act 2005*
- *Children's Services Regulations 2020*
- *City of Melbourne Act 2001*
- *Climate Change Act 2017*
- *Conservation, Forests and Land Act 1987*
- *Constitution Act 1975*
- *Country Fire Authority Act 1958*
- *Country Fire Authority (Community Fire Refuges) Regulations 2014*
- *Crown Land (Reserves) Act 1978*
- *Cultural and Recreational Lands Act 1963*
- *Dangerous Goods Act 1985*
- *Dangerous Goods (Explosives) Regulations 2022*
- *Development Victoria Act 2003*
- *Disability Act 2006*
- *Domestic Animals Act 1994*
- *Drugs, Poisons and Controlled Substances Regulations 2017*
- *Education and Care Services National Law Act 2010*
- *Education and Training Reform Act 2006*
- *Electricity Safety Act 1998*
- *Emergency Management Act 2013*
- *Environment Protection Act 2017*
- *Environmental Protection Regulations 2021*
- *Estate Agents Act 1980*
- *Fences Act 1968*
- *Fire Rescue Victoria Act 1958*
- *Fire Services Property Levy Act 2012*
- *Flora and Fauna Guarantee Act 1988*
- *Flora and Fauna Guarantee Regulations 2020*
- *Food Act 1984*
- *Freedom of Information Act 1982*
- *Gambling Regulation Act 2003*
- *Gender Equality Act 2020*
- *Geographic Place Names Act 1998*
- *Geothermal Energy Resources Regulations 2016*
- *Graffiti Prevention Act 2007*
- *Healthy Records Regulations 2023*
- *Health Records Act 2001*
- *Heavy Vehicle National Law Application Act 2013*
- *Heritage Act 2017*
- *Housing Act 1983*
- *Impounding of Livestock Act 1994*
- *Independent Broad-Based Anti-Corruption Commission Act 2011*
- *Infringements Act 2006*
- *Infringements Regulations 2016*
- *Land Acquisition and Compensation Act 1986*
- *Land Acquisition and Compensation Regulations 2021*
- *Land Act 1958*
- *Liquor Control Reform Act 1998*
- *Local Government Act 1989*
- *Local Government Act 2020*
- *Local Government (Electoral) Regulations 2020*

- *Local Government (General) Regulations 2015*
 - *Local Government (Governance and Integrity) Regulations 2020*
 - *Local Government (Land Information) Regulations 2021*
 - *Local Government (Long Service Leave) Regulations 2021*
 - *Local Government (Planning and Reporting) Regulations 2020*
 - *Magistrates' Court Act 1989*
 - *Major Transport Projects Facilitation Act 2009*
 - *Mineral Resources (Sustainable Development) Act 1990*
 - *Municipal Association Act 1907*
 - *Municipalities Assistance Act 1973*
 - *Occupational Health and Safety Act 2004*
 - *Occupational Health and Safety Regulations 2017*
 - *Privacy and Data Protection Act 2014*
 - *Planning and Environment Amendment Act 2021*
 - *Planning and Environment Act 1987*
 - *Planning and Environment (Fees) Regulations 2016*
 - *Planning and Environment Regulations 2015*
 - *Privacy Act 1988*
 - *Public Interest Disclosure Act 2012*
 - *Public Health and Wellbeing Act 2008*
 - *Public Health and Wellbeing Regulations 2019*
 - *Public Records Act 1973*
 - *Public Records Regulations 2023*
 - *Residential Tenancies Act 1997*
 - *Road Management Act 2004*
 - *Road management (General) Regulations 2016*
 - *Road Management (Works and Infrastructure) Regulations 2015*
 - *Road Safety (General) Regulations 2019*
 - *Road Safety (Traffic Management) Regulations 2019*
 - *Road Safety (Vehicles) Regulations 2021*
 - *Road Safety Act 1986*
 - *Road Safety Road Rules 2017*
 - *Secondhand Dealers and Pawnbrokers Act 1989*
 - *Sex Work Decriminalisation Act 2022*
 - *Sheriff Act 2009*
 - *Sport and Recreation Act 1972*
 - *Subdivision Act 1988*
 - *Subdivision (Fees) Regulations 2016*
 - *Subdivision (Procedures) Regulations 2021*
 - *Subdivision (Registrar's Requirements) Regulations 2021*
 - *Summary Offences Act 1966*
 - *Tobacco Act 1987*
 - *Transfer of Land Act 1958*
 - *Transport (Safety Schemes Compliance and Enforcement) Act 2014*
 - *Transport Integration Act 2010*
 - *Valuation of Land Act 1960*
 - *Victorian Local Government Grants Commission Act 1976*
 - *Victoria State Emergency Service Act 2005*
 - *Victorian Inspectorate Act 2011*
 - *Water Act 1989*
- The full list of Victorian Acts and Regulations can be found at www.legislation.vic.gov.au.

Occupational Health and Safety

Maroondah City Council continues to actively work with its employees, contractors, suppliers and volunteers in order to maintain and improve positive safety performance and minimise potentially adverse consequences.

Council continues seeks to incorporate and embed safety considerations into all aspects of service delivery and operational activities, by promoting positive safety behaviour that further strengthens and advances the workplace safety culture. Consultative processes such as Council's OHS committee structures and OHS representatives continue to assist with fostering a collaborative positive and action orientated organisational safety culture. Other aspects of Council's Occupational Health and Safety (OHS) systems such as policies, procedures and processes continue to be developed and improved, with a particular focus on proactive hazard and incident identification and reporting, lone workers; contractor management; and plant safety.

Workplace incidents continue to be actively reported and investigated in order to facilitate the implementation of effective countermeasures and corrective actions. A new comprehensive and consolidates on-line reporting system has been implemented that streamlines OHS, risk, child safe and vehicle related incident reporting. This system will ensure that incidents are easier to report, causal factors are identified, and corrective actions are identified and implemented in a timely manner.

Council's proactive injury management processes continue to assist with the effective management of an ageing workforce, and with minimising the adverse impacts of work-related injuries or illnesses.

The combination of a positive safety culture, supporting safety management systems, active safety committees and employee representatives and timely and effective injury management have all supported the achievement of a Workcover insurance performance rating that continues to be significantly better than comparable industry averages.

Equal opportunity, harassment and bullying prevention

Maroondah City Council is committed to providing a workplace free of all forms of unlawful discrimination, harassment, victimisation, bullying and vilification and aims for equality of opportunity for all employees, Councillors, consultants, contractors, and volunteers.

The Maroondah Equal Opportunity Consultative Committee (EOCC) continues to meet several times a year and in conjunction with employee representatives continues to play an active role in advancing workplace equality, equity, diversity and inclusion.

Victorian Local Government Performance Reporting Framework: governance and management checklist

The following statement provides Council results in the prescribed form of Council's assessment, against the governance and management checklist as part of the Local Government Performance Reporting Framework (LGPRF).

| # | Governance and Management Items | Assessment | |
|----|--|--|-------------------------------------|
| 1 | Community Engagement Policy (policy under section 55 of the Act outlining Council's commitment to engaging with the community on matters of public interest) | Adopted in accordance with section 55 of the Act Date of adoption: 15 February 2021 | <input checked="" type="checkbox"/> |
| 2 | Community engagement guidelines (guidelines to assist staff to determine when and how to engage with the community) | Guidelines Date of commencement of current guidelines: 21 June 2016 | <input checked="" type="checkbox"/> |
| 3 | Financial Plan (plan under section 91 of the Act outlining financial and non-financial resources required for at least the next 10 financial years) | Adopted in accordance with section 91 of the Act Date of adoption: 24 June 2024 | <input checked="" type="checkbox"/> |
| 4 | Asset Plan (plan under section 92 of the Act setting out the assets maintenance and renewal needs for key infrastructure asset classes for at least the next 10 years) | Adopted in accordance with section 92 of the Act Date of adoption: 27 June 2022 | <input checked="" type="checkbox"/> |
| 5 | Revenue and Rating Plan (plan under section 93 of the Act setting out the rating structure of Council to levy rates and charges) | Adopted in accordance with section 93 of the Act Date of adoption: 24 June 2024 | <input checked="" type="checkbox"/> |
| 6 | Annual Budget (plan under section 94 of the Act setting out the services to be provided and initiatives to be undertaken during the budget year and the funding and other resources required) | Adopted in accordance with section 94 of the Act Date of adoption: 24 June 2024 | <input checked="" type="checkbox"/> |
| 7 | Risk policy (policy outlining Council's commitment and approach to minimising the risks to Council's operations) | Policy Date of commencement of current policy: 28 June 2021 | <input checked="" type="checkbox"/> |
| 8 | Fraud policy (policy outlining Council's commitment and approach to minimising the risk of fraud) | Policy Date of commencement of current policy: 10 May 2021 | <input checked="" type="checkbox"/> |
| 9 | Municipal Emergency Management Plan (plan under section 20 of the Emergency Management Act 1986 for emergency prevention, response and recovery) | Prepared and maintained in accordance with section 20 of the Emergency Management Act 1986 Date of preparation: 25 May 2023 | <input checked="" type="checkbox"/> |
| 10 | Procurement Policy (policy under section 186A of the Act outlining the principles, processes and procedures that will apply to the purchase of goods and services by Council) | Adopted in accordance with section 186A of the Act Date of adoption: 22 November 2021 | <input checked="" type="checkbox"/> |

Annual Report 2023/24

| # | Governance and Management Items | Assessment | |
|----|---|--|---|
| 11 | Business continuity plan (plan setting out the actions that will be undertaken to ensure that key services continue to operate in the event of a disaster) | Plan Date of commencement: 2 August 2021 | ☑ |
| 12 | Disaster recovery plan (plan setting out the actions that will be undertaken to recover and restore business capability in the event of a disaster) | Plan Date of commencement: 14 November 2018 | ☑ |
| 13 | Risk Management Framework (framework outlining Council's approach to managing risks to the Council's operations) | Framework Date of operation of current framework: 6 June 2021 | ☑ |
| 14 | Audit and Risk Committee (see sections 53 and 54 of the Act) | Established in accordance with sections 53 and 54 of the Act Date of establishment: 1 October 1994 | ☑ |
| 15 | Internal audit (independent accounting professionals engaged by Council to provide analysis and recommendations aimed at improving Council's governance, risk and management controls) | Engaged Date of engagement of current provider: 1 October 2020 | ☑ |
| 16 | Performance reporting framework (a set of indicators measuring financial and non-financial performance, including the performance indicators referred to in section 98 of the Act) | Framework Date of operation of current framework: 26 April 2017 | ☑ |
| 17 | Council Plan reporting (report reviewing the performance of the Council against the Council Plan, including the results in relation to the strategic indicators, for the first 6 months of the financial year) | Report Date of report: 19 February 2024 | ☑ |
| 18 | Quarterly budget reports (quarterly reports to Council under section 97 of the Act comparing actual and budgeted results and an explanation of any material variations) | Reports presented to Council in accordance with section 97(1) of the Act Dates reports presented: <ul style="list-style-type: none"> • 28 August 2023 • 20 November 2023 • 19 February 2024 • 24 June 2024 | ☑ |
| 19 | Risk Reports (quarterly reports of strategic risks to Council's operations, their likelihood and consequences of occurring and risk minimisation strategies) | Reports Date of reports during 2023/24 to Council's Corporate Management Team: <ul style="list-style-type: none"> • 7 August 2023 • 30 October 2023 • 29 January 2024 • 6 May 2024 | ☑ |

| # | Governance and Management Items | Assessment | |
|----|---|---|-------------------------------------|
| 20 | Performance reports (six-monthly reports of indicators measuring the results against financial and non-financial performance, including performance indicators referred to in section 98 of the Act) | Report Date of report for the second six months of 2022/23 financial year: 19 August 2023 Date of report for the first six months of 2023/24 financial year: 19 February 2024 | <input checked="" type="checkbox"/> |
| 21 | Annual Report (annual report under sections 98 and 99 of the Act containing a report of operations and audited financial and performance statements) | Presented at a meeting of Council in accordance with section 100 of the Act Date of presentation: 23 October 2023 | <input checked="" type="checkbox"/> |
| 22 | Councillor Code of Conduct (Code under section 139 of the Act setting out standards of conduct to be followed by Councillors and other matters) | Reviewed and adopted in accordance with section 139 of the Act Date adopted: 15 February 2021 | <input checked="" type="checkbox"/> |
| 23 | Delegations (a document setting out the powers, duties and functions of Council and the Chief Executive Officer that have been delegated to members of staff in accordance with sections 11 and 47 of the Act) | Reviewed in accordance with sections 11(7) of the Act and a register kept in accordance with sections 11(8) and 47(7) of the Act Date reviewed and adopted: 22 April 2024 | <input checked="" type="checkbox"/> |
| 24 | Meeting procedures (Governance Rules under section 60 of the Act governing the conduct of meetings of Council and delegated committees) | Governance Rules adopted in accordance with section 60 of the Act Date Governance Rules adopted: 28 June 2021 | <input checked="" type="checkbox"/> |

I certify that this information presents fairly the status of Council's governance and management arrangements.



Steve Kozlowski
Chief Executive Officer
Dated: 16 September 2024



Cr. Kylie Spears
Mayor
Dated: 16 September 2024

Statutory information

The information in this section is provided in accordance with Legislative and other requirements that apply to Council.

Topics within this section and the applicable legislation/regulations are listed below:

| Topic | Relevant legislation/regulation (if applicable) |
|---|--|
| Carers Recognition | <i>Carers Recognition Act 2012</i> |
| Disability Policy and Action Plan | <i>Disability Act 2006</i> |
| Documents to be made available for public inspection | <i>Local Government Act 2020 and Local Government (General) Regulations 2015</i> |
| Domestic Animal Management | <i>Domestic Animals Act 1994</i> |
| Food Act Ministerial Directions | <i>Food Act 1984</i> |
| Freedom of Information requests | <i>Freedom of Information Act 1982</i> |
| Infrastructure and development contributions | <i>Local Government Act 2020</i> |
| Local Laws | <i>Local Government Act 2020</i> |
| National Competition Policy | <i>Local Government Act 2020</i> |
| Privacy | <i>Privacy and Data Protection Act 2014 and the Health Records Act 2001</i> |
| Procurement | <i>Local Government Act 2020</i> |
| Protected Disclosure | <i>Local Government Act 2020</i> |
| Road Management | <i>Road management Act 2004</i> |
| Victorian Local Government Indicators | <i>Local Government Act 2020</i> |
| Victorian Local Government Performance Reporting Framework: Service Performance Indicators | <i>Local Government (Planning and Reporting) Regulations 2020</i> |

Carers recognition

Maroondah City Council has taken all practicable measures to comply with its responsibilities outlined in the Carers Recognition Act 2012 (the Act) by:

- Council induction and training programs for employees working in front-line positions with the general community.
- internal information sessions for all of Council's Aged and Disability employees and volunteers at team meetings.

Council has taken all practicable measures to maintain policies, procedures and supports to include recognition of the carer relationship and has provided the following additional activities and resources to recognise the care relationship:

- facilitation of the Maroondah Carer Support Group
- inclusion of people with Dementia and mild memory loss in Social Support Group programs to support carers of people with dementia
- ongoing staff professional development
- Council Occupational Therapist will work with carers to solve and improve safety issues in the home and community
- Community Access and Inclusion Facilitator role within Council
- Promotion on Maroondah City Council's website of Carer support groups and social support groups for people who require care
- Participate as guest speakers providing information to carers for activities including Pathways for Carers program walks
- Council's NDIS Program Lead provides direct individual support to carers as well as guest speaking at local forums.
- Council provide social inclusion and wellbeing programs five days a week for older people who have support needs, supporting carers to access respite.

Disability Policy and Action Plan

In accordance with section 38 of the *Disability Act 2008*, Council must report on the implementation of the Disability Policy and Action Plan in its Annual Report. During 2023/24, Council undertook a wide range of activities in delivering on this Plan. These included:

Social and Economic Inclusion

Council's leisure centres continue to be extensively utilised by groups and individuals with a disability or access restrictions. The Rings and Maroondah Nets continued to provide opportunities to run casual basketball and soccer sessions for people with disabilities and their carers.

The 2023/24 Community Grants Program provided funding to Different Journeys, Eastern All Abilities Netball Club, Interchange Outer East and Ringwood Spiders All-Abilities Sports Club. The grants program is widely promoted to groups via Council's disability database.

Maroondah's Walking Sports program continued, featuring low impact sports activities for people aged over 50 and of all abilities, including walking cricket, walking soccer, walking netball and modified volleyball.

Council has successfully gained Federal funding to partner with Team Sports 4 All to support children from low socio-economic backgrounds, including children with disabilities, to access Team Sports through supported Come and Try Sessions and financial support for memberships.

In celebration of International Day of People with Disability, Council held a community event at Karralyka. This year Maroondah City Council chose to focus on employment, as the statistics from the Australian Institute of Health and Welfare highlight that people with a disability have a lower employment rate (48%) than those without disability (80%). The event included presentations from Dr Peter Smith, Director of the Centre for Disability Employment Research and Practice; Carissa Rash, CEO of 4TK (For The Kids); and Theresa Hines, Manager of Strategy, People and Culture at the City of Port Augusta. Dr Peter Smith provided his insights into the history of employment of people with a disability and the steps that governments and local businesses can take. This was followed by Carissa from 4TK who shared an inspiring case study of employing a young autistic man. The City of Port Augusta then spoke of their award-winning employment program and the impact this has had on their Council, community and people with a disability. The event also featured a mini expo, with the exhibitors representing a wide range of employment support across all disabilities. Council's BizHub and Community Development teams will explore

further opportunities to bridge the knowledge gap between businesses and potential employees, including an information session during BizMonth 2025. BizHub continues to distribute information to their business subscriber database regarding disability services and initiatives.

Services and Information

Council is continuing to develop inclusive methods in its customer service function. This year has been focused on establishing a partnership with service providers and individuals with lived experience, to gain valuable insights and expertise into how Council's service centers can address communication barriers. Next steps include the development and implementation of training programs that will further enhance staff understanding of diverse communication needs, and providing additional support to them by way of introducing effective communication tools. Our primary focus is to provide comprehensive support for individuals with disabilities in navigating and connecting to relevant support systems. We recognise the importance of ensuring accessibility and inclusivity for all members of our community.

Council's Communications team aim to empower individuals with disabilities to navigate and connect with the relevant support systems they require. The team is committed to fostering an inclusive environment where everyone can access the resources and services they need to thrive. Some of the ways we support people with disabilities to navigate and connect to relevant communication systems, such as our websites, include using:

- the in-built accessibility checker in our Content Management System (CMS).
- plain and legible sans serif fonts in appropriate sizes.
- at least 12-point or larger text size.
- left-align text in all digital publications and systems where possible.
- true heading styles to break information up into levels.
- colour in a way that meets the latest WCAG AAA rating.
- a plain background, with no background images, graphics, print, or watermarks.
- alternative text for images.

Council is also exploring other assistive technology options to better support users. We continue to provide major reports and documents in a fully accessible format. Council is exploring the solutions that Artificial Intelligence (AI) technology can provide. For example, AI in a CMS can be used to automatically create alternative text for images and videos, and to quickly provide alternative text descriptions for websites.

Live Chat is now available to visitors to our Youth website (now incorporated into our main website), which allows community members and especially young people and their supporters to get help to complete tasks and find information. The new Youth site also offers improved accessibility functions to all users, with features like language translation, easy English and text-to-speech technology.

Council's Community Access and Inclusion Facilitator continues to provide information to carers, people with a disability and service providers regarding relevant events, opportunities, and emerging issues.

Council continues to provide support and advice regarding the ongoing changes taking place within the NDIS as a result of the recent Independent Review. The disability sector has also been impacted by the Royal Commission into Abuse and Neglect, a Parliamentary Inquiry into School Refusal, and the Review of Education Standards for Children with Disabilities. These inquiries have led to an increase in requests to Council for individual support to understand the changes, requests for professional development for allied health regarding report writing and the NDIS and requests from the general disability community for presentations by Council's NDIS Coordinator. Approximately 100 people received 1205 direct contact hours of support during the year.

Design, Infrastructure and Transport

This year, a new Changing Places Facility was constructed at the Jubilee Park Recreation Precinct, with funding assistance provided by the Victorian Government. The Building Services team continued to provide information to our community regarding accessibility requirements to buildings.

Council's Traffic Engineers have engaged with multiple community groups and schools to provide parking zones close to facilities for people with high mobility needs.

Council delivered eight projects costing approximately \$320,000 to improve the accessibility of traffic and pedestrian related infrastructure across Maroondah. The following projects have been completed:

- Canterbury Road at Campbell Street, Heathmont – Raised pedestrian crossing construction
- Waterloo Street, Heathmont – Pedestrian refuge construction
- Patterdale Court, Croydon Hills – Construction of missing footpath connection
- Charles Street and Kemps Street, Ringwood East – Construction of missing footpath connection
- Tintern Avenue, Ringwood East – Raised pedestrian crossing reconstruction
- Wonga Road at Towerhill Drive, Ringwood – Kerb ramp reconstruction
- Exeter Road at Karingal Street and Nangathan Way, Croydon North – Kerb ramp reconstruction.
- Approximately 3.1 km of critical linkages identified on Council's Principal Pedestrian Network have been filled, including along Maroondah Highway in Ringwood, Eastfield Road in Croydon, and Colchester Road in Bayswater North.

Council's Statutory Planning team continues to consider *Disability Discrimination Act* (DDA) standards into its assessment of planning applications, with regards to access to entry of buildings/dwellings, provision of lifts within buildings, parking spaces, width of pathways, internal circulation space of buildings, access to open space areas from dwellings, and other matters.

The Croydon Community Wellbeing Precinct project team has completed a schematic design of a new Hub. The building design includes a Changing Places facility, quiet room, and community spaces that are inclusive and accessible for all community members.

Annual Report 2023/24

Advocacy and Leadership

Maroondah's Disability Advisory Committee met four times this year. This Committee includes representatives with a wide range of disabilities, as well as two carers of people with a disability and representatives from relevant service agencies.

The Committee provided feedback to Council on a range of strategic documents and activities, including:

- Customer Service Centres and the Customer Service Strategy
- Maroondah 2050 Vision and Council Plan
- Public Toilet framework
- Maroondah Festival and Maroondah Carols by Candlelight
- 2023 International Day of People with Disability event
- Communications Strategy.

The Committee also sent a letter to Respect Victoria regarding improved representation of people with disabilities in their advertising.

The Eastern Transport Coalition continues to advocate for public transport improvements to infrastructure and services to be accessible for all. Specific activities of the Coalition includes:

- A submission to the Parliamentary Inquiry into the Impact of Road Safety Behaviours on Vulnerable Road Users.
- Providing input into the Suburban Rail Loop's vision statement for its station precincts.
- Alignment of bus stops and pedestrian crossings to make it easier for people to cross busy roads to reach the stops.

The four-year Porn is Not the Norm (PINN) project entered its final year. The interest in the project continues to expand beyond Maroondah's borders. Professional learning and parent education events have been delivered in Newcastle and Queanbeyan (NSW), Darwin and Alice Springs (NT), Sunshine Coast and Cairns (QLD), and online to parents in the Netherlands and Belgium. Online courses and tip sheets have also been created and are available via the PINN website, which is to be officially launched in August 2024. Also available via the website is Starting the Conversation, a resource package with activities to use with autistic

young people, to support conversations about relationships, sex and pornography. It includes a 289-page facilitators' guide to support effective delivery and use of the activities. After an intensive period of development, review and design, the resources went online in April 2024. Their release has been met with enthusiastic responses from people within Australia and internationally, and feedback from those who have used the activities in workshops has been very positive. Finally, an online two-part webinar was delivered in October, hosted by Interchange Outer East. Another webinar was co-hosted by the Association for Children with a Disability (ACD) and Amaze in June. The feedback from all events has been overwhelmingly positive and the high attendance at events reflects the need.

As a member of EAHA Eastern Affordable Housing Alliance and the Eastern Metropolitan Region Homelessness and Social Housing Charter, Council continued to advocate for increased social and affordable housing for marginalised groups in partnership with other EMR Councils. This year the Charter has been working on a shared communications and messaging guide with Common Cause Australia, to build support for more social housing, especially for the most vulnerable/marginalised, including those with disabilities.

Council's communication channels, including our website, social media and publications, continue to promote facilities with all-abilities access. For example the 'Projects' page in Maroondah News lists footpath projects, new and upgraded buildings and road upgrades that are required to be DDA compliant.

The Communications team also works closely with all relevant project leads to select appropriate imagery for each project and campaign. For example, positive imagery and storytelling were used in social media posts and videos featuring 2024 Young Citizen of the Year, Satria Arbai, who received the award for his dedication towards advocating for disability rights. Positive imagery was used in a recent Councillor video update, which featured an award-winning artist and Maroondah resident, Chloe, who is a person with a disability. Council supported Chloe to host an exhibition at Maroondah Federation Estate. Council has developed a diverse image library process/checklist to ensure Council's image library reflects the wider Maroondah community.

Documents to be made available for public inspection

Council is committed to open and transparent governance. In accordance with the *Local Government (General) Regulations 2015*, the following are prescribed documents that are available for public inspection:

- a) A document containing details of overseas or interstate travel (other than interstate travel by land for less than 3 days) undertaken in an official capacity by any Councillor or member of Council staff in the previous 12 months.
- b) minutes of ordinary and special meetings held in the previous 12 months which are kept under section 93 of the Act, other than those agendas and minutes relating to a part of a meeting which was closed to members of the public under section 89 of the Act and are confidential information within the meaning of section 77(2) of the Act.
- c) the minutes of meetings of special committees established under section 86 of the Act and held in the previous 12 months, other than those minutes relating to a part of a meetings which was closed to members of the public under section 89 of the Act and are confidential information within the meaning of section 77(2) of the Act.
- d) a register of delegations kept under sections 87(1) – delegations to special committees – and 98(4) – delegations to staff – of the Act, including the dates on which the last reviews took place under sections 86(6) and 98(6) respectively.
- e) a document containing details of all leases involving land which were entered into by the Council as the lessor, including the lessee and the terms and the value of the lease.
- f) a register maintained under section 224(1A) of the Act of authorised officers appointed under that section.
- g) a list of donations and grants made by the Council in the previous 12 months, including the names of persons or bodies which, have received a donation or grant and the amount of each donation or grant.

In addition, the following documents are available online via Council's website:

- Annual Report
- Budget for current financial year
- Council meeting agenda and minutes for the last 12 months
- Councillors Code of Conduct
- Council Plan
- Councillor Expenses and Entitlements Policy
- Local Laws in operation
- Personal interest return summary
- Procurement Policy
- Public Notices

In accordance with Section 57 of the *Local Government Act 2020*, inspection of these documents can be arranged by contacting Council's Governance Team on 1300 88 22 33. These documents are available for inspection at the City Offices, 179 Maroondah Highway, Ringwood. The documents may be viewed, but not removed.

Annual Report 2023/24

Domestic animal management

The *Domestic Animals Act 1994* (The Act) requires Councils across Victoria to prepare and implement a Domestic Animal Management Plan (DAMP) every four years. Section 68A of the Act requires councils to periodically evaluate programs, service strategy or reviews, outlined in the DAMP and publish the evaluation in Council's Annual Report.

Council adopted the *Domestic Animal Management Plan 2021-2025* and continues to promote and support responsible pet ownership within Maroondah.

Responsible pet ownership programs and activities continue to ensure that the community is aware of all aspects of responsible pet ownership and the importance of effective animal management. These include:

- education programs to inform the community of the responsibilities of pet ownership
- programmed and random patrols of parks and reserves
- annual inspections for declared dangerous dogs
- inspections of properties applying for extra animal permits
- inspections of domestic animal businesses
- promotion of new and renewal registration for dogs and cats
- training of animal management officers in best practice responsible pet ownership
- promotion of de-sexing
- participation and support in community events such as Adventure Dog
- analysis of trends and statistics on registration rates, reunification of lost animals to ensure best practice principles and seek opportunities for improvement.

Food Act Ministerial directions

In accordance with section 7E of the *Food Act 1984*, Council is required to publish a summary of any Ministerial Directions received during the financial year in its annual report.

No such Ministerial Directions were received by Council during the 2023/24 financial year.

Freedom of Information requests

The *Freedom of Information Act 1982* (the Act) provides the right for individuals to access information held by Council, subject to the exemptions contained within the Act.

The Act has four basic principles:

- 1 Local governments are required to publish information about the documents they hold, particularly those which affect members of the public in their dealings with Council.
- 2 Each person has a legally enforceable right to access information, limited only by exemptions within the Act (necessary for the protection of the public interest and the private and business affairs of persons from whom information is collected by Council).
- 3 People may appeal against a decision not to give access to information or not to amend a personal record.
- 4 People may request inaccurate, incomplete, out of date or misleading information in their personal records be amended.

Pursuant to the Act sections 65AA 'Report by Council', and section 64(3) the following information is supplied relating to Freedom of Information applications for the period 1 July 2023 to 30 June 2024.

| | 2023/24 | 2022/23 | 2021/22 | 2020/21 | 2019/20 |
|--|----------|----------|----------|---------|----------|
| Total number of new requests | 26 | 35 | 26 | 20 | 7 |
| Access granted in full | 0 | 7 | 1 | 1 | 0 |
| Access granted in part | 11 | 9 | 14 | 13 | 7 |
| Other (Withdrawn, no documents found, Not proceeded with etc.) | 43 | 9 | 10 | 6 | - |
| Access denied in full | 1 | 2 | 1 | 0 | 0 |
| Requests still under consideration | 1 | 7 | 1 | 1 | 0 |
| Number of reviews by FOI Commissioner sought (Internal Reviews prior to 2012/13) | 1 | 1 | 1 | 1 | 0 |
| Appeals lodged with VCAT | 0 | 0 | 0 | 0 | 0 |
| Notices served pursuant to section 12(1) of the Act | 0 | 0 | 0 | 0 | 0 |
| Occasions where disciplinary action was taken against any officer regarding the administration of this Act | 0 | 0 | 0 | 0 | 0 |
| Application fees collected | \$572.40 | \$639.10 | \$812.20 | \$592 | \$177.60 |
| Access charges collected | \$0 | \$0 | \$0 | \$0 | \$0 |

No other facts are relevant pursuant to section 64(3)(a) to (j) of the Act.

Freedom of Information requests must be made in writing and be accompanied by an application fee set by the Victorian Government (\$31.80 during 2023/24).

All enquiries relating to accessing documents under Freedom of Information should be directed to Council's Risk and Integrity Team.

Information regarding Freedom of Information including an outline of the process and an application form is available on Council's website at www.maroondah.vic.gov.au

Gender equality

To meet statutory requirements, defined entities including local government authorities are required to report on their gender equality progress to the Public Sector Gender Equality Commissioner every 2 years. In February 2024, Council completed its biennial progress reporting obligations to the Commission for Gender Equality. Within this progress report, Council was able to identify positive progress made in relation to its Gender Equality Action Plan 2021-2025 across a range of areas:

Work practices and workplace culture development

Council has continued to maintain develop and improve outcomes by:

- Incorporating gender equitable measures into ongoing human resources policy developments and reviews which shape and influence conditions of employment. Developing refining and deploying supporting frameworks to advance optimal gender equality outcomes.
- Improve human resources systems to support and facilitate disaggregated reporting and analysis.
- Working to further develop and improve job/position descriptions.
- Providing and facilitate opportunities for employees to work in non-traditional roles or where a particular gender is less commonly employed.
- Facilitating inclusive work placements
- Adopt practices that achieve equal remuneration.
- Maintain and develop appropriate recruitment, selection and promotion practices.
- Better manage risks.
- Facilitate equitable and flexible working arrangements and share success stories.
- Communicating employee reporting mechanisms and options including confidential processes aimed at facilitating early and effective resolutions of identified issues.

Learning and development

Council has continued to invest in employees in order to:

- Advance the organisational culture via workforce education, training, and development.
- Develop Council leadership in order to support actions that improve equality and prevent inappropriate behaviour.
- Support Managers with the development and maintenance of a flexible and positive workplace culture
- Identify train and support employee Contact Officers

- Provide increased employee access to leadership programs irrespective of employee employment status.

Data and reporting

Council has continued development and improvements in relation to:

- Reporting on progress against relevant gender equality indicators
- Monitoring and analysing baseline gender equality indicator data
- Facilitating relevant employee surveys and analysing the results
- Monitoring and reporting on workforce gender composition and workplace gender segregation data

Compliance

Council has taken action to implement all Victorian Auditor General's Office (VAGO) Local Government sector recommendations as a means of reducing the risk of sexual harassment.

Change management

Council has undertaken a range of activities including:

- Use gender equality principles to inform strategic advocacy and actions.
- Actively engage with and seek feedback from employees and their representatives via established consultative committees, mechanisms, and channels
- Identify and address potential areas of resistance that may serve to hinder the advancement of diversity and inclusion.

Gender Impact Assessments (GIA)

Council has commenced work to:

- Develop GIA process, methodology, templates and supporting guidance materials.
- Provide comprehensive and detailed GIA training for key organisational leaders and stakeholders.
- Conduct a number of GIA that have led to positive actions having been identified as the basis for implementation consistent with the objectives of the GE Act

Other activities

Consistent with the requirements of the Gender Equality Act 2020 and the provisions and objectives of Councils Gender Equality Action Plan, Council participated in the Victorian Public Sector Commission (VPSC), hosted People Matters Survey. The survey results obtained indicated that Council performance had improved in relation to the majority of criteria since the last survey in 2021. Council's performance exceeded relevant local government benchmarks, while noting that significant improvement opportunities still exist.

Infrastructure and development contributions

In accordance with section 46GM and 46QD of the *Planning and Environment Act 1987*, any Council that is a collecting or development agency must prepare and give a report to the Minister for Planning on infrastructure and development contributions including levies and works in kind. The report must be published in Council's annual report.

For the 2023/24 financial year the following information about infrastructure and development contributions is disclosed:

Council has no Infrastructure Contribution Plans.

Development contributions

| Total DCP levies received in 2023/24 | |
|--|---|
| Ringwood Metropolitan Activity Centre Development Contributions Plan | Levies received in 2022/23 financial year |
| Total | \$1,990,091 |

No DCP land, works, services or facilities were accepted in kind in 2023/24

| Total DCP contributions received and expended to date | | | | |
|---|--------------------------|--------------------------|---------------------------------|---|
| DCP name (Year approved) | Total levies received \$ | Total levies expended \$ | Total works-in-kind accepted \$ | Total DCP contributions received (levies and works-in-kind) |
| Ringwood Metropolitan Activity Centre Development Contributions Plan (2019) | \$1,990,091 | \$0 | \$0 | \$1,990,091 |
| Total | \$1,990,091 | \$0 | \$0 | \$1,990,091 |

No land, works, services or facilities were delivered in 2023/24 from DCP levies collected

Annual Report 2023/24

Local Laws

There are a number of Council rules designed to make the community a safe and pleasant place to live in. Local laws are reviewed regularly and altered if necessary to meet the needs of the community. Sometimes new laws are required to control a particular problem. Maroondah City Council is responsible for the management and enforcement of various matters covered by local laws.

| Local Laws (as at 30 June 2024) | |
|---|--|
| Community Local Law 2023 | <p>The objectives of this Local Law are to:</p> <ul style="list-style-type: none">(a) protect the health and safety of persons within the <i>Municipal District</i>;(b) provide for the equitable, orderly and enjoyable use of <i>council land, roads and council assets</i>;(c) protect, maintain and enhance the natural environment of the <i>Municipal District</i>;(d) provide for the peace, order and good governance of the <i>Municipal District</i>;(e) regulate the management of animals on <i>land</i> and on <i>council land</i>; and(f) provide uniform and fair administration of this Local Law. <p>This Local Law commenced on 1 November 2023.</p> <p>Unless earlier revoked, this Local Law will cease to operate 10 years after the date on which it commenced.</p> <p>On the commencement of this Local Law, Council's <i>Local Law No.11</i>, General Local Law, which incorporates <i>Local Laws No.13 and 14</i>, is revoked.</p> |
| Local Law No. 12 - Meetings Procedure and Use of Common Seal | <p>The objectives of <i>Local Law No. 12 - Meetings Procedure and Use of Common Seal</i> are to regulate the:</p> <ul style="list-style-type: none">• proceedings of Ordinary and Special Meetings of the Maroondah City Council• election of the Mayor and Acting Chairman• use of the Common Seal of the Maroondah City Council and• proceedings of special committees. <p><i>Local Law 15</i> was adopted by Council at its meeting on 28 June 2021 and came into effect on 1 July deeming <i>Local Law 12</i> repealed.</p> |
| Local Law No. 15 - Common Seal and Conduct at Meeting | <p><i>Local Law No. 15 - Common Seal and Conduct at Meeting</i></p> <p>Maroondah City Council, at its meeting on 26 April 2021, resolved to commence the process for the making of <i>Local Law No. 15</i>.</p> <p>The purpose of <i>Local Law 15</i> is to:</p> <ul style="list-style-type: none">• regulate the use of the common seal• prohibit unauthorised use of the common seal or any device resembling the common seal• provide for a set of offences and associated penalties relating to conduct at meetings – with reference to the requirements of the Governance Rules document. <p><i>Local Law 15</i> was adopted by Council at its meeting on 28 June 2021 and came into effect on 1 July 2021 deeming <i>Local Law 12</i> repealed.</p> |

Privacy

Maroondah City Council has adopted a Privacy Policy to regulate the use and access by Council to the personal information and health information that it collects from both its residents and clients.

To enable delivery of services, all Councils are required to collect and use personal, confidential and sensitive information of individuals. Council is required to balance the rights of individuals to have controls over the use of their personal information to ensure that the right information is available for services to operate and function.

Both the *Privacy and Data Protection Act 2014* (the Act) and the *Health Records Act 2001* require all Victorian Councils to comply with a series of privacy principles that are tailored for either the collection and use of personal information or the collection and use of health information. Maroondah City Council is fully committed to its privacy obligations and has appointed a Privacy Officer to assist in the handling of any enquiries.

Council's Privacy Officer can be contacted on 1300 88 22 33 or via email: privacy@maroondah.vic.gov.au

Procurement

During 2021/22, Council introduced a revised Procurement Policy under the *Local Government Act 2020* (the Act 2020). This Policy provides a framework that ensures Council's purchasing procedures and processes are undertaken in a manner conversant with occupational health and safety, risk management practices, relevant legislation, purchasing principles and Council's corporate objectives.

The Procurement Policy establishes the framework within which Council employees undertake the purchasing of goods and services for the efficient and effective functioning of their service area.

In accordance with the Policy, between 1 July 2023 and 30 June 2024, Council did not enter into any contracts valued at \$250,000 or greater, in a manner that was contradictory to the requirements of the Policy as specified in section 108 of the Act 2020.

Public interest disclosures

The *Protected Disclosure Act 2012* (the Act) commenced operation in February 2013 and was amended in 2019 which includes new protections for anyone making a public interest disclosure and included changing the name of this legislation to the *Public Interest Disclosure Act 2012* (PID Act). The amendments came into effect on 1 January 2020. The purpose of the PID Act is to encourage and facilitate the disclosure of any improper conduct. Any person who has reasonable grounds to believe that improper or corrupt conduct has occurred may make a disclosure. Protection is provided by the PID Act to those persons within an organisation disclosing corrupt behaviour.

For the local government sector, disclosures can be made about Councillors and any Council employees directly to the Independent Broad-based Anti-corruption Commission (IBAC). Disclosures relating to Council employees can also be made directly to Council's PID Coordinator via email: PID@maroondah.vic.gov.au

Maroondah City Council recognises the value of transparency and accountability in its administrative and management practices. Council is committed to the aims and objectives of the *Public Interest Disclosure Act 2012*. A Council policy is in operation relating to Council's treatment of public interest disclosures to comply with the provisions of the *PID Act*. Copies of this Policy are available on Council's website at www.maroondah.vic.gov.au

During 2023/24, Council did not receive any public interest disclosures.

Road management

The *Road Management Act 2004* provides that Council has a statutory obligation to inspect, maintain and repair a public road, and that a Road Management Plan may be developed to set reasonable standards in relation to the performance of road management functions for the maintenance of its public roads and associated road-related assets.

Maroondah City Council has adopted the *Road Management Plan 2021* to set reasonable standards in relation to the performance of road management functions, including the inspection, maintenance and repair of all Council's roads as listed in its Register of Public Roads.

In accordance with section 22 of the *Road Management Act 2004*, Council must publish a copy or summary of any Ministerial direction in its Annual Report. No such Ministerial Directions were received by Council during the financial year.

Annual Report 2023/24

Victorian Local Government Indicators

The following indicators track Council sustainability and performance over time.

| Indicator | Actual Results | | | |
|--|----------------|---------|---------|---------|
| | 2023/24 | 2022/23 | 2021/22 | 2020/21 |
| Average rates and charges per assessment The average revenue derived by Council out of general rates and garbage services for each property in the municipality. | \$2,052 | \$1,963 | \$1,915 | \$1,871 |
| Average rates and charges per residential assessment The average revenue derived by Council out of general rates and garbage services for each residential property in the municipality (i.e. excluding all commercial and industrial properties) | \$1,946 | \$1,901 | \$1,842 | \$1,788 |
| Average liabilities per assessment The average value for each property in the municipality of monies owed by Council at financial year-end in respect of the supply of goods and services, the provision of loans and the accrued costs of employee salaries and entitlements. | \$1,825 | \$2,003 | \$1,912 | \$1,727 |
| Operating result per assessment The difference between the average operating revenue and average operating expenditure for each property in the municipality. Council rates and charges comprise a major part of its operating revenue. The operating result has been adjusted by excluding the revenue from property, infrastructure, plant and equipment not previously recognised and the expenditure in relation to disposal, obsolescence and adjustments in relation to property and infrastructure. This allows for a better basis of comparison. | \$238 | \$103 | \$260 | \$825 |
| Community satisfaction rating for overall performance generally of Council Overall satisfaction with Council performance as rated by Maroondah City residents who were surveyed as part of Victorian Government commissioned independent state-wide community satisfaction survey. | 66 | 64 | 65 | 65 |
| Average operating expenditure per assessment The average cost of operating and maintaining all Council services to the community for each property in the municipality. This cost excludes the cost of acquiring or expanding its asset base used in the delivery of those services but includes the costs of all administrative and governance services supporting that delivery. | \$3,010 | \$3,110 | \$2,862 | \$2,535 |

| Indicator | Actual Results | | | |
|--|----------------|---------|---------|---------|
| | 2023/24 | 2022/23 | 2021/22 | 2020/21 |
| Average Capital expenditure per assessment The average cost for each property in the municipality of acquiring new assets and expanding, upgrading or renewing existing assets used in the delivery of all its services to the community. | \$658 | \$825 | \$862 | \$1,579 |
| Renewal gap The sum of all capital expenditure on renewal of existing infrastructure assets expressed as a percentage of the total depreciation charge on all Council infrastructure assets. Such annual depreciation charge is Council's best estimate of the value of those assets 'consumed' during the year's operations. | 81% | 103% | 100% | 105% |
| Renewal and maintenance gap The sum of all capital expenditure on renewal of existing infrastructure assets together with the annual costs of maintenance of all Council infrastructure assets expressed as a percentage of the total depreciation and maintenance charges on all such infrastructure assets. | 85% | 102% | 100% | 104% |
| Community satisfaction rating for Council's Advocacy and Community Representation on key local issues Overall satisfaction with Council performance in advocacy and community representation as rated by Maroondah City residents who were surveyed as part of Victorian Government commissioned independent state-wide community satisfaction survey. | 58 | 57 | 56 | 56 |
| Community satisfaction rating for Council's Engagement in decision making on key local issues Overall satisfaction with Council performance in engaging the community in decision making on key local issues as rated by Maroondah City residents who were surveyed as part of Victorian Government commissioned independent state-wide community satisfaction survey. | 59 | 56 | 59 | 55 |

Annual Report 2023/24

Victorian Local Government Performance Reporting Framework: Statement of service performance

The following statement provides the results of the prescribed Local Government Performance Reporting Framework, service performance indicators and measures, including an explanation of any material variations. Please note, a change of less than +/- 10% compared with the previous year is not considered significant, and therefore is not a material variation.

LGPRF service performance indicator results for 2023/24 will be available online once data is released by the Victorian Government at www.vic.gov.au/know-your-council

| Service/indicator/ measure | Result 2023/24 | Result 2022/23 | Result 2021/22 | Result 2020/21 | Comment |
|---|-------------------|-------------------|-------------------|-------------------|---|
| Aquatic Facilities | | | | | |
| Service standard Health inspections of aquatic facilities Number of health inspections per Council aquatic facility <i>Expected range: 1 to 4 inspections</i> | 1.33 | 1.00 | 1.00 | 2.00 | This indicator measures the number of health inspections of aquatic facilities. In 2023/24 Council conducted four inspections across three aquatic facilities. |
| Utilisation Utilisation of aquatic facilities The number of visits to aquatic facilities per head of municipal population. <i>Expected range: 1 to 10 visits</i> | 11.02 | 9.43 | 4.43 | 3.34 | This indicator measures the number of visits to aquatic facilities per head of municipal population. In 2023/24, there was a comparable increase in utilisation of aquatic facilities. This favourable increase could be due to Councils promotional efforts, program offerings, or improvements in facility accessibility that are delivered during this financial year. |
| Service Cost Cost of aquatic facilities The direct cost less any income received of providing aquatic facilities per visit. <i>Expected range: \$0-\$30</i> | -\$1.14 | \$0.31 | \$2.91 | \$5.70 | This measure considers the overall cost to Council of running its aquatic facilities less revenue received. In 2023/24, there is a significant decrease in costs, this result could be due to a combination of increased service utilisation and improved cost-saving measures for aquatic facilities. |
| Animal Management | | | | | |
| Timeliness Time taken to action animal requests The average number of days it has taken for Council to action animal management related requests. <i>Expected range: 1 to 10 days</i> | 1.03 | 1.01 | 1.03 | 1.05 | This measure relates to the average number of days since receipt and the first response for all animal management requests. The time taken to action animal management requests continues to remain low due to Councils strong response to received requests. |

| Service/indicator/ measure | Result 2023/24 | Result 2022/23 | Result 2021/22 | Result 2020/21 | Comment |
|---|-------------------|-------------------|-------------------|-------------------|---|
| <p>Service standard</p> <p>Animals reclaimed</p> <p>The percentage of collected registrable animals under the Domestic Animals Act 1994 reclaimed.</p> <p><i>Expected range: 30% to 90%</i></p> | 69.75% | 65.45% | 70.25% | 48.17% | This measure considers the percentage of collected registrable animals reclaimed under the Domestic Animals Act 1994. The number of animals reclaimed has increased minimally from the same time in the previous financial year. Council promotes the benefits of pet registration and microchipping and works with our Pound Animal Aid to support reuniting pets with their owners when possible. |
| <p>Service standard</p> <p>Animals rehomed</p> <p>The percentage of collected registrable animals under the Domestic Animals Act 1994 that are rehomed.</p> <p><i>Expected range: 20% to 80%</i></p> | 15.89% | 18.79% | 18.99% | 44.01% | This measure considers the percentage of collected registrable animals under the Domestic Animals Act 1994 that are rehomed. Overall, there has been a slight reduction in comparison to the previous year. The number of animal rehomed (adopted) is below the YTD indicator as a result of the proactive work done by Council and the Pound provider in reuniting animals with their owners. |
| <p>Service cost</p> <p>Cost of animal management service per population</p> <p>The direct cost of the animal management service per municipal population.</p> <p><i>Expected range: \$3 - \$40</i></p> | \$6.15 | \$5.25 | \$5.33 | \$4.20 | This measure captures the direct cost of the animal management service per registrable animal under the Domestic Animals Act 1994. The cost of animal management services has increased slightly compared to the same time in the previous financial year which can be attributed to the increased costs of goods and services. |
| <p>Health and safety</p> <p>Animal management prosecutions</p> <p>Health Inspections of aquatic facilities</p> <p><i>Expected range: 0% - 200%</i></p> | 100.00% | 100.00% | 100.00% | 0.00% | This measure captures the percentage of successful animal management prosecutions under the Domestic Animals Act 1994. In 2023/24, The number of animal management prosecutions continues to remain consistent. |

Annual Report 2023/24

Victorian Local Government Performance Reporting Framework: Statement of service performance

| Service/indicator/ measure | Result 2023/24 | Result 2022/23 | Result 2021/22 | Result 2020/21 | Comment |
|---|-------------------|-------------------|-------------------|-------------------|--|
| Food Safety | | | | | |
| Timeliness Time taken to action food complaints The average number of days it has taken for Council to action food complaints received from members of the public about the safety or handling of food for sale. <i>Expected range: 1 to 10 days</i> | 1.46 | 1.536 | 1.51 | 1.95 | The indicator measures the average number of days taken for Council to respond to food complaints from receipt to first response action. Data shown is for the 2023 calendar year to align with reporting to the Department of Health (DoH). The number of days taken to action food complaints is less than 2 days. Environmental Health Officers (EHOs) continue to respond to customers as soon as they are received. |
| Service standard Food safety assessments The percentage of registered class 1 food premises and class 2 food premises that receive an annual food safety assessment. <i>Expected range: 50% to 120%</i> | 99.47% | 98.24% | 99.11% | 93.61% | This measure relates to the percentage of registered Class 1 food premises and Class 2 food premises that receive an annual food safety assessment. Data shown is for the 2023 calendar year to align with reporting to the Department of Health (DoH). The number of Class 1 and 2 food safety assessments have returned to expected levels, with only three Class 2 premises unable to be assessed in the 2023 year. |
| Service standard Food safety samples The percentage of food samples obtained per required number of food samples. <i>Expected range: 50% to 100%</i> | 101.34% | - | - | - | This indicator measures the percentage of critical and major non-compliance outcome notifications that are followed up by Council. Data shown is for the 2023 calendar year to align with reporting to the Department of Health (DoH). In 2023/24, there were no material variations in results. |

| Service/indicator/ measure | Result 2023/24 | Result 2022/23 | Result 2021/22 | Result 2020/21 | Comment |
|---|-------------------|-------------------|-------------------|-------------------|---|
| <p>Service cost</p> <p>Cost of food safety service</p> <p>The direct cost of the food safety service per food premises registered by Council, or for which Council has received notification, during the year.</p> <p><i>Expected range: \$300 to \$1,200</i></p> | \$713.88 | \$737.18 | \$641.56 | \$599.36 | This measure captures the direct cost of providing food safety services per food premises. The cost of the food safety service is tracking closely to the same time in the previous year. |
| <p>Health and safety</p> <p>Critical and major non-compliance notifications</p> <p>The percentage of critical and major non-compliance outcome notifications that are followed up by Council.</p> <p><i>Expected range: 60% to 100%</i></p> | 99.26% | 100.00% | 100.00% | 100.00% | This indicator measures the percentage of critical and major non-compliance outcome notifications that are followed up by Council. Data shown is for the 2023 calendar year to align with reporting to the Department of Health (DoH). In 2023/24, there were no material variations in results. |
| Governance | | | | | |
| <p>Transparency</p> <p>Council resolutions at meetings closed to the public</p> <p>The percentage of council resolutions made at an ordinary or special meeting of council, or at a meeting of a special committee consisting only of councillors, closed to the public under section 89(2) of the <i>Local Government Act 1989</i> (the Act).</p> <p><i>Expected range: 0% to 30%</i></p> | 9.93% | 7.69% | 15.49% | 13.13% | This indicator measures the percentage of Council resolutions made at an ordinary or special Council meeting, or at a meeting of a special committee consisting only of Councillors, closed to the public under Section 66 of the Local Government Act 2020. The percentage of Council resolutions at meetings closed to the public has increased due to the increased number of tender evaluation recommendations/reports that required Council approval (>\$500,000). |

Annual Report 2023/24

| Service/indicator/ measure | Result 2023/24 | Result 2022/23 | Result 2021/22 | Result 2020/21 | Comment |
|--|-------------------|-------------------|-------------------|-------------------|---|
| <p>Consultation and engagement</p> <p>Satisfaction with community consultation and engagement</p> <p>The community satisfaction rating out of 100 with the consultation and engagement efforts of the council. This includes consulting and engaging directly with the community on key local issues requiring decisions by council.</p> <p><i>Expected range: 40 to 70</i></p> | 59.00 | 56.00 | 59.00 | 55.00 | Community satisfaction is measured in the annual Maroondah Community Satisfaction Survey. Community satisfaction with "Community consultation and engagement" have remained consistent with results received in previous financial years. |
| <p>Attendance</p> <p>Council attendance at Council meetings</p> <p>The percentage of attendance at ordinary and special council meetings by councillors.</p> <p><i>Expected range: 80% to 100%</i></p> | 82.41% | 89.81% | 83.33% | 92.86% | Each year, a range of ordinary and special meetings of Council are held. This indicator measures the overall attendance levels for these meetings. The percentage of attendance at Council meetings has decreased compared to the previous year due to leave of absences taken and the resignation of a Councillor in Q2. |
| <p>Service cost</p> <p>Cost of elected representation</p> <p>The direct cost of delivering council's governance service per councillor.</p> <p><i>Expected range: \$30,000 to \$80,000</i></p> | \$63,908.11 | \$60,914.56 | \$54,133.44 | \$46,640.44 | This measure captures the direct cost of delivering the governance service per elected representative. The cost of elected representation has increased slightly compared to the same time in the previous financial year due to an increase in activities as the Council term progresses. |
| <p>Decision making</p> <p>Satisfaction with Council decisions</p> <p>The community satisfaction rating out of 100 with how council has performed in making decisions in the interest of the community.</p> <p><i>Expected range: 40 to 70</i></p> | 60.00 | 58.00 | 59.00 | 60.00 | Community satisfaction is measured in the annual Maroondah Community Satisfaction Survey. Community satisfaction with "Council decisions in the interest of the community" has remained consistent with results received in previous financial years. |

| Service/indicator/ measure | Result 2023/24 | Result 2022/23 | Result 2021/22 | Result 2020/21 | Comment |
|--|-------------------|-------------------|-------------------|-------------------|---|
| Libraries | | | | | |
| Resource standard Recently Purchased library collection The percentage of the library collection that has been purchased in the last 5 years. <i>Expected range: 40% to 90%</i> | 77.97% | 76.97% | 78.43% | 79.27% | This measure refers to the percentage of the library collection that has been purchased in the last five years. Results have remained relatively consistent in comparison to the previous financial year. |
| Service cost Cost of library service per population The direct cost of the library service per population. <i>Expected range: \$10 to \$90</i> | \$25.64 | \$20.21 | \$19.71 | \$17.37 | This measure captures the direct cost of the library service per municipal population. The cost of library services has increased compared to the previous year due to the current financial year's reporting methodology being changed so that capital purchases are now included. |
| Utilisation Loans per head of population <i>Expected range: 4 to 8</i> | 9.18 | - | - | - | This new measure looks at the number of collection item loaned per head of population. Council will continue to monitor and report on this indicator over the coming years for future analysis and reporting. |
| Participation Library membership <i>Expected range: 20% to 40%</i> | 34.89% | - | - | - | This new measure looks at the percentage of resident municipal population who are registered library members. Council will continue to monitor and report on this indicator over the coming years for future analysis and reporting. |
| Participation Library visits per head of population <i>Expected range: 2 to 6</i> | 4.35 | - | - | - | This new measure looks at the number of library visits per head of population. Council will continue to monitor and report on this indicator over the coming years for future analysis and reporting. |

Annual Report 2023/24

| Service/indicator/ measure | Result 2023/24 | Result 2022/23 | Result 2021/22 | Result 2020/21 | Comment |
|---|-------------------|-------------------|-------------------|-------------------|---|
| Maternal and Child Health | | | | | |
| Service standard Infant enrolments in the MCH service % of infants enrolled in the MCH service <i>Expected range: 90% to 110%</i> | 100.24% | 100.97% | 101.33% | 101.34% | The Maternal Child Health (MCH) service enrolls newborn infants in the service at the home visit following receipt of a birth notification from the hospital. All birth notifications received by Council result in infant enrolments. The numbers will vary at times due to some delay in the phasing of the enrolment process. The figures for infants being enrolled are more reflective when referring to the next quarter. |
| Service cost Cost of the MCH service The cost of the MCH service per hour of service delivered. <i>Expected range: \$50 to \$200</i> | \$58.48 | \$76.45 | \$76.47 | \$97.53 | This measure refers to the cost of Council's MCH service per hour of service delivered. The cost of the MCH service was lower in comparison to previous financial years which was due to extended and unexpected staff leave but is within the expected range. |
| Participation Participation in MCH service The percentage of children enrolled who participate in the MCH service. <i>Expected range: 70% to 100%</i> | 74.54% | 75.16% | 73.42% | 76.19% | This measure captures participation of children in key age and stage appointments which can vary due to timing of appointments during the financial year. Participation rates are within the expected range. |
| Participation Participation in MCH service by Aboriginal children The percentage of Aboriginal children enrolled who participate in the MCH service. <i>Expected range: 60% to 100%</i> | 82.73% | 77.08% | 84.69% | 78.31% | This measure captures the percentage of Aboriginal children enrolled who participate in the MCH service, which can vary due to timing of appointments during the financial year. |

| Service/indicator/ measure | Result 2023/24 | Result 2022/23 | Result 2021/22 | Result 2020/21 | Comment |
|---|-------------------|-------------------|-------------------|-------------------|--|
| <p>Satisfaction</p> <p>Participation in 4-week Key Age and Stage visit</p> <p>The percentage of infants enrolled in the MCH service who participated in 4-week Key Age and Stage visit.</p> <p><i>Expected range: 90% to 110%</i></p> | 97.68% | 95.72% | 101.33% | 97.31% | This measure considers the percentage of infants enrolled in the Maternal Child Health (MCH) service who participated in 4-week Key Age and Stage visit. Results remain relatively consistent with previous financial years. |
| Roads | | | | | |
| <p>Satisfaction of use</p> <p>Sealed local road requests</p> <p>The number of sealed local road requests per 100 kilometres of sealed local road.</p> <p><i>Expected range: 10 to 120 requests</i></p> | 103.53 | 131.39 | 113.31 | 93.96 | Road requests are customer requests logged on Council's customer service application Infor Pathway. Requests include line marking, pothole repairs, damaged roads and patching, and road sweeping. Despite this year's decrease in results, the number of sealed road requests is still within the service level provided by Council Operations Team. |
| <p>Condition</p> <p>Sealed local roads maintained to condition standards</p> <p>The percentage of sealed local roads that are below the renewal intervention level set by Council and not requiring renewal.</p> <p><i>Expected range: 80% to 100%</i></p> | 98.11% | 97.71% | 98.65% | 98.85% | Council defines the intervention level to be a road condition rating equivalent to 'very poor'. There was only minor variation in this result when compared to the same time the previous year. |
| <p>Service cost</p> <p>Cost of sealed local road reconstruction</p> <p>The direct reconstruction cost per square metre of sealed local roads reconstructed.</p> <p><i>Expected range: \$20 to \$200</i></p> | \$304.93 | \$238.06 | \$385.77 | \$250.31 | The total project cost associated with the reconstruction of a sealed local road is considered. The project cost may include but is not limited to traffic control, road base, road surface, kerb, stormwater drain and traffic management device costs. The cost of construction is higher as costs in general has increased significantly after the COVID-19 pandemic. |

Annual Report 2023/24

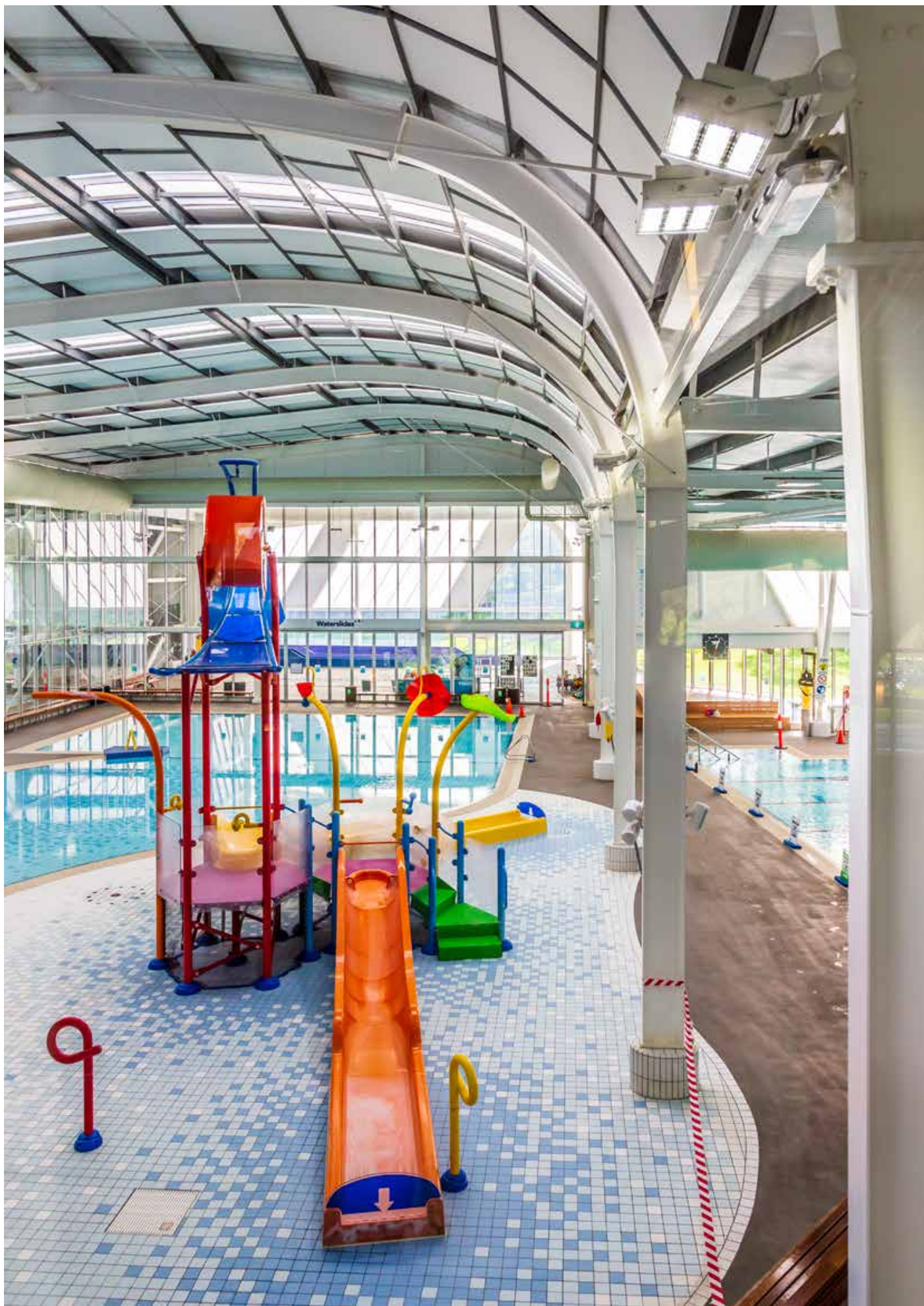
| Service/indicator/ measure | Result 2023/24 | Result 2022/23 | Result 2021/22 | Result 2020/21 | Comment |
|--|-------------------|-------------------|-------------------|-------------------|---|
| <p>Service cost</p> <p>Cost of sealed local road resealing</p> <p>The direct resealing cost per square metre of sealed local roads resealed.</p> <p><i>Expected range: \$4 to \$30</i></p> | \$38.05 | \$29.90 | \$36.89 | \$25.37 | <p>Council only uses asphalt products for resealing in line with community expectations. Generally, where advanced pavement deterioration is present (i.e. crocodile cracking) Council undertakes deep lift patching prior to resealing. Only reseals for a full road block as defined in Council's asset register has been included in this figure. Similarly, the cost of road resealing is higher as costs in general has increased significantly after the COVID-19 pandemic.</p> |
| <p>Satisfaction</p> <p>Satisfaction with sealed local roads</p> <p>The community satisfaction rating out of 100 with how Council has performed on the condition of sealed local roads.</p> <p><i>Expected range: 50 to 100</i></p> | 56.00 | 61.00 | 63.00 | 67.00 | <p>Community satisfaction is measured as part of the annual Community Satisfaction Survey. The satisfaction rating of "sealed local roads" is within the expected range.</p> |
| Statutory Planning | | | | | |
| <p>Timeliness</p> <p>Time taken to decide planning applications</p> <p>The median number of days taken between receipt of a planning application and a decision on the application.</p> <p><i>Expected range: 30 to 110 days</i></p> | 36.00 | 35.00 | 29.00 | 28.00 | <p>This measure looks at the median number of days taken between receipt of a planning application and a decision relating to that application. The time taken to decide on planning applications remains low at 36 days (on average) for the quarter. This figure is within the target range of between 30 and 110 days.</p> |
| <p>Service standard</p> <p>Planning applications decided within required time frames</p> <p>The percentage of regular and VicSmart planning application decisions made within legislated time frames.</p> <p><i>Expected range: 40% to 100%</i></p> | 75.67% | 73.99% | 83.52% | 86.87% | <p>In accordance with the <i>Planning and Environment Act 1987</i>, a Council is permitted 60 statutory days to make a determination on a planning application. Planning application decisions are slightly below the 84% target which could be attributed to staffing vacancies and complexity of applications received. In 2023/24, results have improved in comparison to the same time in the previous year.</p> |

| Service/indicator/ measure | Result 2023/24 | Result 2022/23 | Result 2021/22 | Result 2020/21 | Comment |
|--|-------------------|-------------------|-------------------|-------------------|---|
| <p>Service cost</p> <p>Cost of statutory planning service</p> <p>The direct cost of the statutory planning service per planning application received</p> <p><i>Expected range: \$500 to \$4,000</i></p> | \$2,622.36 | \$2784.56 | \$1917.15 | \$1918.93 | <p>This measure looks at the direct cost to Council to provide the statutory planning service, per planning application received. The direct cost of the statutory planning service was lower than the same time in the previous financial year. This is due to the increased expenditure for additional resources, as a result of staff vacancies.</p> |
| <p>Decision making</p> <p>Planning decisions upheld at VCAT</p> <p>The percentage of planning application decisions subject to review by VCAT that were not set aside.</p> <p><i>Expected range: 0% to 100%</i></p> | 87.50% | 95.45% | 89.19% | 81.82% | <p>If an applicant disagrees with the decision of Council in relation to a planning application, that person has the opportunity to appeal the decision at the Victorian Civil and Administrative Tribunal (VCAT). This indicator measures the percentage of planning application decisions made by Council, which are subsequently appealed by an applicant and are then subject to a review by VCAT and which were not set aside (i.e. VCAT agreed with the decision of Council). Of the VCAT decisions made in the reporting period, Council has had success with 87.5% of decisions being upheld by VCAT.</p> |

Annual Report 2023/24

| Service/indicator/ measure | Result 2023/24 | Result 2022/23 | Result 2021/22 | Result 2020/21 | Comment |
|--|-------------------|-------------------|-------------------|-------------------|--|
| Waste Collection | | | | | |
| <p>Service standard</p> <p>Kerbside collection bins missed</p> <p>The number of kerbside collection bins missed per 10,000 scheduled kerbside collection bin lifts.</p> <p><i>Expected range: 1 to 20 bins</i></p> | 3.72 | 4.65 | 4.79 | 4.55 | <p>This indicator identifies the ratio of bins missed, compared to scheduled bin collections, this includes 120L, 80L, second bins and fortnightly recycling kerbside bin collection. There was a decrease in missed bin collection requests which was due to improved efficiencies in the service.</p> |
| <p>Service cost</p> <p>Cost of kerbside garbage bin collection service</p> <p>The direct cost of the kerbside garbage bin collection service per kerbside garbage collection bin.</p> <p><i>Expected range: \$40 to \$150</i></p> | \$137.31 | \$133.26 | \$131.30 | \$109.55 | <p>Service cost</p> <p>Cost of kerbside garbage bin collection service</p> <p>The direct cost of the kerbside garbage bin collection service per kerbside garbage collection bin.</p> <p>Expected range: \$40 to \$150 \$137.31 \$133.26 \$131.30 \$109.55 This measure captures the direct cost of Council providing the kerbside garbage bin collection service (per kerbside garbage bin). The variation in the cost of the kerbside garbage collection is due to an increase in the landfill levy, salaries, the COVID levy and the mental health levy, however this in part has been offset by a reduction in tonnages collected, part of which is due to the introduction of the FOGO service.</p> |

| Service/indicator/ measure | Result 2023/24 | Result 2022/23 | Result 2021/22 | Result 2020/21 | Comment |
|---|-------------------|-------------------|-------------------|-------------------|---|
| <p>Service cost</p> <p>Cost of kerbside recyclables bin collection service</p> <p>The direct cost of the kerbside recyclables collection service (including the contract cost of collection) per kerbside recyclables collection bin.</p> <p><i>Expected range: \$10 to \$80</i></p> | \$66.42 | \$66.22 | \$75.74 | \$77.43 | <p>This measure looks at the direct cost of Council to provide the kerbside recyclables collection service per kerbside recyclables bin. The cost of kerbside recycling processing has slightly increased in the reporting period, compared to the previous financial year. The slight increase is attributed to the introduction of Councils Food Organics Garden Organics service on 1 May 2023.</p> |
| <p>Waste diversion</p> <p>Kerbside collection waste diverted from landfill</p> <p>The percentage of garbage, recyclables and green organics collected from kerbside bins that is diverted from landfill.</p> <p><i>Expected range: 20% to 60%</i></p> | 59.30% | 56.22% | 55.50% | 56.71% | <p>This measure refers to the percentage of garbage, recyclables and green organics collected from kerbside bins, that is diverted from landfill. The cost of kerbside recycling processing has slightly increased in the reporting period, compared to the previous financial year. The slight increase is attributed to the introduction of Councils Food Organics Garden Organics service on 1 May 2023.</p> |





Annual Financial Report and Performance Statement

For the year ended 30 June 2024

Understanding the Financial Report

Introduction

The Financial Report shows how Council performed financially during the 2023/24 financial year and shows its overall financial position at the end (30 June 2024) of the financial year.

Council presents its financial report in accordance with Australian Accounting Standards.

Particular terms required by the Standards may not be familiar to some readers. Further, Council is a government organisation and some of the generally recognised terms used in private sector company reports are not appropriate for Council's reports.

Council is committed to accountability and transparency. It is in this context that the plain English guide has been developed to assist readers to understand and analyse the financial report.

What is contained in the Annual Financial Report?

Council's financial report has two sets of Statements:

1. Financial Statements
2. Performance Statement

Each of these Statements is prepared by Council employees, examined by Council's Audit and Risk Advisory Committee and by the members of Council, and are audited by the Victorian Auditor-General.

Financial Statements

The Financial Statements report on how Council performed financially during the year and shows its overall financial position as at the end of the year.

The face of the Financial Statements include a Comprehensive Income Statement, Balance Sheet, Statement of Changes in Equity, Statement of Cash Flows and Statement of Capital Works. The Financial Statements also contain Notes, which set out Council's accounting policies and details of the line item amounts contained in the face of the statements.

Comprehensive Income Statement

The Comprehensive Income Statement is sometimes referred to as a 'Profit and Loss Statement' in the private sector and shows the:

- Sources of Council's revenue under various income headings
- Expenses incurred in running the Council during the year. These expenses relate only to the 'Operations' of Council, and do not include the costs associated with the purchase or building of assets. While asset purchase costs are not included in Expenses, asset depreciation costs are included.

The surplus or deficit for the year is the key figure to look at on the Comprehensive Income Statement to assess Council's financial performance. It is calculated by deducting the total expenses for the year from total revenues.

The comprehensive result on the Comprehensive Income Statement includes items that will not be reclassified to surplus or deficit in future periods. The main item affecting the comprehensive income/expense of Council relates to the revaluation of its assets.

Balance Sheet

The Balance Sheet is a summary of Council's financial position as at 30 June. It shows what Council owns as assets and what it owes as liabilities. The bottom line of this Statement is Net Assets. This is the equity or net worth of Council, which has been built up over the life of the Council.

The assets and liabilities are separated into Current and Non-Current. Current generally means those assets which will be received or liabilities which will be paid within the next 12 months. Non-Current are all those assets and liabilities which are held for a longer term.

The net current assets or working capital as it is sometimes called is an important measure of Council's ability to meet its debts as and when they fall due.

Balance Sheet

The components of the Balance Sheet are:

Current and Non-Current Assets

Cash and cash equivalent assets include cash and investments i.e. cash held in the bank and in petty cash and the market value of Council's investments with a maturity of less than 90 days.

Trade and other receivables are monies owed to Council by ratepayers and others.

Financial assets are the market value of investments held with a maturity of greater than 90 days.

Inventories are stocks held for sale or consumption in Council's services.

Other assets include prepayments of expenses that Council has paid for in advance and assets held for resale which are in a position of being marketed and sold.

Investments in associates represent Council's investment in Your Library Ltd and Narre Warren User Group.

Intangibles represent non-current assets held by Council that are not tangible.

Property, infrastructure, plant and equipment is the largest component of Council's worth and represents the value of all the land, buildings, roads, drains, vehicles, equipment etc. which has been built up by Council over many years.

Right-of-use assets represent Council's right to use an underlying asset as agreed to under the terms of a lease agreement.

Current and Non-Current Liabilities

Trade and other payables are those to whom Council owes money as at 30 June.

Trust fund and deposits represent monies held in trust by Council i.e. security deposits.

Provisions represent estimates of future obligations and include accrued Long Service and Annual Leave owed to employees.

Interest-bearing liabilities are borrowings of Council.

Unearned income represents amounts received by Council in exchange for the provision of services or products that are yet to be delivered or fully completed.

Lease liabilities represent Council's obligations as a result of entering into lease agreements.

Net Assets

This term is used to describe the difference between the value of Total Assets and the value of Total Liabilities. It represents the net worth of Council as at 30 June.

Total Equity

This always equals Net Assets. It is made up of the following components:

- Assets revaluation reserve, which reflects the net change in the value of Council's revalued assets given their current valuation. This component of equity is impacted by Other Comprehensive Income in the Comprehensive Income Statement.
- Accumulated surplus, which is reflective of the cumulative surplus'/deficits Council has achieved over its lifetime, as stated in the Comprehensive Income Statement for each financial year.

Annual Report 2023/24

Statement of Cash Flows

The Statement of Cash Flows summarises Council's cash payments and cash receipts for the year. This Statement is presented according to a very specific Accounting Standard and needs some care in analysis. The values may differ from those shown in the Comprehensive Income Statement because the Comprehensive Income Statement is prepared on an accrual accounting basis.

Cash in this Statement refers to bank deposits and other forms of highly liquid investments that can be readily converted to cash.

Council's cash arises from, and is used in, three main areas.

1. Cash flows from operating activities:

- Receipts – all cash received into Council's bank account from ratepayers and others who owe money to Council. Receipts also include the interest earnings from Council's cash investments. It does not include the costs associated with the sale of assets.
- Payments – all cash paid by Council from its bank account to employees, creditors and other persons. It does not include the costs associated with the creation of assets.

2. Cash flows from investing activities:

- This section shows the cash invested in the creation or purchase of property, infrastructure, plant and equipment assets and the cash received from the sale of these assets. This section also shows Council's activity from investing in term deposits throughout the period.

3. Cash flows from financing activities:

- This is where the receipt and repayment of borrowed funds are recorded.

The bottom line of the Cash Flows Statement is the cash and cash equivalents at end of financial year. This shows the capacity of Council to meet its cash debts and other liabilities.

Statement of Changes in Equity

During the course of the year the value of Total Equity as set out in the Balance Sheet changes. This Statement shows the values of such changes and how these changes arose.

The main reasons for a change in equity stem from:

- the 'surplus or deficit' from operations, described in the Comprehensive Income Statement as Comprehensive Result for the year
- a revaluation of assets which takes place on a regular basis to ensure the most up-to-date value is included in Council's books.

Notes to the Financial Statements

The Notes are a very important and informative section of the Financial Statements. The Australian Accounting Standards are not prescriptive regarding a lot of issues. Therefore, to enable the reader to understand the basis on which the values shown in the face of the Statements are established, it is necessary to provide details of Council's significant accounting policies.

Apart from the accounting policies, the Notes also give details and context behind many of the summary figures contained in the face of the Statements. The Note numbers are shown beside the relevant items in the Comprehensive Income Statement, Balance Sheet, Statement of Changes in Equity and the Statement of Cash Flows, and should be read in conjunction with these items to give a clearer picture of the accounts.

The Notes also include information that Council wishes to disclose but which cannot be incorporated into the face of the Statements. Other notes include:

- The breakdown of expenses, revenues, reserves and other assets
- Contingent liabilities
- Transactions with persons related to Council.

Certification by the Principal Accounting Officer, Chief Executive Officer (CEO) and Councillors

The Certification of the Principal Accounting Officer is made by the person responsible for the financial management of Council that, in her/his opinion, the Financial Statements have met all the statutory and professional reporting requirements.

The Certification of the CEO and Councillors is made by two Councillors and the CEO on behalf of Council that, in their opinion, the Financial Statements are fair and not misleading or inaccurate.

Performance Statement

The Performance Statement reflects the Council performance on indicators included in the Local Government Performance Reporting Framework. Please note that the source for some of the data included in this framework is derived from external sources such as the Local Government Satisfaction Survey, the Australian Bureau of Statistics and the Department of Health.

Auditor General's Report

The Independent Audit Report provides the reader with an external and independent opinion on the Financial Statements. It confirms that the Financial Report has been prepared in accordance with relevant legislation and professional standards and that it represents a fair picture of the financial affairs of the Council.

A separate Independent Audit Report is also provided with respect to the information contained within Council's Performance Statement.

Annual Report 2023/24

Table of Contents – Annual Financial Report

Financial Report

| | | | | |
|---|-----|--------|---|-----|
| Certification of the Financial Statements | 181 | Note 5 | Investing in and financing our operations | 209 |
| Victorian Auditor-General's Office | | | | |
| Audit Report | 182 | 5.1 | Financial assets | 209 |

Financial Statements

| | | | | |
|--------------------------------|-----|-----|---|-----|
| Comprehensive Income Statement | 184 | 5.2 | Non-financial assets | 211 |
| Balance Sheet | 185 | 5.3 | Payables, trust funds and deposits and contract and other liabilities | 212 |
| Statement of Changes in Equity | 186 | 5.4 | Interest-bearing liabilities | 213 |
| Statement of Cash Flows | 187 | 5.5 | Provisions | 214 |
| Statement of Capital Works | 188 | 5.6 | Financing arrangements | 216 |
| | | 5.7 | Commitments | 217 |
| | | 5.8 | Leases | 218 |

Overview

| | | | | |
|--|------------|--|---|-----|
| Notes to the Financial Report | 189 | Note 6 | Assets we manage | 220 |
| Note 1 Overview | 189 | 6.1 | Non-current assets classified as "held for sale" | 220 |
| Note 2 Analysis of our results | 191 | 6.2 | Property, infrastructure, plant and equipment | 221 |
| 2.1 Performance against budget | 191 | 6.3 | Investments in associates, joint arrangements and subsidiaries | 229 |
| 2.2 Analysis of Council results by program | 195 | Note 7 | People and relationships | 231 |
| Note 3 Funding for the delivery of our services | 198 | 7.1 | Council and key management remuneration | 231 |
| 3.1 Rates and charges | 198 | 7.2 | Related party disclosure | 234 |
| 3.2 Statutory fees and fines | 198 | Note 8 | Managing uncertainties | 235 |
| 3.3 User fees | 199 | 8.1 | Contingent assets and liabilities | 235 |
| 3.4 Funding from other levels of government | 199 | 8.2 | Change in accounting standards | 236 |
| 3.5 Contributions | 202 | 8.3 | Financial instruments | 237 |
| 3.6 Net gain/(loss) on disposal of property, infrastructure, plant and equipment | 203 | 8.4 | Fair value measurement | 239 |
| 3.7 Other income | 203 | 8.5 | Events occurring after balance date | 240 |
| Note 4 The cost of delivering services | 204 | Note 9 | Other matters | 241 |
| 4.1 Employee costs | 204 | 9.1 | Reserves | 241 |
| 4.2 Materials and services | 205 | 9.2 | Reconciliation of cash flows from operating activities to surplus/(deficit) | 243 |
| 4.3 Depreciation | 206 | 9.3 | Superannuation | 244 |
| 4.4 Amortisation - intangible assets | 206 | Note 10 | Changes in accounting policies | 246 |
| 4.5 Depreciation - right of use assets | 206 | | | |
| 4.6 Allowance for impairment losses | 207 | | | |
| 4.7 Borrowing costs | 208 | Performance Statement | 248 | |
| 4.8 Finance Costs – leases | 208 | Certification of the Performance Statement | 249 | |
| 4.9 Other expenses | 208 | Independent Auditor's Report | 250 | |

Content Overview

These financial statements are General Purpose Financial Statements and cover the consolidated operations for Maroondah City Council.

All figures presented in these financial statements are presented in Australian Currency.

These financial statements were authorised for issue by the Council on 16 September 2024 Council has the power to amend and reissue these financial statements.

Certification of the Financial Statements

For the Year Ended 30 June 2024

In my opinion, the accompanying financial statements have been prepared in accordance with the *Local Government Act 2020*, the *Local Government (Planning and Reporting) Regulations 2020*, the Australian Accounting Standards and other mandatory professional reporting requirements.



Isabelle Cancino, CA

Responsible Accounting Officer

Dated: 23 August 2024

Melbourne

In our opinion, the accompanying financial statements present fairly the financial transactions of Maroondah City Council for the year ended 30 June 2024 and the financial position of the Council as at that date.

At the date of signing, we are not aware of any circumstances which would render any particulars in the financial statements to be misleading or inaccurate.

We have been authorised by the Council and by the *Local Government (Planning and Reporting) Regulations 2020* to certify the financial statements in their final form.



K. Spears

Mayor

Dated: 23 August 2024

Melbourne



M. Symon

Councillor

Dated: 23 August 2024

Melbourne



S. Kozlowski

Chief Executive Officer

Dated: 23 August 2024

Melbourne

**Victorian Auditor General's Report
Financial Statements****Independent Auditor's Report*****To the Councillors of Maroondah City Council***

| | |
|---|---|
| Opinion | <p>I have audited the financial report of Maroondah City Council (the council) which comprises the:</p> <ul style="list-style-type: none">• balance sheet as at 30 June 2024• comprehensive income statement for the year then ended• statement of changes in equity for the year then ended• statement of cash flows for the year then ended• statement of capital works for the year then ended• notes to the financial statements, including material accounting policy information• certification of the financial statements. <p>In my opinion the financial report presents fairly, in all material respects, the financial position of the council as at 30 June 2024 and their financial performance and cash flows for the year then ended in accordance with the financial reporting requirements of Part 4 of the <i>Local Government Act 2020</i>, the Local Government (Planning and Reporting) Regulations 2020 and applicable Australian Accounting Standards.</p> |
| Basis for Opinion | <p>I have conducted my audit in accordance with the <i>Audit Act 1994</i> which incorporates the Australian Auditing Standards. I further describe my responsibilities under that Act and those standards in the <i>Auditor's Responsibilities for the Audit of the Financial Report</i> section of my report.</p> <p>My independence is established by the <i>Constitution Act 1975</i>. My staff and I are independent of the council in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 <i>Code of Ethics for Professional Accountants</i> (the Code) that are relevant to my audit of the financial report in Victoria. My staff and I have also fulfilled our other ethical responsibilities in accordance with the Code.</p> <p>I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.</p> |
| Councillors' responsibilities for the financial report | <p>The Councillors of the council are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards, the <i>Local Government Act 2020</i> and the Local Government (Planning and Reporting) Regulations 2020, and for such internal control as the Councillors determine is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.</p> <p>In preparing the financial report, the Councillors are responsible for assessing the council's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless it is inappropriate to do so.</p> |

**Auditor's
responsibilities
for the audit of
the financial
report**


As required by the *Audit Act 1994*, my responsibility is to express an opinion on the financial report based on the audit. My objectives for the audit are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the council's internal control
- evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Councillors
- conclude on the appropriateness of the Councillors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the council's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the council to cease to continue as a going concern.
- evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

I communicate with the Councillors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

MELBOURNE
3 September 2024



Travis Derricott
as delegate for the Auditor-General of Victoria

Annual Report 2023/24

Comprehensive Income Statement

For the Year Ended 30 June 2024

| | Note | 2024 \$ '000 | 2023 \$ '000 |
|--|------|-----------------|-----------------|
| Income / Revenue | | | |
| Rates and charges | 3.1 | 108,109 | 102,531 |
| Statutory fees and fines | 3.2 | 5,804 | 5,449 |
| User fees | 3.3 | 31,612 | 28,993 |
| Grants - operating | 3.4 | 4,650 | 11,230 |
| Grants - capital | 3.4 | 6,636 | 9,476 |
| Contributions - monetary | 3.5 | 7,773 | 5,355 |
| Net gain on disposal of property, infrastructure, plant and equipment | 3.6 | 866 | 405 |
| Share of net profits (or loss) of associates and joint ventures | 6.3 | 190 | (619) |
| Other income | 3.7 | 5,439 | 4,416 |
| Total income / revenue | | 171,079 | 167,236 |
| Expenses | | | |
| Employee costs | 4.1 | 67,009 | 63,624 |
| Materials and services | 4.2 | 57,501 | 55,930 |
| Depreciation | 4.3 | 26,395 | 26,786 |
| Amortisation - Intangible assets | 4.4 | 298 | 246 |
| Depreciation - Right of use assets | 4.5 | 1,573 | 1,563 |
| Allowance for impairment losses | 4.6 | 105 | 82 |
| Borrowing costs | 4.7 | 914 | 1,035 |
| Finance Costs - Leases | 4.8 | 368 | 314 |
| Other expenses | 4.9 | 4,374 | 12,265 |
| Total expenses | | 158,537 | 161,845 |
| Surplus/(deficit) for the year | | 12,542 | 5,391 |
| Other comprehensive income: | | | |
| Items that will not be reclassified to surplus or deficit in future periods | | | |
| Net asset revaluation gain/(loss) | 6.2 | 79,491 | 76,367 |
| Total items which will not be reclassified subsequently to the operating result | | 79,491 | 76,367 |
| Total other comprehensive income | | 79,491 | 76,367 |
| Total comprehensive result | | 92,033 | 81,758 |

The above comprehensive income statement should be read in conjunction with the accompanying notes.

Balance Sheet

As at 30 June 2024

| | Note | 2024 \$ '000 | 2023 \$ '000 |
|--|------|------------------|------------------|
| Assets | | | |
| Current assets | | | |
| Cash and cash equivalents | 5.1 | 51,352 | 74,061 |
| Trade and other receivables | 5.1 | 12,327 | 9,795 |
| Other financial assets | 5.1 | 36,001 | 14,575 |
| Inventories | 5.2 | 472 | 424 |
| Contract assets | | 51 | 15 |
| Prepayments | 5.2 | 871 | 866 |
| Non-current assets classified as "held for sale" | 6.1 | 826 | — |
| Total current assets | | 101,900 | 99,736 |
| Non-current assets | | | |
| Trade and other receivables | 5.1 | 90 | 313 |
| Investments in associates, joint arrangements and subsidiaries | 6.3 | 2,105 | 1,915 |
| Property, infrastructure, plant and equipment | 6.2 | 2,200,983 | 2,087,642 |
| Intangible assets | 5.2 | 1,051 | 1,054 |
| Right-of-use assets | 5.8 | 7,285 | 8,652 |
| Total non-current assets | | 2,211,514 | 2,099,576 |
| Total assets | | 2,313,414 | 2,199,312 |
| Liabilities | | | |
| Current liabilities | | | |
| Trade and other payables | 5.3 | 32,158 | 32,935 |
| Provisions | 5.5 | 15,066 | 14,805 |
| Contract and other liabilities | 5.3 | 15,288 | 8,216 |
| Trust funds and deposits | 5.3 | 5,856 | 6,065 |
| Interest-bearing liabilities | 5.4 | 2,962 | 2,836 |
| Lease liabilities | 5.8 | 1,119 | 1,451 |
| Total current liabilities | | 72,449 | 66,308 |
| Non-current liabilities | | | |
| Trust funds and deposits | 5.3 | 6 | 132 |
| Contract and other liabilities | 5.3 | 225 | 11,043 |
| Provisions | 5.5 | 1,331 | 1,111 |
| Interest-bearing liabilities | 5.4 | 15,763 | 18,726 |
| Lease liabilities | 5.8 | 6,379 | 7,294 |
| Total non-current liabilities | | 23,704 | 38,306 |
| Total liabilities | | 96,153 | 104,614 |
| Net assets | | 2,217,261 | 2,094,698 |
| Equity | | | |
| Accumulated surplus | | 890,001 | 846,929 |
| Reserves | 9.1 | 1,327,260 | 1,247,769 |
| Total Equity | | 2,217,261 | 2,094,698 |

The above balance sheet should be read in conjunction with the accompanying notes.

Annual Report 2023/24

Statement of Changes in Equity

For the Year Ended 30 June 2024

| | Note | Total \$ '000 | Accumulated Surplus \$ '000 | Revaluation Reserves \$ '000 | Other Reserves \$ '000 |
|---|------|------------------|-----------------------------------|------------------------------------|------------------------------|
| 2024 | | | | | |
| Balance at beginning of the financial year | | 2,094,698 | 846,929 | 1,235,769 | 12,000 |
| Adjustment for prior periods – property, infrastructure, plant and equipment | 6.2 | 30,530 | 30,530 | – | – |
| Adjusted opening balance | | 2,125,228 | 877,459 | 1,235,769 | 12,000 |
| Surplus/(deficit) for the year | | 12,542 | 12,542 | – | – |
| Other comprehensive income | | | | | |
| Net asset revaluation gain/(loss) | 6.2 | 79,491 | – | 79,491 | – |
| Other comprehensive income | | 79,491 | – | 79,491 | – |
| Total comprehensive income | | 92,033 | 12,542 | 79,491 | – |
| Balance at end of the financial year | | 2,217,261 | 890,001 | 1,315,260 | 12,000 |
| 2023 | | | | | |
| Balance at beginning of the financial year | | 2,020,166 | 848,764 | 1,159,402 | 12,000 |
| Adjustment for prior periods – property, infrastructure, plant and equipment | 6.2 | (7,226) | (7,226) | – | – |
| Adjusted opening balance | | 2,012,940 | 841,538 | 1,159,402 | 12,000 |
| Surplus/(deficit) for the year | | 5,391 | 5,391 | – | – |
| Other comprehensive income | | | | | |
| Net asset revaluation gain/(loss) | 6.2 | 76,367 | – | 76,367 | – |
| Other comprehensive income | | 76,367 | – | 76,367 | – |
| Total comprehensive income | | 81,758 | 5,391 | 76,367 | – |
| Balance at end of the financial year | | 2,094,698 | 846,929 | 1,235,769 | 12,000 |

The above statement of changes in equity should be read in conjunction with the accompanying notes.

Statement of Cash Flows

For the Year Ended 30 June 2024

| | Note | 2024 Inflows/ (Outflows) \$ '000 | 2023 Inflows/ (Outflows) \$ '000 |
|---|------|---|---|
| Cash flows from operating activities | | | |
| Rates and charges | | 105,408 | 102,950 |
| Statutory fees and fines | | 6,148 | 5,366 |
| User fees | | 33,686 | 32,892 |
| Grants - operating | | 4,679 | 11,057 |
| Grants - capital | | 4,826 | 26,202 |
| Contributions - monetary | | 7,921 | 5,470 |
| Interest received | | 3,664 | 2,305 |
| Trust funds and deposits taken | | 29,895 | 19,518 |
| Other receipts | | 357 | 1,341 |
| Net GST refund/(payment) | | 6,197 | 7,008 |
| Employee costs | | (68,030) | (63,745) |
| Materials and services | | (64,678) | (63,584) |
| Short-term, low value and variable lease payments | | — | 95 |
| Trust funds and deposits repaid | | (30,230) | (20,187) |
| Net cash provided by/(used in) operating activities | 9.2 | 39,843 | 66,688 |
| Cash flows from investing activities | | | |
| Payments for property, infrastructure, plant and equipment | 6.2 | (36,943) | (43,163) |
| Proceeds from sale of property, infrastructure, plant and equipment | | 1,389 | 826 |
| Payments for investments | | (159,587) | (174,864) |
| Proceeds from sale of investments | | 138,161 | 184,269 |
| Net cash provided by/(used in) investing activities | | (56,980) | (32,932) |
| Cash flows from financing activities | | | |
| Finance costs | | (914) | (1,035) |
| Repayment of borrowings | | (2,837) | (2,715) |
| Interest paid - lease liability | | (368) | (314) |
| Repayment of lease liabilities | | (1,453) | (1,506) |
| Net cash flow provided by/(used in) financing activities | | (5,572) | (5,570) |
| Net Increase (decrease) in cash and cash equivalents | | (22,709) | 28,186 |
| Cash and cash equivalents at the beginning of the financial year | | 74,061 | 45,875 |
| Cash and cash equivalents at the end of the financial year | | 51,352 | 74,061 |
| Financing arrangements | 5.6 | 20,525 | 23,362 |

The above statement of cash flows should be read in conjunction with the accompanying notes.

Annual Report 2023/24

Statement of Capital Works

For the Year Ended 30 June 2024

| | 2024 \$ '000 | 2023 \$ '000 |
|--|-----------------|-----------------|
| Property | | |
| Land | 128 | – |
| Total land | 128 | – |
| Buildings | 11,902 | 19,069 |
| Total buildings | 11,902 | 19,069 |
| Total property | 12,030 | 19,069 |
| Plant and equipment | | |
| Plant, machinery and equipment | 3,346 | 1,960 |
| Fixtures, fittings and furniture | 2,115 | 2,217 |
| Computers and telecommunications | 30 | 68 |
| Total plant and equipment | 5,491 | 4,245 |
| Infrastructure | | |
| Roads | 3,426 | 3,407 |
| Footpaths and cycleways | 2,099 | 3,639 |
| Drainage | 5,683 | 3,118 |
| Waste management | 25 | 87 |
| Parks, open space and streetscapes | 5,068 | 6,826 |
| Off street car parks | 675 | 2,300 |
| Other infrastructure | 185 | 391 |
| Total infrastructure | 17,161 | 19,768 |
| Total capital works expenditure | 34,682 | 43,082 |
| Represented by: | | |
| New asset expenditure | 9,504 | 5,785 |
| Asset renewal expenditure | 19,560 | 25,494 |
| Asset upgrade expenditure | 5,618 | 11,803 |
| Total capital works expenditure | 34,682 | 43,082 |

The above statement of capital works should be read in conjunction with the accompanying notes.

Notes to the Financial Report

For the Year Ended 30 June 2024

Note 1. Overview

Introduction

The Maroondah City Council ("The Council") was established by an Order of the Governor in Council on 15 December 1994 and is a body corporate.

The Council's main office is located at 179 Maroondah Highway Ringwood, VIC 3134.

Statement of compliance

These financial statements are a general purpose financial report that consists of a Comprehensive Income Statement, Balance Sheet, Statement of Changes in Equity, Statement of Cash Flows, Statement of Capital Works and Notes accompanying these financial statements. The general purpose financial report complies with Australian Accounting Standards (AAS), other authoritative pronouncements of the Australian Accounting Standards Board, the *Local Government Act 2020*, and the *Local Government (Planning and Reporting) Regulations 2020*.

The Council is a not-for-profit entity and therefore applies the additional AUS paragraphs applicable to a not-for-profit entity under the Australian Accounting Standards.

Accounting policy information

1.1 Basis of accounting

Accounting policies are selected and applied in a manner which ensures that the resulting financial information satisfies the concepts of relevance and reliability, thereby ensuring that the substance of the underlying transactions or other events is reported. Specific accounting policies applied are disclosed in sections where the related balance or financial statement matter is disclosed.

The accrual basis of accounting has been used in the preparation of these financial statements, except for the cash flow information, whereby assets, liabilities, equity, income and expenses are recognised in the reporting period to which they relate, regardless of when cash is received or paid.

The financial statements are based on the historical cost convention unless a different measurement basis is specifically disclosed in the notes to the financial statements.

Judgements, estimates and assumptions are required to be made about the carrying values of assets and liabilities that are not readily apparent from other sources. The estimates and associated judgements are based on professional judgement derived from historical experience and various other factors that are believed to be reasonable under the circumstances. Actual results may differ from these estimates.

The financial statements have been prepared on a going concern basis. The financial statements are in Australian dollars. The amounts presented in the financial statements have been rounded to the nearest thousand dollars unless otherwise specified. Minor discrepancies in tables between totals and the sum of components are due to rounding.

Revisions to accounting estimates are recognised in the period in which the estimate is revised and also in future periods that are affected by the revision. Judgements and assumptions made by management in the application of AAS's that have significant effects on the financial statements and estimates relate to:

- the fair value of land, buildings, infrastructure, plant and equipment (refer to Note 6.2.)
- the determination of depreciation for buildings, infrastructure, plant and equipment (refer to Note 6.2.).
- the determination of employee provisions (refer to Note 5.5.).
- the determination of whether performance obligations are sufficiently specific so as to determine whether an arrangement is within the scope of *AASB 15 Revenue from Contracts with Customers* or *AASB 1058 Income of Not-for-Profit Entities* (refer to Note 3)
- the determination, in accordance with *AASB 16 Leases*, of the lease term, the estimation of the discount rate when not implicit in the lease and whether an arrangement is in substance short-term or low value (refer to Note 5.8)
- other areas requiring judgements

Unless otherwise stated, all accounting policies are consistent with those applied in the prior year. Where appropriate, comparative figures have been amended to accord with current presentation, and disclosure has been made of any material changes to comparatives.

Notes to the Financial Report

For the Year Ended 30 June 2024

Note 1. Overview (continued)

Goods and Services Tax (GST)

Income and expenses are recognised net of the amount of associated GST. Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the taxation authority is included with other receivables or payables in the balance sheet.

Notes to the Financial Statements

For the Year Ended 30 June 2024

Note 2. Analysis of our results

Note 2.1 Performance against budget

The performance against budget notes compare Council's financial plan, expressed through its annual budget, with actual performance. The *Local Government (Planning and Reporting) Regulations 2020* requires explanation of any material variances. Council has adopted a materiality threshold of the lower of 10 percent or \$1 million where further explanation is warranted. Explanations have not been provided for variations below the materiality threshold unless the variance is considered to be material because of its nature.

The budget figures detailed below are those adopted by Council on June 19th 2023. The Budget was based on assumptions that were relevant at the time of adoption of the Budget. Council sets guidelines and parameters for income and expense targets in this budget in order to meet Council's planning and financial performance targets for both the short and long-term. The budget did not reflect any changes to equity resulting from asset revaluations, as their impacts were not considered predictable.

These notes are prepared to meet the requirements of the *Local Government Act 2020* and the *Local Government (Planning and Reporting) Regulations 2020*.

| | Budget 2024 \$ '000 | Actual 2024 \$ '000 | Variance \$ '000 | Variance % | Ref |
|--|---------------------------|---------------------------|---------------------|-----------------|-----|
| 2.1.1 Income / Revenue and expenditure | | | | | |
| Income / Revenue | | | | | |
| Rates and charges | 107,639 | 108,109 | 470 | 0.44% | |
| Statutory fees and fines | 5,404 | 5,804 | 400 | 7.40% | |
| User fees | 30,334 | 31,612 | 1,278 | 4.21% | 1 |
| Grants - operating | 8,600 | 4,650 | (3,950) | (45.93)% | 2 |
| Grants - capital | 32,260 | 6,636 | (25,624) | (79.43)% | 3 |
| Contributions - monetary | 6,948 | 7,773 | 825 | 11.87% | 4 |
| Net gain (loss) on disposal of property, infrastructure, plant and equipment | (93) | 866 | 959 | (1,031.18)% | 5 |
| Share of net profits of associates and joint ventures | — | 190 | 190 | 100% | 6 |
| Other income | 1,980 | 5,439 | 3,459 | 174.70% | 7 |
| Total income / revenue | 193,072 | 171,079 | (21,993) | (11.39)% | |
| Expenses | | | | | |
| Employee costs | 66,055 | 67,009 | (954) | (1.44)% | |
| Materials and services | 58,403 | 57,501 | 902 | 1.54% | |
| Depreciation | 28,862 | 26,395 | 2,467 | 8.55% | 8 |
| Amortisation - intangible assets | — | 298 | (298) | 100% | 9 |
| Depreciation - right of use assets | 1,523 | 1,573 | (50) | (3.28)% | |
| Allowance for impairment losses | — | 105 | (105) | 100% | 10 |
| Borrowing costs | 915 | 914 | 1 | 0.11% | |
| Finance costs - leases | 218 | 368 | (150) | (68.81)% | 11 |
| Other expenses | 701 | 4,374 | (3,673) | (523.97)% | 12 |
| Total expenses | 156,677 | 158,537 | (1,860) | (1.19)% | |
| Surplus/(deficit) for the year | 36,395 | 12,542 | (23,853) | (65.54)% | |

Notes to the Financial Statements

For the Year Ended 30 June 2024

Note 2.1 Performance against budget (continued)

(i) Explanation of material variations

| Variance Ref | Explanation |
|-----------------|-------------|
|-----------------|-------------|

- | | |
|-----|---|
| 1. | Favourable variance largely attributed to Dorset and Ringwood Golf combined user fees being higher than anticipated (Course fees \$0.513M, Sales \$0.262M), from record breaking attendances due to ideal playing conditions throughout the financial year; and Karralyka sales being \$0.484M above budget (this is almost fully offset by corresponding expenditure) |
| 2. | The unfavourable variance in operating grants is mainly due to 100% of the 2023/24 Australian Government Financial Assistance Grant funding being brought forward to 2022/23 resulting in a variance of \$4.855M. This is partially offset by carried forward grants received in 2022/23 mainly for maternal child health and City Futures being recognised as income in 2023/24. |
| 3. | The unfavourable variance is largely related to the Ringwood Activity Centre Carpark development schedule being extended; \$23.5M will be recognised when completed in 2024/25. The Croydon Community Hub A works have been progressed as the project currently in design phase (\$3M). |
| 4. | The favourable variance is mainly due to timing of developer contributions for the Ringwood Activity Centre (\$0.990M). |
| 5. | Favourable variance relates to sale of plant and equipment (\$0.762M) and sale of land parcel (\$0.196M) which was not budgeted for. |
| 6. | Annual results from associates of Council are not included in the annual budget. |
| 7. | Favourable variance is mainly due to higher return on investments than anticipated from rise in interest rates, on higher cash balances (\$2.946M); and unbudgeted Container Deposit Scheme Rebate (\$0.299M). |
| 8. | The depreciation budget was initially calculated using a larger asset base that included the completion of the Ringwood carpark; completion is expected in 2024/25. Budget also included an allocation for intangible assets (software) - refer below Item 9. |
| 9. | Intangible Assets budgeted under Depreciation in 2023/24. |
| 10. | Allowance for impairment losses is an unbudgeted item and is typically not material. |
| 11. | Budgeting of lease interest expense for FY 23/24 based on actuals from FY 22/23, which did not reflect a full year of interest expense incurred for accounting treatment of Waste trucks. |
| 12. | Other expenses includes assets written off during the period (\$3.7M), which is subject to variation and relates to old infrastructure assets reviewed prior to maintenance work. Refer to Note 4.9. |

Notes to the Financial Statements

For the Year Ended 30 June 2024

Note 2.1 Performance against budget (continued)

| | Budget 2024 \$ '000 | Actual 2024 \$ '000 | Variance \$ '000 | Variance % | Ref |
|--|---------------------------|---------------------------|---------------------|-----------------|-----|
| 2.1.2 Capital works | | | | | |
| Property | | | | | |
| Land | — | 128 | 128 | 100% | 1 |
| Total land | — | 128 | 128 | 100% | |
| Buildings | 45,212 | 11,902 | (33,310) | (73.68)% | 2 |
| Total buildings | 45,212 | 11,902 | (33,310) | (73.68)% | |
| Total property | 45,212 | 12,030 | (33,182) | (73.39)% | |
| Plant and equipment | | | | | |
| Plant, machinery and equipment | 2,196 | 3,346 | 1,150 | 52.37% | 3 |
| Fixtures, fittings and furniture | 830 | 2,115 | 1,285 | 154.82% | 4 |
| Computers and telecommunications | 371 | 30 | (341) | (91.91)% | 5 |
| Total plant and equipment | 3,397 | 5,491 | 2,094 | 61.64% | |
| Infrastructure | | | | | |
| Roads | 3,652 | 3,426 | (226) | (6.19)% | |
| Footpaths and cycleways | 3,200 | 2,099 | (1,101) | (34.41)% | 6 |
| Drainage | 4,925 | 5,683 | 758 | 15.39% | 7 |
| Waste management | 50 | 25 | (25) | (50.00)% | 8 |
| Parks, open space and streetscapes | 3,832 | 5,068 | 1,236 | 32.25% | 9 |
| Off street car parks | 400 | 675 | 275 | 68.75% | 10 |
| Other infrastructure | 1,105 | 185 | (920) | (83.26)% | 11 |
| Total infrastructure | 17,164 | 17,161 | (3) | (0.02)% | |
| Total capital works expenditure | 65,773 | 34,682 | (31,091) | (47.27)% | |
| Represented by: | | | | | |
| New asset expenditure | 34,467 | 9,504 | (24,963) | (72.43)% | 12 |
| Asset renewal expenditure | 25,427 | 19,560 | (5,867) | (23.07)% | 13 |
| Asset upgrade expenditure | 5,879 | 5,618 | (261) | (4.44)% | |
| Total capital works expenditure | 65,773 | 34,682 | (31,091) | (47.27)% | |

Annual Report 2023/24

Notes to the Financial Statements

For the Year Ended 30 June 2024

Note 2.1 Performance against budget (continued)

(i) Explanation of material variations

| Variance Ref | Explanation |
|--------------|---|
| 1. | Council purchased a parcel of land on Mullum Mullum road for Mullum Mullum Primary School retarding basin works. |
| 2. | The timeframe for the Ringwood Activity Centre Carpark was postponed, works commenced in 2023/2024 however majority of works will be completed in 2024/2025 resulting in an underspend in comparison to budget (\$24M). Council also budgeted to spend \$5.4M on Croydon Community Hub A, these works reached design stage however no construction works commenced in 2023/2024. |
| 3. | There were ongoing supply chain issues in previous years due to the pandemic and other global factors resulting in delays on ordered items. Supply has subsequently increased and items have now been received. This increase in expenditure was offset by an increase in income received due to higher than expected sales. |
| 4. | Overspend relates to renewal works required at Croydon Memorial Pool (\$0.4M), along with new initiatives including golf simulator at Ringwood Golf (\$0.06M), installation of projectors in the REALM Art Space (\$0.07M), and equipment for the Jubilee Precinct Changing Places project (\$0.074M). |
| 5. | Underspend is offset by spend on intangible software of \$0.3M. |
| 6. | The Mullum Mullum Creek Trail Improvements project did not progress in 2023/2024 and planned works have been extended into 2024/2025. Several projects completed throughout the year using the footpath and cycleways budget to incorporate associated spends on open space paths (\$0.4M). \$0.3M was also allocated to complete works at Jubilee Park carpark, which did incorporate footpath works. |
| 7. | Slight overspend in comparison to budget, the drainage program was delivered with very few unexpected carry forward projects. \$0.78M spent on easement drain upgrades which was \$0.5M more than budgeted. |
| 8. | Slight underspend, it is anticipated that \$0.05M will be spent on turning point works each year however this was not achieved this financial year. |
| 9. | Overspend relates to the completion of Croydon Park Sport Lighting (\$0.5M) and \$0.18M for Proclamation Park Baseball safety fence, which were not part of the 2023/2024 budget. The completion of notable projects, such as Jubilee Park Indoor Cricket Facility and carpark, resulted in \$0.3M of associated open space works. Ringwood Lake Bridge works were also completed a year ahead of budget (\$0.12M). |
| 10. | The completion of major works at Jubilee Park precinct included works on the carpark (\$0.5M). Works also progressed at HE Parker Carpark (\$0.06M) and preliminary works on Norwood carpark (\$0.03M). |
| 11. | Ringwood Metro Activity Centre had no spend on projects in the year, \$0.6M down on budget. Works can only be carried out on pre-determined projects, of which there were no projects ready to progress in 2023/2024. |
| 12. | The timeframe for the Ringwood Activity Centre Carpark was extended into 2024/2025, with works progressing towards the back end of 2023/2024 resulting in an underspend in comparison to budget (\$24M). |
| 13. | Underspend is largely attributed to Croydon Community Precinct works not progressing past design phase in 2023/24 (\$6.7M). |

Notes to the Financial Statements

For the Year Ended 30 June 2024

Note 2.2 Analysis of Council results by program

2.2.1 Analysis of Council results by program

Council delivers its functions and activities through the following programs.

Assets and Leisure

The directorate is responsible for:

- Projects and Asset Management, which includes strategic asset management, open space strategic direction and policy development, capital works renewal program development for roads, car parks, community facilities and public open spaces, and the delivery of community facility and open space capital works improvement projects. This area also includes the maintenance and management of Maroondah's community facility assets
- Leisure and Major Facilities, which provides opportunities, activities and events to encourage increased community involvement and physical activity. This area manages Council's Maroondah Leisure facilities, including Aquanation, Aquahub, Ringwood and Dorset Golf, The Rings, The Nets, Maroondah Edge and Croydon Memorial Pool. It is also responsible for overall occupancy of Council's sporting facilities and pavilions including seasonal allocations, leases, licences and casual use, as well as the maintenance and management of Maroondah's sportsfields
- Operations maintains Maroondah's built and natural environment community assets, including parks, gardens, bushland, trees, waterways, stormwater drainage, roads and footpaths, as well as fleet management and maintenance. This area also includes cleansing, street sweeping, public toilet cleaning, and graffiti management.

Chief Executive Office

The Chief Executive Officer is the principal advisor to Council and the key liaison between the elected Council and Council administration. The responsibility of the office is to ensure that Council's vision is realised through the organisation's activities and that policies and programs of Council are effectively managed. The office provides support to the Mayor and Councillors and undertakes principal advocacy and stakeholder management activities on behalf of the City.

Chief Financial Office

The directorate is responsible for the provision of several corporate services to operational areas of Council, and includes:

- Finance & Commercial Services
- Cyber & Technology
- Governance & Performance

This includes the provision of efficient, effective and proactive support services across council to enable the delivery of policy commitments, council plan and vision. The provision of these service areas listed above includes finance services, delivering technological infrastructure to deliver council services, property, governance & procurement, risk management and waste management services and program delivery and program integration and development.

Notes to the Financial Statements

For the Year Ended 30 June 2024

Note 2.2 Analysis of Council results by program (continued)

People and Places

The Directorate is responsible for:

- Business and Precincts manages the relationship between Council and the business community to facilitate economic prosperity for Maroondah and the Eastern Region; providing placement at activity centres; working with the creative community and managing a range of arts, performance and cultural facilities.
- Communications and Citizen Experience manages public relations, communications, community engagement and corporate marketing via a range of channels and sites, and to keep the community and employees informed and engaged with associated strategies and planning across printed publications, online and digital, brand management, graphic design, social media, multimedia and customer service across two sites at Realm and Croydon Library, live chat, phone.
- Community Services works with and supports all ages, abilities and diverse cultural groups essential in planning and building community wellbeing across Maternal and Child Health; Childrens and Youth Services, Family Services and Aged and Disability Services.
- People and Culture optimises service delivery outcomes as delivered and facilitated by employees, student placements and volunteers across strategy, policy, procedures to meet best practice contemporary employee relations and legislative requirements. These include change management, employee and leadership development, employee relations, Gender Equality, OH&S and Work Cover and Injury management.

Strategy and Development

The directorate is responsible for:

- City Futures, which coordinates consultation for and delivery of key strategic policies, plans and actions relating city planning, liveability, environmental sustainability, community development and community wellbeing.
- Engineering and Building Services, provides engineering expertise in areas of transportation planning, drainage, engineering development approvals, asset protection, and capital works project management. It also provides building related approval permits, siting and hoarding consents, property information, and a range of other essential service and compliance activities set as legislative requirements.
- Statutory Planning facilitates Council's statutory land use and development decisions, environmental and planning compliance activities, delivering on key obligations under the Planning and Environmental Act and the Maroondah Planning Scheme
- Community Safety manages Council's statutory and compliance activities under the Public Health and Wellbeing Act, Food Act, Emergency Management Act and Council's Local Laws. It includes Environmental Health, Immunisation, Emergency Management and Local Laws

Notes to the Financial Statements

For the Year Ended 30 June 2024

Note 2.2 Analysis of Council results by program (continued)

2.2.2 Summary of income / revenue, expenses, assets and capital expenses by program

| Functions/activities | Income / Revenue \$ '000 | Expenses \$ '000 | Surplus / (Deficit) \$ '000 | Grants included in income / revenue \$ '000 | Total assets \$ '000 |
|---------------------------------------|--------------------------------|---------------------|-----------------------------------|---|----------------------------|
| 2024 | | | | | |
| Unattributed | — | — | — | — | 200 |
| Assets and Leisure | 36,052 | 75,330 | (39,278) | 6,740 | 2,201,388 |
| Chief Executive Office | 49 | 1,792 | (1,743) | — | — |
| Chief Financial Office | 109,088 | 34,870 | 74,218 | 355 | 111,826 |
| People and Places | 11,844 | 28,640 | (16,796) | 3,891 | — |
| Strategy and Development | 14,046 | 17,905 | (3,859) | 300 | — |
| Total functions and activities | 171,079 | 158,537 | 12,542 | 11,286 | 2,313,414 |
| 2023 | | | | | |
| Unattributed | — | — | — | — | (610) |
| Assets and Leisure | 36,074 | 82,606 | (46,532) | 9,577 | 2,088,008 |
| Chief Executive Office | 4 | 1,531 | (1,527) | — | — |
| Chief Financial Office | 109,436 | 33,479 | 75,957 | 6,810 | 111,914 |
| People and Places | 10,634 | 26,863 | (16,229) | 3,849 | — |
| Strategy and Development | 11,707 | 17,134 | (5,427) | 470 | — |
| Total functions and activities | 167,855 | 161,854 | 6,001 | 20,706 | 2,199,312 |

Annual Report 2023/24

Notes to the Financial Statements

For the Year Ended 30 June 2024

Note 3. Funding for the delivery of our services

| | 2024 | 2023 |
|--|---------|---------|
| | \$ '000 | \$ '000 |

3.1 Rates and charges

Council uses capital improved value ("CIV") as the basis of valuation of all properties within the municipal district. The CIV of a property is the market value of land and improvements.

The valuation base used to calculate general rates for 2023/24 was \$44.09 billion (2022/23 \$44.86 billion).

| | | |
|--|----------------|----------------|
| General rates | 86,780 | 83,080 |
| Waste management charge | 19,947 | 18,167 |
| Special rates and charges | 127 | 160 |
| Supplementary rates and rate adjustments | 933 | 697 |
| Interest on rates and charges | 303 | 408 |
| Cultural and recreational | 19 | 19 |
| Total rates and charges | 108,109 | 102,531 |

The date of the latest general revaluation of land for rating purposes within the municipal district was 1 January 2024, and the valuation will be first applied in the rating year commencing 1 July 2024.

Annual rates and charges are recognised as revenues when Council issues annual rates notices. Supplementary rates are recognised when a valuation and reassessment is completed and a supplementary rates notice issued.

| | 2024 | 2023 |
|--|---------|---------|
| | \$ '000 | \$ '000 |

3.2 Statutory fees and fines

| | | |
|---------------------------------------|--------------|--------------|
| Infringements and costs | 1,913 | 1,675 |
| Court recoveries | 341 | 253 |
| Town planning fees | 1,445 | 1,573 |
| Land information certificates | 120 | 109 |
| Permits | 1,863 | 1,699 |
| Other | 122 | 140 |
| Total statutory fees and fines | 5,804 | 5,449 |

Statutory fees and fines (including parking fees and fines) are recognised as income when the service has been provided, the payment is received, or when the penalty has been applied, whichever first occurs.

Notes to the Financial Statements

For the Year Ended 30 June 2024

Note 3. Funding for the delivery of our services (continued)

| | 2024 \$ '000 | 2023 \$ '000 |
|---|-----------------|-----------------|
| 3.3 User fees | | |
| Active leisure centres | 23,994 | 21,967 |
| Aged and health services | 714 | 637 |
| Asset Protection | 283 | 303 |
| Child care and children's programs | 450 | 220 |
| Community facilities recreation | 829 | 739 |
| Community health | 64 | 36 |
| Local laws | 88 | 69 |
| Occupation road reserve | 108 | 121 |
| Performing arts, functions and conferences | 3,850 | 3,534 |
| Public notices | 94 | 89 |
| Youth programs | 3 | — |
| Other fees / charges | 1,135 | 1,278 |
| Total user fees | 31,612 | 28,993 |
| User fees by timing of revenue recognition | | |
| User fees recognised at a point in time | 31,612 | 28,993 |
| Total user fees | 31,612 | 28,993 |

User fees are recognised as revenue when the service has been provided or the payment is received, whichever first occurs.

| | 2024 \$ '000 | 2023 \$ '000 |
|--|-----------------|-----------------|
| 3.4 Funding from other levels of government | | |
| Grants were received in respect of the following: | | |
| Summary of grants | | |
| Commonwealth funded grants | 7,343 | 10,180 |
| State funded grants | 3,943 | 10,526 |
| Total grants received | 11,286 | 20,706 |

(a) Operating Grants

| | | |
|--|--------------|--------------|
| Recurrent - Commonwealth Government | | |
| Aged care | 946 | 1,011 |
| Community health | 11 | 14 |
| Financial Assistance Grants | 244 | 6,506 |
| Youth and Children services | — | 334 |
| Recurrent - State Government | | |
| Aged care | 557 | 567 |
| Community Health | 64 | 107 |
| Maternal and child health | 1,393 | 1,239 |
| Youth and Children services | 80 | 92 |
| Other | 2 | — |
| Total recurrent operating grants | 3,297 | 9,870 |

Annual Report 2023/24

Notes to the Financial Statements

For the Year Ended 30 June 2024

Note 3. Funding for the delivery of our services (continued)

| | 2024 \$ '000 | 2023 \$ '000 |
|--|-----------------|-----------------|
| Non-recurrent - Commonwealth Government | | |
| Asset management | – | 92 |
| Other | – | 20 |
| Non-recurrent - State Government | | |
| Activity Centre Development | 290 | 82 |
| Aged care | 42 | – |
| Asset management | 50 | – |
| Engineering and Building Services | 39 | 49 |
| Community health | 30 | 36 |
| Community wellbeing | 97 | 69 |
| COVID-19 | 111 | 283 |
| Engineering services | 11 | 11 |
| Maternal and child health | 143 | 142 |
| Sport and recreation | 51 | 10 |
| Strategic Planning and Sustainability | 49 | 167 |
| Youth and Children services | 440 | 383 |
| Other | – | 16 |
| Total non-recurrent operating grants | 1,353 | 1,360 |
| Total operating grants | 4,650 | 11,230 |
| (b) Capital Grants | | |
| Non-recurrent - Commonwealth Government | | |
| Buildings | – | 250 |
| Car parks | 5,101 | 975 |
| Recreational, leisure and community facilities | 500 | 15 |
| Roads | 541 | 963 |
| Non-recurrent - State Government | | |
| Buildings | 59 | 5,200 |
| Commercial centres | 173 | 335 |
| Drainage | 173 | 766 |
| Parks and open space | – | 3 |
| Recreational, leisure and community facilities | 67 | 482 |
| Other | 22 | 487 |
| Total non-recurrent capital grants | 6,636 | 9,476 |
| Total capital grants | 6,636 | 9,476 |

Notes to the Financial Statements

For the Year Ended 30 June 2024

Note 3. Funding for the delivery of our services (continued)

| | 2024 \$ '000 | 2023 \$ '000 |
|--|-----------------|-----------------|
|--|-----------------|-----------------|

(c) Recognition of grant income

Before recognising funding from government grants as revenue the Council assesses whether there is a contract that is enforceable and has sufficiently specific performance obligations in accordance with AASB 15 Revenue from Contracts with Customers. When both these conditions are satisfied, the Council:

- identifies each performance obligation relating to revenue under the contract/agreement
- determines the transaction price
- recognises a contract liability for its obligations under the agreement
- recognises revenue as it satisfies its performance obligations, at the point in time or over time when services are rendered.

Where the contract is not enforceable and/or does not have sufficiently specific performance obligations, the Council applies *AASB 1058 Income for Not-for-Profit Entities*.

Grant revenue with sufficiently specific performance obligations is recognised over time as the performance obligations specified in the underlying agreement are met. Where performance obligations are not sufficiently specific, grants are recognised on the earlier of receipt or when an unconditional right to receipt has been established. Grants relating to capital projects are generally recognised progressively as the capital project is completed. The following table provides a summary of the accounting framework under which grants are recognised.

Income recognised under AASB 1058 Income of Not-for-Profit Entities

| | | |
|---|---------------|---------------|
| General purpose | 244 | 6,506 |
| Specific purpose grants to acquire non-financial assets | 6,636 | 9,476 |
| Revenue recognised under AASB 15 Revenue from Contracts with Customers | | |
| Specific purpose grants | 4,406 | 4,724 |
| | 11,286 | 20,706 |

(d) Unspent grants received on condition that they be spent in a specific manner:

Operating

| | | |
|---|------------|--------------|
| Balance at start of year | 1,046 | 11,529 |
| Received during the financial year and remained unspent at balance date | 797 | 915 |
| Received in prior years and spent during the financial year | (847) | (11,398) |
| Balance at year end | 996 | 1,046 |

Capital

| | | |
|---|---------------|---------------|
| Balance at start of year | 18,213 | 30,082 |
| Received during the financial year and remained unspent at balance date | 134 | 558 |
| Received in prior years and spent during the financial year | (3,830) | (12,427) |
| Balance at year end | 14,517 | 18,213 |

Unspent grants are determined and disclosed on a cash basis.

Notes to the Financial Statements

For the Year Ended 30 June 2024

Note 3. Funding for the delivery of our services (continued)

| | 2024 \$ '000 | 2023 \$ '000 |
|----------------------------|-----------------|-----------------|
| 3.5 Contributions | | |
| Monetary | 7,773 | 5,355 |
| Total contributions | 7,773 | 5,355 |

Monetary and non monetary contributions are recognised as income at their fair value when Council obtains control over the contributed asset.

Notes to the Financial Statements

For the Year Ended 30 June 2024

Note 3. Funding for the delivery of our services (continued)

| | 2024 \$ '000 | 2023 \$ '000 |
|---|-----------------|-----------------|
| 3.6 Net gain/(loss) on disposal of property, infrastructure, plant and equipment | | |
| Proceeds of sale - monetary | 1,389 | 826 |
| Written down value of assets disposed | (523) | (421) |
| Total net gain/(loss) on disposal of property, infrastructure, plant and equipment | 866 | 405 |
| Total net gain/(loss) on disposal of property, infrastructure, plant and equipment | 866 | 405 |

The profit or loss on sale of an asset is determined when control of the asset has passed to the buyer.

| | 2024 \$ '000 | 2023 \$ '000 |
|---------------------------|-----------------|-----------------|
| 3.7 Other income | | |
| Interest on investments | 4,078 | 2,541 |
| Interest other | — | 1 |
| Rent | 911 | 752 |
| Other | 450 | 1,122 |
| Total other income | 5,439 | 4,416 |

Interest is recognised as it is earned.

Other income is measured at the fair value of the consideration received or receivable and is recognised when Council gains control over the right to receive the income.

Annual Report 2023/24

Notes to the Financial Statements

For the Year Ended 30 June 2024

Note 4. The cost of delivering services

| | 2024 \$ '000 | 2023 \$ '000 |
|--|-----------------|-----------------|
| 4.1 Employee costs | | |
| (a) Employee costs | | |
| Wages and salaries | 58,951 | 56,445 |
| WorkCover | 977 | 623 |
| Superannuation | 6,517 | 5,999 |
| Fringe benefits tax | 564 | 557 |
| Total employee costs | 67,009 | 63,624 |
| (b) Superannuation | | |
| Council made contributions to the following funds: | | |
| Defined benefit fund | | |
| Employer contributions to Local Authorities Superannuation Fund (Vision Super) | 173 | 194 |
| | 173 | 194 |
| Accumulation funds | | |
| Employer contributions to Local Authorities Superannuation Fund (Vision Super) | 3,035 | 2,823 |
| Employer contributions - other funds | 3,309 | 2,982 |
| | 6,344 | 5,805 |
| Total superannuation costs | 6,517 | 5,999 |

Contributions made exclude amounts accrued at balance date. Refer to note 9.3 for further information relating to Council's superannuation obligations.

Notes to the Financial Statements

For the Year Ended 30 June 2024

Note 4. The cost of delivering services (continued)

| | 2024 \$ '000 | 2023 \$ '000 |
|---|-----------------|-----------------|
| 4.2 Materials and services | | |
| Agency staff | 453 | 609 |
| Apprentices | 415 | 492 |
| Bank charges | 374 | 379 |
| Cleaning | 1,314 | 1,118 |
| Communications, postage and advertising | 1,159 | 1,125 |
| Consultants | 936 | 1,108 |
| Cost of goods sold | 1,341 | 1,143 |
| Fire services levy | 124 | 121 |
| Food costs - meals on wheels | 660 | 642 |
| Fuels, oil, registrations and running costs - plant and fleet | 1,514 | 1,309 |
| Grants to the community | 536 | 530 |
| Insurance | 1,624 | 1,444 |
| Legal fees | 663 | 801 |
| Library contribution | 3,033 | 2,799 |
| Licence fees | 668 | 445 |
| Maintenance | 5,103 | 5,527 |
| Marketing and promotion | 149 | 138 |
| Materials | 2,051 | 1,755 |
| Memberships and subscriptions | 391 | 229 |
| Printing and stationary | 172 | 156 |
| Security | 560 | 514 |
| Training | 490 | 453 |
| Uniforms | 164 | 121 |
| Utilities | 3,466 | 3,345 |
| Other | 4,444 | 4,267 |
| Contract payments - waste | 15,421 | 14,167 |
| Contract payments - operations | 4,358 | 5,189 |
| Contract payments - valuations | 57 | 60 |
| Contract payments - election | 70 | 1 |
| Contractors - other | 5,791 | 5,943 |
| Total materials and services | 57,501 | 55,930 |

Expenses are recognised as they are incurred and reported in the financial year to which they relate.

Annual Report 2023/24

Notes to the Financial Statements

For the Year Ended 30 June 2024

Note 4. The cost of delivering services (continued)

| | 2024 \$ '000 | 2023 \$ '000 |
|---|-----------------|-----------------|
| 4.3 Depreciation | | |
| Property | | |
| Buildings - non specialised | 5,736 | 8,152 |
| Total depreciation - property | 5,736 | 8,152 |
| Plant and equipment | | |
| Plant machinery and equipment | 1,521 | 1,455 |
| Fixtures fittings and furniture | 664 | 454 |
| Computers and telecommunications | 21 | 48 |
| Total depreciation - plant and equipment | 2,206 | 1,957 |
| Infrastructure | | |
| Roads | 7,348 | 7,225 |
| Bridges | 151 | — |
| Footways and cycleways | 2,157 | 1,792 |
| Drainage | 5,469 | 4,520 |
| Parks open spaces and streetscapes | 2,898 | 2,772 |
| Off street car parks | 430 | 368 |
| Total depreciation - infrastructure | 18,453 | 16,677 |
| Total depreciation | 26,395 | 26,786 |

Refer to note 5.2, 5.8 and 6.1 for a more detailed breakdown of depreciation and amortisation charges and accounting policy.

| | 2024 \$ '000 | 2023 \$ '000 |
|---|-----------------|-----------------|
| 4.4 Amortisation - Intangible assets | | |
| Software | 298 | 246 |
| Total Amortisation - Intangible assets | 298 | 246 |

| | 2024 \$ '000 | 2023 \$ '000 |
|---|-----------------|-----------------|
| 4.5 Depreciation - Right of use assets | | |
| Vehicles | 589 | 439 |
| Photocopiers | 48 | 50 |
| IT Equipment | 717 | 807 |
| Leisure equipment | 215 | 262 |
| Land | 4 | 5 |
| Total Depreciation - Right of use assets | 1,573 | 1,563 |

Notes to the Financial Statements

For the Year Ended 30 June 2024

Note 4. The cost of delivering services (continued)

| | 2024 \$ '000 | 2023 \$ '000 |
|--|-----------------|-----------------|
| 4.6 Allowance for impairment losses | | |
| Other debtors | 105 | 82 |
| Total bad and doubtful debts | 105 | 82 |
| Movement in allowance for impairment losses in respect of debtors | | |
| Balance at the beginning of the year | 13 | 27 |
| New allowances recognised during the year | 105 | 81 |
| Amounts already allowed for and written off as uncollectible | (3) | (95) |
| Balance at end of year | 115 | 13 |

An allowance for impairment losses in respect of debtors is recognised based on an expected credit loss model. This model considers both historic and forward looking information in determining the level of impairment.

Annual Report 2023/24

Notes to the Financial Statements

For the Year Ended 30 June 2024

Note 4. The cost of delivering services (continued)

| | 2024 | 2023 |
|--|---------|---------|
| | \$ '000 | \$ '000 |

4.7 Borrowing costs

| | | |
|------------------------------|------------|--------------|
| Interest - Borrowings | 914 | 1,035 |
| Total borrowing costs | 914 | 1,035 |

Borrowing costs are recognised as an expense in the period in which they are incurred, except where they are capitalised as part of a qualifying asset constructed by Council.

| | 2024 | 2023 |
|--|---------|---------|
| | \$ '000 | \$ '000 |

4.8 Finance Costs - Leases

| | | |
|------------------------------|------------|------------|
| Interest - Lease Liabilities | 368 | 314 |
| Total finance costs | 368 | 314 |

| | 2024 | 2023 |
|--|---------|---------|
| | \$ '000 | \$ '000 |

4.9 Other expenses

| | | |
|---|--------------|---------------|
| Auditors' remuneration - VAGO - audit of the financial statements, performance statement and grant acquittals | 97 | 69 |
| Auditors' remuneration - other | 60 | 74 |
| Councillors' allowances | 378 | 366 |
| Operating Lease rentals | 142 | — |
| Assets written-off / impaired | 3,697 | 11,646 |
| Other | — | 110 |
| Total other expenses | 4,374 | 12,265 |

Notes to the Financial Statements

For the Year Ended 30 June 2024

Note 5. Investing in and financing our operations

| | 2024 \$ '000 | 2023 \$ '000 |
|---|-----------------|-----------------|
| 5.1 Financial assets | | |
| (a) Cash and cash equivalents | | |
| Current | | |
| Cash on hand | 19 | 23 |
| Cash at bank | 32,238 | 69,155 |
| Term deposits | 19,095 | 4,883 |
| Total current cash and cash equivalents | 51,352 | 74,061 |
| (b) Other financial assets | | |
| Current | | |
| Term deposits | 36,001 | 14,575 |
| Total other financial assets | 36,001 | 14,575 |
| Total cash and cash equivalents and other financial assets | 87,353 | 88,636 |
| Cash and cash equivalents include cash on hand, deposits at call, and other highly liquid investments with original maturities of three months or less, net of outstanding bank overdrafts. | | |
| Other financial assets are valued at fair value, at balance date. Term deposits are measured at original cost. Any unrealised gains and losses on holdings at balance date are recognised as either a revenue or expense. | | |
| Other financial assets include term deposits and those with original maturity dates of three to 12 months are classified as current, whilst term deposits with maturity dates greater than 12 months are classified as non-current. | | |
| (c) Trade & Other Receivables | | |
| Current | | |
| <i>Statutory receivables</i> | | |
| Rates debtors | 6,001 | 3,752 |
| Garbage charges - debtors | 1,336 | 799 |
| Infringement debtors | 364 | 343 |
| Net GST receivable | 730 | 505 |
| <i>Non-statutory receivables</i> | | |
| Loans and advances to community organisations | 9 | 15 |
| Interest accrued - other investments | 752 | 338 |
| Allowance for expected credit loss - other debtors | (116) | (13) |
| Other debtors | 3,251 | 4,056 |
| Total current trade and other receivables | 12,327 | 9,795 |

Annual Report 2023/24

Notes to the Financial Statements

For the Year Ended 30 June 2024

Note 5. Investing in and financing our operations (continued)

| | 2024 \$ '000 | 2023 \$ '000 |
|--|-----------------|-----------------|
| Non-Current | | |
| <i>Statutory receivables</i> | | |
| Rates debtors | 36 | 34 |
| <i>Non-statutory receivables</i> | | |
| Loans and advances to community organisations | 6 | 14 |
| Other debtors | 48 | 265 |
| Total non-current trade and other receivables | 90 | 313 |
| Total trade and other receivables | 12,417 | 10,108 |

Short term receivables are carried at invoice amount. An allowance for expected credit losses is recognised based on past experience and other objective evidence of expected losses. Long term receivables are carried at amortised cost using the effective interest rate method.

(d) Ageing of receivables

The ageing of the Council's trade & other receivables (excluding statutory receivables) that are not impaired was:

| | | |
|--|--------------|--------------|
| Current (not yet due) | 3,326 | 2,214 |
| Past due by up to 30 days | 523 | 317 |
| Past due between 31 and 180 days | 41 | 139 |
| Past due between 181 and 365 days | 122 | 2,243 |
| Past due by more than 1 year | 56 | 279 |
| Total trade and other receivables | 4,068 | 5,192 |

Notes to the Financial Statements

For the Year Ended 30 June 2024

Note 5. Investing in and financing our operations (continued)

| | 2024 \$ '000 | 2023 \$ '000 |
|--|-----------------------------|--------------------------|
| 5.2 Non-financial assets | | |
| (a) Inventories | | |
| Inventories held for distribution | 140 | 145 |
| Inventories held for sale | 332 | 279 |
| Total inventories | 472 | 424 |
| (b) Other assets | | |
| Prepayments | 871 | 866 |
| Total other assets | 871 | 866 |
| (c) Intangible assets | | |
| Software | 1,051 | 1,054 |
| Total intangible assets | 1,051 | 1,054 |
| | Software \$ '000 | Total \$ '000 |
| Gross Carrying Amount | | |
| Balance at 1 July 2023 | 1,488 | 1,488 |
| Other additions | 296 | 296 |
| Disposals | (126) | (126) |
| Balance at 30 June 2024 | 1,658 | 1,658 |
| Accumulated amortisation and impairment | | |
| Balance at 1 July 2023 | 435 | 435 |
| Amortisation expense | 298 | 298 |
| Disposals | (126) | (126) |
| Balance at 30 June 2024 | 607 | 607 |
| Net book value at 30 June 2023 | 1,054 | 1,054 |
| Net book value at 30 June 2024 | 1,051 | 1,051 |

Intangible assets with finite lives are amortised as an expense on a systematic basis over the asset's useful life. Amortisation is generally calculated on a straight line basis, at a rate that allocates the asset value, less any estimated residual value over its estimated useful life. Estimates of the remaining useful lives and amortisation method are reviewed at least annually, and adjustments made where appropriate.

Annual Report 2023/24

Notes to the Financial Statements

For the Year Ended 30 June 2024

Note 5. Investing in and financing our operations (continued)

| | 2024 \$ '000 | 2023 \$ '000 |
|--|-----------------|-----------------|
| 5.3 Payables, trust funds and deposits and contract and other liabilities | | |
| (a) Trade and other payables | | |
| Current | | |
| <i>Non-statutory payables</i> | | |
| Trade payables | 29,902 | 31,095 |
| Accrued expenses | 2,256 | 1,840 |
| Total current trade and other payables | 32,158 | 32,935 |
| (b) Trust funds and deposits | | |
| Current | | |
| Refundable deposits | 4,748 | 4,796 |
| Fire services levy | 757 | 482 |
| Retention amounts | 193 | 626 |
| Special rate assessment | 158 | 161 |
| Total current trust funds and deposits | 5,856 | 6,065 |
| Non-current | | |
| Refundable deposits | 6 | 6 |
| Special rate assessment | — | 126 |
| Total non-current trust funds and deposits | 6 | 132 |

Amounts received as deposits and retention amounts controlled by Council are recognised as trust funds until they are returned, transferred in accordance with the purpose of the receipt, or forfeited. Trust funds that are forfeited, resulting in council gaining control of the funds, are to be recognised as revenue at the time of forfeit.

Purpose and nature of items

Refundable Deposits - Deposits are taken by council as a form of surety in a number of circumstances, including in relation to building works, tender deposits, contract deposits and the use of civic facilities.

Fire Service Levy - Council is the collection agent for fire services levy on behalf of the State Government. Council remits amounts received on a quarterly basis. Amounts disclosed here will be remitted to the state government in line with that process.

Retention Amounts - Council has a contractual right to retain certain amounts until a contractor has met certain requirements or a related warrant or defect period has elapsed. Subject to the satisfactory completion of the contractual obligations, or the lapsing of time, these amounts will be paid to the relevant contractor in line with Council's contractual obligations.

Special Rate Assessment - Council is the collection agent for Promotional expenditure on behalf of Various Traders Associations. Council remits amounts received on a quarterly basis. Amounts disclosed here will be remitted to the Traders associations in line with that process.

Notes to the Financial Statements

For the Year Ended 30 June 2024

Note 5. Investing in and financing our operations (continued)

| | 2024 \$ '000 | 2023 \$ '000 |
|---|-----------------|-----------------|
| (c) Contract and other liabilities | | |
| Contract liabilities | | |
| Current | | |
| Grants received in advance: | | |
| Grants received in advance - operating | 996 | 1,046 |
| Total grants received in advance | 996 | 1,046 |
| Total current contract liabilities | 996 | 1,046 |
| Other liabilities | | |
| Current | | |
| Deferred capital grants | 14,292 | 7,170 |
| Total current other liabilities | 14,292 | 7,170 |
| Total current contract and other liabilities | 15,288 | 8,216 |
| Other liabilities | | |
| Non-current | | |
| Deferred capital grants | 225 | 11,043 |
| Total non-current other liabilities | 225 | 11,043 |
| Total non-current contract and other liabilities | 225 | 11,043 |

Non-current unearned income amounts represent grant funding received by Council in relation to large, multi-year capital construction agreements. The non-current portion has been identified via planned expenditure and progress towards the projects as per Council's 10 year capital works program and adopted budget.

| | 2024 \$ '000 | 2023 \$ '000 |
|--|-----------------|-----------------|
|--|-----------------|-----------------|

5.4 Interest-bearing liabilities

| | | |
|---|---------------|---------------|
| Current | | |
| Borrowings - secured | 2,962 | 2,836 |
| Total current interest-bearing liabilities | 2,962 | 2,836 |
| Non-current | | |
| Borrowings - secured | 15,763 | 18,726 |
| Total non-current interest-bearing liabilities | 15,763 | 18,726 |
| Total | 18,725 | 21,562 |

Borrowings are secured by a deed of charge over Council rates.

a) The maturity profile for Council's borrowings is:

| | | |
|---|---------------|---------------|
| Not later than one year | 2,962 | 2,836 |
| Later than one year and not later than five years | 14,641 | 14,027 |
| Later than five years | 1,122 | 4,699 |
| | 18,725 | 21,562 |

Borrowings are initially measured at fair value, being the cost of the interest bearing liabilities, net of transaction costs. The measurement basis subsequent to initial recognition depends on whether the Council has categorised its interest-bearing liabilities as either financial liabilities designated at fair value through the profit and loss, or financial liabilities at amortised cost.

Annual Report 2023/24

Notes to the Financial Statements

For the Year Ended 30 June 2024

Note 5. Investing in and financing our operations (continued)

Any difference between the initial recognised amount and the redemption value is recognised in net result over the period of the borrowing using the effective interest method.

The classification depends on the nature and purpose of the interest bearing liabilities. The Council determines the classification of its interest bearing liabilities based on contractual repayment terms at every balance date.

| | Employee provisions \$ '000 | Total \$ '000 |
|---|-----------------------------------|------------------|
| 5.5 Provisions | | |
| 2024 | | |
| Balance at the beginning of the financial year | 15,916 | 15,916 |
| Additional provisions | 5,381 | 5,381 |
| Amounts used | (5,132) | (5,132) |
| Change in the discounted amount arising because of time and the effect of any change in the discount rate | 232 | 232 |
| Balance at the end of the financial year | 16,397 | 16,397 |
| Provisions | | |
| Provisions - current | 15,066 | 15,066 |
| Provisions - non-current | 1,331 | 1,331 |
| Total Provisions | 16,397 | 16,397 |
| 2023 | | |
| Balance at the beginning of the financial year | 15,416 | 15,416 |
| Additional provisions | 5,705 | 5,705 |
| Amounts used | (5,159) | (5,159) |
| Change in the discounted amount arising because of time and the effect of any change in the discount rate | (46) | (46) |
| Balance at the end of the financial year | 15,916 | 15,916 |
| Provisions | | |
| Provisions - current | 14,805 | 14,805 |
| Provisions - non-current | 1,111 | 1,111 |
| Total Provisions | 15,916 | 15,916 |

Notes to the Financial Statements

For the Year Ended 30 June 2024

Note 5. Investing in and financing our operations (continued)

| | 2024 \$ '000 | 2023 \$ '000 |
|--|-----------------|-----------------|
| (a) Employee provisions | | |
| Current provisions expected to be wholly settled within 12 months | | |
| Annual leave | 3,446 | 3,674 |
| Long service leave | 1,161 | 1,072 |
| Service gratuities | 6 | 18 |
| | 4,613 | 4,764 |
| Current provisions expected to be wholly settled after 12 months | | |
| Annual leave | 1,302 | 1,462 |
| Long service leave | 9,120 | 8,540 |
| Service gratuities | 31 | 39 |
| | 10,453 | 10,041 |
| Total current employee provisions | 15,066 | 14,805 |
| Non-Current | | |
| Long service leave | 1,331 | 1,111 |
| Total Non-Current Employee Provisions | 1,331 | 1,111 |
| Aggregate Carrying Amount of Employee Provisions: | | |
| Current | 15,066 | 14,805 |
| Non-current | 1,331 | 1,111 |
| Total Aggregate Carrying Amount of Employee Provisions | 16,397 | 15,916 |

The calculation of employee costs and benefits includes all relevant on-costs and are calculated as follows at reporting date.

Annual leave

A liability for annual leave is recognised in the provision for employee benefits as a current liability because the Council does not have an unconditional right to defer settlement of the liability. Liabilities for annual leave are measured at:

- nominal value if the Council expects to wholly settle the liability within 12 months
- present value if the Council does not expect to wholly settle within 12 months.

Liabilities that are not expected to be wholly settled within 12 months of the reporting date are recognised in the provision for employee benefits as current liabilities, measured at the present value of the amounts expected to be paid when the liabilities are settled using the remuneration rate expected to apply at the time of settlement.

Long service leave

Liability for long service leave (LSL) is recognised in the provision for employee benefits. LSL is measured at present value. Unconditional LSL is disclosed as a current liability. Conditional LSL that has been accrued, where an employee is yet to reach a qualifying term of employment, is disclosed as a non-current liability.

Key assumptions:

| | | |
|----------------------------------|-------|-------|
| - weighted average discount rate | 4.35% | 4.04% |
| - inflation rate | 4.45% | 4.35% |

Notes to the Financial Statements

For the Year Ended 30 June 2024

Note 5. Investing in and financing our operations (continued)

| | 2024 \$ '000 | 2023 \$ '000 |
|---|-----------------|-----------------|
| 5.6 Financing arrangements | | |
| The Council has the following funding arrangements in place as at 30 June 2024. | | |
| Bank overdraft | 1,500 | 1,500 |
| Corporate purchasing cards | 300 | 300 |
| Treasury Corporation of Victoria facilities | 7,763 | 8,902 |
| Other facilities | 10,962 | 12,660 |
| Total Facilities | 20,525 | 23,362 |
| Used facilities | (18,886) | (21,703) |
| Used facilities | (18,886) | (21,703) |
| Unused facilities | 1,639 | 1,659 |

Notes to the Financial Statements

For the Year Ended 30 June 2024

Note 5. Investing in and financing our operations (continued)

5.7 Commitments

The Council has entered into the following commitments. Commitments are not recognised in the Balance Sheet. Commitments are disclosed at their nominal value and presented inclusive of the GST payable.

(a) Commitments for expenditure

| | Not later than 1 year \$ '000 | Later than 1 year and not later than 2 years \$ '000 | Later than 2 years and not later than 5 years \$ '000 | Later than 5 years \$ '000 | Total \$ '000 |
|---|-------------------------------------|--|---|----------------------------------|------------------|
| 2024 | | | | | |
| Operating | | | | | |
| Recycling | 1,767 | 1,837 | 5,907 | 14,344 | 23,855 |
| Waste management | 15,258 | 15,869 | 51,010 | 60,720 | 142,857 |
| Cleaning contracts for council buildings | 1,412 | 1,129 | 910 | – | 3,451 |
| Other | 3,059 | 2,470 | 18,633 | – | 24,162 |
| Total | 21,496 | 21,305 | 76,460 | 75,064 | 194,325 |
| Capital | | | | | |
| Buildings | 17,053 | 15,451 | 1,132 | – | 33,636 |
| Roads | 391 | 130 | 910 | – | 1,431 |
| Parks and reserves | 117 | – | – | – | 117 |
| Total | 17,561 | 15,581 | 2,042 | – | 35,184 |
| 2023 | | | | | |
| Operating | | | | | |
| Recycling | 1,668 | 1,735 | 5,577 | 13,542 | 22,522 |
| Waste management | 14,993 | 15,592 | 50,122 | 58,820 | 139,527 |
| Cleaning contracts for council buildings | 941 | 805 | 1,000 | – | 2,746 |
| Other | 3,181 | 2,284 | 3,230 | – | 8,695 |
| Total | 20,783 | 20,416 | 59,929 | 72,362 | 173,490 |
| Capital | | | | | |
| Buildings | 2,442 | 1,405 | 3,218 | – | 7,065 |
| Roads | 5,493 | 4,508 | 6,594 | – | 16,595 |
| Parks and reserves | 246 | 8,500 | – | – | 8,746 |
| Total | 8,181 | 14,413 | 9,812 | – | 32,406 |

Notes to the Financial Statements

For the Year Ended 30 June 2024

Note 5. Investing in and financing our operations (continued)

5.8 Leases

At inception of a contract, Council assesses whether a contract is, or contains, a lease. A contract is, or contains, a lease if the contract conveys the right to control the use of an identified asset for a period of time in exchange for consideration. To identify whether a contract conveys the right to control the use of an identified asset, it is necessary to assess whether:

- The contract involves the use of an identified asset;
- Council has the right to obtain substantially all of the economic benefits from use of the asset throughout the period of use; and
- Council has the right to direct the use of the asset.

This policy is applied to contracts entered into, or changed, on or after 1 July 2019.

As a lessee, Council recognises a right-of-use asset and a lease liability at the lease commencement date. The right-of-use asset is initially measured at cost which comprises the initial amount of the lease liability adjusted for:

- any lease payments made at or before the commencement date less any lease incentives received; plus
- any initial direct costs incurred; and
- an estimate of costs to dismantle and remove the underlying asset or to restore the underlying asset or the site on which it is located.

The right-of-use asset is subsequently depreciated using the straight-line method from the commencement date to the earlier of the end of the useful life of the right-of-use asset or the end of the lease term. The estimated useful lives of right-of-use assets are determined on the same basis as those of property, plant and equipment. In addition, the right-of-use asset is periodically reduced by impairment losses, if any, and adjusted for certain measurements of the lease liability.

The lease liability is initially measured at the present value of the lease payments that are not paid at the commencement date, discounted using the interest rate implicit in the lease or, if that rate cannot be readily determined, an appropriate incremental borrowing rate. Generally, Council uses an appropriate incremental borrowing rate as the discount rate.

Lease payments included in the measurement of the lease liability comprise the following:

- Fixed payments
- Variable lease payments that depend on an index or a rate, initially measured using the index or rate as at the commencement date;
- Amounts expected to be payable under a residual value guarantee; and
- The exercise price under a purchase option that Council is reasonably certain to exercise, lease payments in an optional renewal period if Council is reasonably certain to exercise an extension option, and penalties for early termination of a lease unless Council is reasonably certain not to terminate early.

When the lease liability is remeasured in this way, a corresponding adjustment is made to the carrying amount of the right-of-use asset, or is recorded in profit or loss if the carrying amount of the right-of-use asset has been reduced to zero.

Under *AASB 16 Leases*, Council as a not-for-profit entity has elected not to measure right-of-use assets at initial recognition at fair value in respect of leases that have significantly below-market terms.

Notes to the Financial Statements

For the Year Ended 30 June 2024

Note 5. Investing in and financing our operations (continued)

(a) Right-of-Use Assets

| | Vehicles \$ '000 | Photocopiers \$ '000 | IT equipment \$ '000 | Leisure equipment \$ '000 | Land \$ '000 | Total \$ '000 |
|--------------------------------|---------------------|-------------------------|-------------------------|---------------------------------|-----------------|------------------|
| 2024 | | | | | | |
| Balance at 1 July 2023 | 6,612 | 87 | 1,661 | 290 | 2 | 8,652 |
| Additions | – | – | – | 192 | 14 | 206 |
| Depreciation charge | (589) | (48) | (717) | (215) | (4) | (1,573) |
| Balance at 30 June 2024 | 6,023 | 39 | 944 | 267 | 12 | 7,285 |
| 2023 | | | | | | |
| Balance at 1 July 2022 | – | 123 | 629 | 552 | 4 | 1,308 |
| Additions | 7,051 | – | 1,833 | – | – | 8,884 |
| Depreciation charge | (439) | (50) | (807) | (262) | (5) | (1,563) |
| Other | – | 14 | 6 | – | 3 | 23 |
| Balance at 30 June 2023 | 6,612 | 87 | 1,661 | 290 | 2 | 8,652 |

| | 2024 \$ '000 | 2023 \$ '000 |
|--|------------------------|------------------------|
|--|------------------------|------------------------|

(b) Lease Liabilities

Maturity analysis - contractual undiscounted cash flows

| | | |
|--|--------------|---------------|
| Less than one year | 1,648 | 1,819 |
| One to five years | 3,527 | 4,170 |
| More than five years | 4,089 | 4,867 |
| Total undiscounted lease liabilities as at 30 June: | 9,264 | 10,856 |

Lease liabilities included in the Balance Sheet at 30 June:

| | | |
|--------------------------------|--------------|--------------|
| Current | 1,119 | 1,451 |
| Non-current | 6,379 | 7,294 |
| Total lease liabilities | 7,498 | 8,745 |

Short-term and low value leases

Council has elected not to recognise right-of-use assets and lease liabilities for short-term leases of machinery that have a lease term of 12 months or less and leases of low-value assets (individual assets worth less than existing capitalisation thresholds for a like asset up to a maximum of AUD\$10,000), including IT equipment. Council recognises the lease payments associated with these leases as an expense on a straight-line basis over the lease term.

Notes to the Financial Statements

For the Year Ended 30 June 2024

Note 6. Assets we manage

| | 2024 \$ '000 | 2023 \$ '000 |
|--|-----------------|-----------------|
| 6.1 Non-current assets classified as "held for sale" | | |
| Current | | |
| Fair value of assets | 826 | — |
| Total non current assets classified as held for sale | 826 | — |

Additional disclosures:

Non-current assets classified as held for sale (including disposal groups) are measured at the lower of its carrying amount and fair value less costs of disposal, and are not subject to depreciation. Non-current assets, disposal groups and related liabilities and assets are treated as current and classified as held for sale if their carrying amount will be recovered through a sale transaction rather than through continuing use. This condition is regarded as met only when the sale is highly probable and the asset's sale (or disposal group sale) is expected to be completed within 12 months from the date of classification.

Notes to the Financial Statements

For the Year Ended 30 June 2024

Note 6. Assets we manage

Property, infrastructure, plant and equipment

| Summary of property, infrastructure, plant and equipment | Adjusted Carrying amount 1 July 2023 \$ '000 | Additions \$ '000 | Contributions \$ '000 | Revaluation \$ '000 | Disposal \$ '000 | Depreciation \$ '000 | Write-off \$ '000 | Transfers \$ '000 | Carrying amount 30 June 2024 \$ '000 |
|--|---|----------------------|--------------------------|------------------------|---------------------|-------------------------|----------------------|----------------------|---|
| Property | 1,304,286 | 5,691 | – | 61,006 | (360) | (5,736) | (593) | 1,487 | 1,365,781 |
| Plant and equipment | 13,674 | 5,209 | – | 1,206 | (160) | (2,206) | (194) | – | 17,529 |
| Infrastructure | 791,425 | 13,714 | – | 17,279 | – | (18,453) | (2,014) | 4,151 | 806,102 |
| Work in progress | 8,787 | 10,068 | – | – | – | – | (820) | (6,464) | 11,571 |
| Total | 2,118,172 | 34,682 | – | 79,491 | (520) | (26,395) | (3,621) | (826) | 2,200,983 |

Adjustments for prior periods

Council has brought to account assets inadvertently not discovered during prior recognition processes. This was after Council undertook an asset reconciliation process, that identified assets it held control over. The assets were obtained over many years and hence it was impractical to restate prior period balances. The values were established by implementing a consistent valuation methodology as applied to the relevant asset classes. This has been adjusted against opening asset balances for Property, Infrastructure, Plant and Equipment and Accumulated Surplus at 1 July 2023.

| | At fair value 30 June 2023 \$'000 | At Fair value 1 July 2023 \$'000 | Adjustments for prior periods \$'000 | Adjusted Carrying for amount 1 July 2023 \$'000 |
|---------------------|--------------------------------------|-------------------------------------|---|--|
| Property | 1,286,377 | 1,286,377 | 17,909 | 1,304,286 |
| Plant and equipment | 11,604 | 11,604 | 2,069 | 13,673 |
| Infrastructure | 780,874 | 780,874 | 10,552 | 791,426 |
| Work in progress | 8,787 | 8,787 | – | 8,787 |
| Total | 2,087,642 | 2,087,642 | 30,530 | 2,118,172 |

Annual Report 2023/24

Notes to the Financial Statements

For the Year Ended 30 June 2024

Note 6. Assets we manage (continued)

| Summary of Work in Progress | Opening WIP \$ '000 | Additions \$ '000 | Write-off \$ '000 | Transfers \$ '000 | Closing WIP \$ '000 |
|-----------------------------|------------------------|----------------------|----------------------|----------------------|------------------------|
| Summary of Work in Progress | | | | | |
| Property | 4,636 | 6,339 | (820) | (2,313) | 7,842 |
| Plant and equipment | - | 280 | - | - | 280 |
| Infrastructure | 4,151 | 3,449 | - | (4,151) | 3,449 |
| Total | 8,787 | 10,068 | (820) | (6,464) | 11,571 |

Notes to the Financial Statements

For the Year Ended 30 June 2024

Note 6. Assets we manage (continued)

| | Land specialised \$ '000 | Land non specialised \$ '000 | Total land and land improve- ments \$ '000 | Buildings non specialised \$ '000 | Total buildings \$ '000 | Work in progress \$ '000 | Total property \$ '000 |
|--|-----------------------------|------------------------------------|---|---|----------------------------|-----------------------------|---------------------------|
| Property | | | | | | | |
| At fair value 1 July 2023 | 254,575 | 752,367 | 1,006,942 | 385,757 | 385,757 | 4,636 | 1,397,335 |
| Accumulated depreciation at 1 July 2023 | — | — | — | (106,322) | (106,322) | — | (106,322) |
| | 254,575 | 752,367 | 1,006,942 | 279,435 | 279,435 | 4,636 | 1,291,013 |
| Movements in fair value | | | | | | | |
| Additions | — | 128 | 128 | 5,563 | 5,563 | 6,339 | 12,030 |
| Revaluation | 4,022 | (759) | 3,263 | 91,705 | 91,705 | — | 94,968 |
| Disposal | — | (360) | (360) | — | — | — | (360) |
| Write-off | — | — | — | (1,223) | (1,223) | (820) | (2,043) |
| Transfers | — | (826) | (826) | 2,313 | 2,313 | (2,313) | (826) |
| Prior period adjustment | — | 15,604 | 15,604 | (180) | (180) | — | 15,424 |
| | 4,022 | 13,787 | 17,809 | 98,178 | 98,178 | 3,206 | 119,193 |
| Movements in accumulated depreciation | | | | | | | |
| Depreciation and amortisation | — | — | — | (5,736) | (5,736) | — | (5,736) |
| Accumulated depreciation of disposals | — | — | — | — | — | — | — |
| Revaluation | — | — | — | (33,962) | (33,962) | — | (33,962) |
| Prior period adjustment | — | — | — | 2,485 | 2,485 | — | 2,485 |
| Write off | — | — | — | 631 | 631 | — | 631 |
| | — | — | — | (36,582) | (36,582) | — | (36,582) |
| At fair value 30 June 2024 | 258,597 | 766,154 | 1,024,751 | 483,936 | 483,936 | 7,842 | 1,516,529 |
| Accumulated depreciation at 30 June 2024 | — | — | — | (142,905) | (142,905) | — | (142,905) |
| Carrying amount | 258,597 | 766,154 | 1,024,751 | 341,031 | 341,031 | 7,842 | 1,373,624 |

Annual Report 2023/24

Notes to the Financial Statements

For the Year Ended 30 June 2024

Note 6. Assets we manage (continued)

| | Plant machinery and equipment \$ '000 | Fixtures fittings and furniture \$ '000 | Computers and telecomms \$ '000 | Artwork \$ '000 | Total \$ '000 | Work in progress \$ '000 | Total plant and equipment \$ '000 |
|--|---|---|---------------------------------------|--------------------|------------------|-----------------------------|--|
| Plant and Equipment | | | | | | | |
| At fair value 1 July 2023 | 13,656 | 5,551 | 373 | 2,567 | 22,147 | — | 22,147 |
| Accumulated depreciation at 1 July 2023 | (7,708) | (2,520) | (315) | — | (10,543) | — | (10,543) |
| | 5,948 | 3,031 | 58 | 2,567 | 11,604 | — | 11,604 |
| Movements in fair value | | | | | | | |
| Additions | 3,346 | 1,810 | 30 | 23 | 5,209 | 280 | 5,489 |
| Revaluation | — | — | — | 1,206 | 1,206 | — | 1,206 |
| Disposal | (2,448) | — | — | — | (2,448) | — | (2,448) |
| Write-off | (360) | (107) | (58) | (37) | (562) | — | (562) |
| Prior period adjustment | 439 | 1,782 | — | 329 | 2,550 | — | 2,550 |
| Revaluation | — | — | — | — | — | — | — |
| | 977 | 3,485 | (28) | 1,521 | 5,955 | 280 | 6,235 |
| Movements in accumulated depreciation | | | | | | | |
| Depreciation and amortisation | (1,521) | (664) | (21) | — | (2,206) | — | (2,206) |
| Accumulated depreciation of disposals | 2,285 | — | — | — | 2,285 | — | 2,285 |
| Prior period adjustment | (280) | (200) | — | — | (480) | — | (480) |
| Write off | 294 | 16 | 58 | — | 368 | — | 368 |
| | 778 | (848) | 37 | — | (33) | — | (33) |
| At fair value 30 June 2024 | 14,633 | 9,037 | 345 | 4,088 | 28,103 | 280 | 28,383 |
| Accumulated depreciation at 30 June 2024 | (6,930) | (3,369) | (278) | — | (10,577) | — | (10,577) |
| Carrying amount | 7,703 | 5,668 | 67 | 4,088 | 17,526 | 280 | 17,806 |

Notes to the Financial Statements

For the Year Ended 30 June 2024

Note 6. Assets we manage (continued)

| | Roads \$ '000 | Bridges \$ '000 | Footpaths and cycleways \$ '000 | Drainage \$ '000 | Parks open spaces and streetscapes \$ '000 | Off street car parks \$ '000 | Total \$ '000 | Work in progress \$ '000 | Total infrastructure \$ '000 |
|--|------------------|--------------------|---------------------------------------|---------------------|---|------------------------------------|------------------|--------------------------------|------------------------------------|
| Infrastructure | | | | | | | | | |
| At fair value 1 July 2023 | 470,208 | – | 176,974 | 597,738 | 88,201 | 25,926 | 1,359,047 | 4,151 | 1,363,198 |
| Accumulated depreciation at 1 July 2023 | (189,676) | – | (96,140) | (246,643) | (40,770) | (4,944) | (578,173) | – | (578,173) |
| | 280,532 | – | 80,834 | 351,095 | 47,431 | 20,982 | 780,874 | 4,151 | 785,025 |
| Movements in fair value | | | | | | | | | |
| Additions | 3,176 | – | 2,178 | 3,412 | 4,416 | 532 | 13,714 | 3,449 | 17,163 |
| Revaluation | 2,466 | – | – | 16,811 | – | – | 19,277 | – | 19,277 |
| Write-off | (103) | – | (111) | (1,214) | (2,605) | (35) | (4,068) | – | (4,068) |
| Transfers | 431 | – | 1,544 | 546 | 859 | 771 | 4,151 | (4,151) | – |
| Prior period adjustment | 3,677 | 8,229 | 1,026 | 3,247 | 3,029 | – | 19,208 | – | 19,208 |
| | 9,647 | 8,229 | 4,637 | 22,802 | 5,699 | 1,268 | 52,282 | (702) | 51,580 |
| Movements in accumulated depreciation | | | | | | | | | |
| Depreciation and amortisation | (7,348) | (150) | (2,158) | (5,469) | (2,898) | (430) | (18,453) | – | (18,453) |
| Revaluation | (1,846) | – | – | (152) | – | – | (1,998) | – | (1,998) |
| Prior period adjustment | (2,593) | (3,494) | (915) | (350) | (1,303) | – | (8,655) | – | (8,655) |
| Write off | 52 | – | 62 | 465 | 1,461 | 14 | 2,054 | – | 2,054 |
| | (11,735) | (3,644) | (3,011) | (5,506) | (2,740) | (416) | (27,052) | – | (27,052) |
| At fair value 30 June 2024 | 479,855 | 8,229 | 181,610 | 620,540 | 93,901 | 27,194 | 1,411,329 | 3,449 | 1,414,778 |
| Accumulated depreciation at 30 June 2024 | (201,411) | (3,644) | (99,150) | (252,149) | (43,511) | (5,360) | (605,225) | – | (605,225) |
| Carrying amount | 278,444 | 4,585 | 82,460 | 368,391 | 50,390 | 21,834 | 806,104 | 3,449 | 809,553 |

Annual Report 2023/24

Notes to the Financial Statements

For the Year Ended 30 June 2024

Note 6. Assets we manage (continued)

Acquisition

The purchase method of accounting is used for all acquisitions of assets, being the fair value of assets provided as consideration at the date of acquisition plus any incidental costs attributable to the acquisition. Fair value is the price that would be received to sell an asset (or paid to transfer a liability) in an orderly transaction between market participants at the measurement date. Refer also to Note 8.4 for further disclosure regarding fair value measurement.

Where assets are constructed by Council, cost includes all materials used in construction, direct labour, borrowing costs incurred during construction, and an appropriate share of directly attributable variable and fixed overheads.

In accordance with Council's policy, the threshold limits have applied when recognising assets within an applicable asset class and unless otherwise stated are consistent with the prior year.

Asset recognition thresholds and depreciation periods

| | Depreciation Period years | Threshold Limit \$ '000 |
|---|--|--|
| Land and land improvements | | |
| land | | — |
| Buildings | | |
| buildings | 25 - 150 | 10 |
| Plant and Equipment | | |
| plant, machinery and equipment | 2 - 10 | 3 |
| fixtures, fittings and furniture | 2 - 15 | 1 |
| works of art | — | — |
| computers and telecommunications | 2 - 10 | 1 |
| Infrastructure | | |
| road pavements and seals | 36 - 65 | 20 |
| road substructure | 36 | 20 |
| road formation and earthworks | 150 - 200 | 20 |
| road kerb, channel and minor culverts | 65 | 5 |
| road appurtenance | 10 - 65 | 5 |
| drainage | 110 | 5 |
| footpaths and cycleways | 50 - 80 | 5 |
| Parks, reserves and recreational | | |
| sub-surface drainage | 10 | 5 |
| irrigation | 10 | 5 |
| lake improvement works | 60 - 80 | 5 |
| sporting grounds surfaces | 20 - 50 | 5 |
| playground equipment | 15 - 20 | 5 |
| public seating | 15 - 20 | 5 |
| Intangible assets | | |
| Intangible assets | 5 | 2 |

Land under roads

Council recognises land under roads it controls at fair value.

Depreciation and amortisation

Buildings, land improvements, plant and equipment, infrastructure, and other assets having limited useful lives are systematically depreciated over their useful lives to the Council in a manner which reflects consumption of the service potential

Notes to the Financial Statements

For the Year Ended 30 June 2024

Note 6. Assets we manage (continued)

embodied in those assets. Estimates of remaining useful lives and residual values are made on a regular basis with major asset classes reassessed annually. Depreciation rates and methods are reviewed annually.

Where assets have separate identifiable components that are subject to regular replacement, these components are assigned distinct useful lives and residual values and a separate depreciation rate is determined for each component.

Road earthworks are not depreciated on the basis that they are assessed as not having a limited useful life.

Straight line depreciation is charged based on the residual useful life as determined each year.

Depreciation periods used are listed above and are consistent with the prior year unless otherwise stated.

Repairs and maintenance

Where the repair relates to the replacement of a component of an asset and the cost exceeds the capitalisation threshold the cost is capitalised and depreciated. The carrying value of the replaced asset is expensed.

Valuation of Artwork

Valuation of Artwork was undertaken by a qualified independent valuer Rodney James BA (Hons.); MA for balances at 30 June 2024. The valuation of Artwork is recorded at fair value based on current replacement cost, with the total balance of Artwork at \$4,088M recorded at level 3 of the fair value hierarchy.

Valuation of land and buildings

Valuation of land and buildings were undertaken by a qualified independent valuer Patrick Cantelo AAPI CPV - Certified Practising Valuer No. 108928. The valuation of land and buildings is at fair value, being market value based on highest and best use permitted by relevant land planning provisions. Where land use is restricted through existing planning provisions the valuation is reduced to reflect this limitation. This adjustment is an unobservable input in the valuation. The adjustment has no impact on the comprehensive income statement.

Specialised land is valued at fair value using site values adjusted for englobo (undeveloped and/or un-serviced) characteristics, access rights and private interests of other parties and entitlements of infrastructure assets and services. This adjustment is an unobservable input in the valuation. The adjustment has no impact on the comprehensive income statement.

Any significant movements in the unobservable inputs for land and land under roads will have a significant impact on the fair value of these assets.

All assets and liabilities for which fair value is measured or disclosed in the financial statements are categorised within a fair value hierarchy, described as follows, based on the lowest level input that is significant to the fair value measurement as a whole:

Level 1 — Quoted (unadjusted) market prices in active markets for identical assets or liabilities

Level 2 — Valuation techniques for which the lowest level input that is significant to the fair value measurement is directly or indirectly observable; and

Level 3 — Valuation techniques for which the lowest level input that is significant to the fair value measurement is unobservable.

The date of the current valuation is detailed in the following table. A full revaluation was conducted in the current year, this valuation was conducted by a qualified independent valuer Patrick Cantelo - Certified Practising Valuer No. 108928.

Details of the Council's land and buildings and information about the fair value hierarchy as at 30 June 2024 are as follows:

| | Level 1 | Level 2 | Level 3 | Date of valuation | Type of Valuation |
|------------------|---------|---------------|------------------|-------------------|-------------------|
| Land | — | 12,820 | 753,334 | Jun/24 | Full Revaluation |
| Specialised land | — | — | 258,597 | Jun/24 | Full Revaluation |
| Buildings | — | 27,148 | 313,883 | Jun/24 | Full Revaluation |
| Total | — | 39,968 | 1,325,814 | | |

Annual Report 2023/24

Notes to the Financial Statements

For the Year Ended 30 June 2024

Note 6. Assets we manage (continued)

Valuation of Infrastructure

Valuation of Bridges have been determined in accordance with an independent valuation undertaken by Patrick Cantelo AAPI CPV - Certified Practising Valuer No. 108928.

An index based revaluation was conducted in the current year for remaining infrastructure assets, this valuation was based on Rawlinsons Australian Construction Handbook 2024 - Edition 42.

The valuation is at fair value based on current replacement cost less accumulated depreciation as at the date of valuation.

Details of the Council's infrastructure and information about the fair value hierarchy as at 30 June 2024 are as follows:

| | Level 1 | Level 2 | Level 3 | Date of valuation | Type of Valuation |
|-------------------------|----------|----------|----------------|-------------------|-------------------|
| Roads | — | — | 278,445 | Jun/24 | Indexed |
| Bridges | — | — | 4,585 | Jun/24 | Full revaluation |
| Footpaths and cycleways | — | — | 82,460 | Jun/24 | Indexed |
| Drainage | — | — | 368,391 | Jun/24 | Indexed |
| Off street car parks | — | — | 21,833 | Jun/24 | Indexed |
| Total | — | — | 755,714 | | |

Description of significant unobservable inputs into level 3 valuations

Specialised land and land under roads is valued using a market based direct comparison technique. Significant unobservable inputs include the extent and impact of restriction of use and the market cost of land per square metre. The extent and impact of restrictions on use varies and results in a reduction to surrounding land values of 95%. The market value of land varies significantly depending on the location of the land and the current market conditions. Currently land values average \$604.93 per square metre.

Non specialised land is valued using a market based mass modelling technique. Significant unobservable inputs include the extent and impact of restriction of use. The extent and impact of restrictions on use varies, and the market value of land varies significantly depending on the location of the land and the current market conditions.

Infrastructure assets are valued based on the current replacement cost. Significant unobservable inputs include the current replacement cost and remaining useful lives of infrastructure. The remaining useful lives of infrastructure assets are determined on the basis of the current condition of the asset. Replacement cost is sensitive to changes in market conditions, with any increase or decrease in cost flowing through to the valuation. Useful lives of infrastructure are sensitive to changes in use, expectations or requirements that could either shorten or extend the useful lives of infrastructure assets.

Reconciliation of specialised land

| | 2024 \$ '000 | 2023 \$ '000 |
|-------------------------------|-----------------|-----------------|
| Land under roads | 258,597 | 254,575 |
| Total specialised land | 258,597 | 254,575 |

Notes to the Financial Statements

For the Year Ended 30 June 2024

Note 6. Assets we manage (continued)

| | 2024 \$ '000 | 2023 \$ '000 |
|--|-----------------|-----------------|
|--|-----------------|-----------------|

6.3 Investments in associates, joint arrangements and subsidiaries

(a) Investments in associates

Investments in associates accounted for by the equity method are:

| | | |
|---|--------------|--------------|
| Your Library Ltd | 1,879 | 1,679 |
| Narre Warren User Group | 226 | 236 |
| Total investments in associates and joint arrangements | 2,105 | 1,915 |

Associates and joint arrangements - in profit

| | | |
|--|------------|--------------|
| Your Library Ltd | 200 | (610) |
| Narre Warren User Group | (10) | (9) |
| Total surplus (deficit) for year in associates and joint arrangements | 190 | (619) |

Your Library Ltd

Background

Council's equity share in Your Library Ltd as at 30 June 2024, based on the Corporation's unaudited financial report, is disclosed as a non-current investment.

The equity holders in the Your Library Ltd are:

Maroondah City Council - 24.89%
Knox City Council - 36.39%
Yarra Ranges Shire Council - 38.72%

The motion to wind up ERLC by 30 June 2023 in accordance with section 330(4) of the Local Government Act 2020 (LGA) was adopted by Council on the 19 June 2023. A beneficial enterprise, Your Library Ltd (a public company limited by guarantee), has been established in accordance with section 110 of the LGA to deliver library services from 1 July 2023 on behalf of the Knox, Maroondah and Yarra Ranges City Councils. Council share in equity will remain the same under Your Library Ltd.

Council's share of accumulated surplus/(deficit)

| | | |
|--|--------------|--------------|
| Council's share of accumulated surplus (deficit) at start of year | 1,679 | 2,289 |
| Reported surplus (deficit) for year | 200 | (610) |
| Council's share of accumulated surplus (deficit) at end of year | 1,879 | 1,679 |

Narre Warren User Group

Background

Council holds a 15.94% interest in the net assets relating to the use of the now closed Narre Warren regional landfill facility. The investment held by the Narre Warren User Group is used for monitoring of the site, receipt of royalties and interest on the investment. Refer to Note 8.1 Contingent assets and liabilities.

Council's share of accumulated surplus/(deficit)

| | | |
|--|------------|------------|
| Council's share of accumulated surplus (deficit) at start of year | 235 | 244 |
| Reported surplus (deficit) for year | (10) | (9) |
| Council's share of accumulated surplus (deficit) at end of year | 225 | 235 |

Notes to the Financial Statements

For the Year Ended 30 June 2024

Note 6. Assets we manage (continued)

Associates are all entities over which Council has significant influence but not control or joint control. Investments in associates are accounted for using the equity method of accounting, after initially being recognised at cost.

Investments in joint arrangements are classified as either joint operations or joint ventures depending on the contractual rights and obligations each investor has, rather than the legal structure of the joint arrangement.

For joint operations, Council recognises its direct right to, and its share of jointly held assets, liabilities, revenues and expenses of joint operations.

Interests in joint ventures are accounted for using the equity method. Under this method, the interests are initially recognised in the consolidated balance sheet at cost and adjusted thereafter to recognise Council's share of the post-acquisition profits or losses and movements in other comprehensive income in profit or loss and other comprehensive income respectively.

Notes to the Financial Statements

For the Year Ended 30 June 2024

Note 7. People and relationships

7.1 Council and key management remuneration

(a) Related Parties

Parent entity

Maroondah City Council is the parent entity.

Subsidiaries and Associates

Interests in subsidiaries and associates are detailed in Note 6.3.

(b) Key Management Personnel

Key management personnel (KMP) are those people with the authority and responsibility for planning, directing and controlling the activities of Maroondah City Council. The Councillors, Chief Executive Officer and Directors are deemed KMP.

Details of persons holding the position of Councillor or other members of key management personnel at any time during the year are:

Councillors

R. Steane (Mayor July 2023 - December 2023)
T. Damante (Deputy Mayor July 2023 - December 2023)
C. Jones (December 2023 - current)
M. Graham (July 2023 - December 2023)
T. Dib
M. Symon
S. Stojanovic
P. Macdonald (Deputy Mayor January 2024 - current)
K. Spears (Mayor January 2024 - current)
L. Hancock

Key Management Personnel

Chief Executive Officer - Steve Kozlowski
Director - People and Places - Marianne Di Giallonardo
Director - Strategy and Development - Andrew Fuaux
Director - Assets and Leisure - Adam Todorov
Director - Chief Financial Officer - Antonio Rocca

| | 2024 No. | 2023 No. |
|--|-------------|-------------|
| Total Number of Councillors | 10 | 9 |
| Total of Chief Executive Officer and other Key Management Personnel | 5 | 6 |
| Total Number of Key Management Personnel | 15 | 15 |

Annual Report 2023/24

Notes to the Financial Statements

For the Year Ended 30 June 2024

Note 7. People and relationships (continued)

(c) Remuneration of Key Management Personnel

Remuneration comprises employee benefits including all forms of consideration paid, payable or provided by Council, or on behalf of the Council, in exchange for services rendered. Remuneration of Key Management Personnel and Other senior staff is disclosed in the following categories.

Short-term employee benefits include amounts such as wages, salaries, annual leave or sick leave that are usually paid or payable on a regular basis, as well as non-monetary benefits such as allowances and free or subsidised goods or services.

Other long-term employee benefits include long service leave, other long service benefits or deferred compensation.

Post-employment benefits include pensions, and other retirement benefits paid or payable on a discrete basis when employment has ceased.

Termination benefits include termination of employment payments, such as severance packages.

| | 2024 \$ '000 | 2023 \$ '000 |
|--|-----------------|-----------------|
| Total remuneration of key management personnel was as follows: | | |
| Short-term employee benefits | 1,766 | 1,918 |
| Other long-term employee benefits | 24 | (94) |
| Post-employment benefits | 193 | 202 |
| Total | 1,983 | 2,026 |

| | 2024 No. | 2023 No. |
|--|-------------|-------------|
|--|-------------|-------------|

The numbers of key management personnel whose total remuneration from Council and any related entities, fall within the following bands:

| | | |
|-----------------------|-----------|-----------|
| \$1 - \$9,999 | 1 | — |
| \$10,000 - \$19,999 | 1 | — |
| \$30,000 - \$39,999 | 5 | 6 |
| \$40,000 - \$49,999 | 1 | 1 |
| \$50,000 - \$59,999 | 1 | 1 |
| \$70,000 - \$79,999 | 1 | — |
| \$80,000 - \$89,999 | — | 1 |
| \$220,000 - \$229,999 | — | 1 |
| \$250,000 - \$259,999 | — | 1 |
| \$260,000 - \$269,999 | 1 | — |
| \$270,000 - \$279,999 | 2 | 1 |
| \$280,000 - \$289,999 | 1 | 2 |
| \$430,000 - \$439,999 | — | 1 |
| \$450,000 - \$459,999 | 1 | — |
| | 15 | 15 |

Notes to the Financial Statements

For the Year Ended 30 June 2024

Note 7. People and relationships (continued)

(d) Remuneration of other senior staff

Other senior staff are officers of Council, other than Key Management Personnel, whose total remuneration exceeds \$170,000 (\$160,000 in 2023) and who report directly to a member of the KMP.

Total remuneration of other senior staff was as follows:

| | 2024 \$ '000 | 2023 \$ '000 |
|-----------------------------------|-----------------|-----------------|
| Short-term employee benefits | 3,101 | 2,431 |
| Other long-term employee benefits | 43 | 23 |
| Post-employment benefits | 341 | 254 |
| Total | 3,485 | 2,708 |

The number of other senior staff are shown below in their relevant income bands:

| | 2024 No. | 2023 No. |
|-----------------------|-------------|-------------|
| Income Range: | | |
| \$160,000 - \$169,999 | — | 1 |
| \$170,000 - \$179,999 | 3 | 3 |
| \$180,000 - \$189,999 | 2 | 3 |
| \$190,000 - \$199,999 | 8 | 7 |
| \$200,000 - \$209,999 | 5 | — |
| | 18 | 14 |

| | 2024 \$ '000 | 2023 \$ '000 |
|---|-----------------|-----------------|
| Total remuneration for the reporting year for other senior staff included above, amounted to: | 3,485 | 2,708 |

Notes to the Financial Statements

For the Year Ended 30 June 2024

Note 7. People and relationships (continued)

| | 2024 | 2023 |
|--|---------|---------|
| | \$ '000 | \$ '000 |

7.2 Related party disclosure

(a) Transactions with related parties

During the period Council entered into the following transactions with related parties:

There were 4 transactions that occurred during the current period with one related party, as contributions to Your Library Ltd. The total of these transactions was \$3,033,000

3,033 2,799

(b) Outstanding balances with related parties

The following balances are outstanding at the end of the reporting period in relation to transactions with related parties:

There were no outstanding balances with related parties for the period ending 30 June 2024.

(c) Loans to/from related parties

The aggregate amount of loans in existence at balance date that have been made, guaranteed or secured by the Council to a related party as follows:

No loans to / from related parties for the 2023/24 year.

(d) Commitments to/from related parties

The aggregate amount of commitments in existence at balance date that have been made, guaranteed or secured by the Council to a related party are as follows:

Commitments to related parties noted for the 2023/24 year. - -

No transactions other than the Council contributions, remuneration payments or the reimbursement of approved expenses were entered into by Your Library Ltd with related parties during the reporting year.

Notes to the Financial Statements

For the Year Ended 30 June 2024

Note 8. Managing uncertainties

8.1 Contingent assets and liabilities

Contingent assets and contingent liabilities are not recognised in the Balance Sheet, but are disclosed and if quantifiable, are measured at nominal value. Contingent assets and liabilities are presented inclusive of GST receivable or payable, respectively.

(a) Contingent assets

Contingent assets are possible assets that arise from past events, whose existence will be confirmed only by the occurrence or non-occurrence of one or more uncertain future events not wholly within the control of the Council. As at 30 June 2024, Council is not aware of any contingent assets.

(b) Contingent liabilities

Superannuation

Council has obligations under a defined benefit superannuation scheme that may result in the need to make additional contributions to the scheme, matters relating to this potential obligation are outlined below. As a result of the volatility in financial markets the likelihood of making such contributions in future periods exists.

Insurance claims

Council receives claims arising from incidents which occur on its land or in its facilities, as well as incidents which arise from the actions or omissions of Council.

Council holds \$600m of public liability insurance and \$600m of professional indemnity insurance with the MAV Liability Mutual Insurance Scheme, with both having a policy excess of \$50,000. This means the maximum financial exposure to Council in any single claim is no greater than \$50,000.

Council is not aware of any above excess claims that would fall outside of the terms of Council's insurance policy or that has not been reported to the MAV Liability Mutual Insurance (LMI) Scheme.

Legal matters

The Council is presently involved in several confidential legal matters, which are being conducted through Council's solicitors. As the matters are yet to be finalised, and the financial outcomes are unable to be estimated, no allowance for these contingencies have been made in the financial report.

Liability Mutual Insurance

Council is a participant in the MAV Liability Mutual Insurance (LMI) Scheme, which provides public liability and professional indemnity insurance cover.

The Scheme states that each participating Council is required to contribute to the scheme, in each insurance year it participates, regarding its share of any shortfall in the provisions. Furthermore, coverage is still provided for previous years, regardless of whether Council remains in the scheme in future years.

Other contingent liabilities

Approximately \$1,417,448 (\$1,480,648 in 2023) is held by Whitehorse City Council in a Landfill Site Aftercare Reserve in relation to the Narre Warren Landfill Site to deal with any environmental problems that could arise in relation to the completed landfill site. Based on experience during operation no problems are expected but the Reserve will continue to be held for approximately the next 20 years until the site is safe. Council's exposure is 15.94% per cent of any works that are required to be completed.

Notes to the Financial Statements

For the Year Ended 30 June 2024

Note 8. Managing uncertainties (continued)

8.2 Change in accounting standards

Certain new Australian Accounting Standards and interpretations have been published that are not mandatory for the 30 June 2024 reporting period. Council assesses the impact of these new standards.

In December 2022 the Australian Accounting Standards Board (AASB) issued AASB 2022-10 Amendments to Australian Accounting Standards - Fair Value Measurement of Non-Financial Assets of Not-for-Profit Public Sector Entities to modify AASB 13 Fair Value Measurement. AASB 2022-10 amends AASB 13 Fair Value Measurement for fair value measurements of non-financial assets of not-for-profit public sector entities not held primarily for their ability to generate net cash inflows. The AASB 13 modifications:

- are applicable only to not-for-profit public sector entities;
- are limited to fair value measurements of non-financial assets not held primarily for their ability to generate net cash inflows;
- are to be applied prospectively for annual periods beginning on or after 1 January 2024;
- would not necessarily change practice for some not-for-profit public sector entities; and
- do not indicate that entities changing practice in how they measure relevant assets made an error in applying the existing requirements of AASB 13.

Council will assess any impact of the modifications to AASB 13 ahead of the 2024-25 reporting period.

In December 2022 the Australian Accounting Standards Board (AASB) issued AASB 2022-6 Amendments to Australian Accounting Standards - Non-current Liabilities with Covenants. AASB 2022-6 amends AASB 101 Presentation of Financial Statements to improve the information an entity provides in its financial statements about long term liabilities with covenants where the entity's right to defer settlement of those liabilities for at least twelve months after the reporting period is subject to the entity complying with conditions specified in the loan arrangement. The amendments in AASB 2022-6 are effective for annual periods beginning on or after 1 January 2024. Council will assess any impact of the modifications to AASB 101 ahead of the 2024-25 reporting period.

Notes to the Financial Statements

For the Year Ended 30 June 2024

Note 8. Managing uncertainties (continued)

8.3 Financial instruments

(a) Objectives and policies

The Council's principal financial instruments comprise cash assets, term deposits, receivables (excluding statutory receivables), payables (excluding statutory payables) and bank borrowings. Details of the significant accounting policies and methods adopted, including the criteria for recognition, the basis of measurement and the basis on which income and expenses are recognised, in respect of each class of financial asset, financial liability and equity instrument is disclosed in the notes of the financial statements. Risk management is carried out by senior management under policies approved by the Council. These policies include identification and analysis of the risk exposure to Council and appropriate procedures, controls and risk minimisation.

(b) Market risk

Market risk is the risk that the fair value or future cash flows of Council financial instruments will fluctuate because of changes in market prices. The Council's exposure to market risk is primarily through interest rate risk with only insignificant exposure to other price risks and no exposure to foreign currency risk.

Interest rate risk

Interest rate risk refers to the risk that the value of a financial instrument or cash flows associated with the instrument will fluctuate due to changes in market interest rates. Council's interest rate liability risk arises primarily from long term loans and borrowings at fixed rates which exposes Council to fair value interest rate risk. Council does not hold any interest bearing financial instruments that are measured at fair value, and therefore has no exposure to fair value interest rate risk. Cash flow interest rate risk is the risk that the future cash flows of a financial instrument will fluctuate because of changes in market interest rates. Council has minimal exposure to cash flow interest rate risk.

Investment of surplus funds is made with approved financial institutions under the *Local Government Act 2020*. Council manages interest rate risk by adopting an investment policy that ensures:

- diversification of investment product;
- monitoring of return on investment; and
- benchmarking of returns and comparison with budget.

There has been no significant change in the Council's exposure, or its objectives, policies and processes for managing interest rate risk or the methods used to measure this risk from the previous reporting period.

Interest rate movements have not been sufficiently significant during the year to have an impact on the Council's year end result.

(c) Credit risk

Credit risk is the risk that a contracting entity will not complete its obligations under a financial instrument and cause Council to make a financial loss. Council has exposure to credit risk on some financial assets included in the balance sheet. Credit risk exists in relation to outstanding fees and fines as well as loans and receivables from sporting clubs and associations. To help manage this risk:

- Council has a policy for establishing credit limits for the entities Council deals with;
- Council may require collateral where appropriate; and
- Council only invests surplus funds with financial institutions which have a recognised credit rating specified in Council's investment policy.

Receivables consist of a large number of customers, spread across the ratepayer, business and government sectors. Credit risk associated with the Council's financial assets is minimal because the main debtor is secured by a charge over the rateable property.

There are no material financial assets which are individually determined to be impaired.

Council may also be subject to credit risk for transactions which are not included in the balance sheet, such as when Council provides a guarantee for another party. Details of our contingent liabilities are disclosed in Note 8.1(b).

Notes to the Financial Statements

For the Year Ended 30 June 2024

Note 8. Managing uncertainties (continued)

The maximum exposure to credit risk at the reporting date to recognised financial assets is the carrying amount, net of any provisions for impairment of those assets, as disclosed in the balance sheet and notes to the financial statements. Council does not hold any collateral.

(d) Liquidity risk

Liquidity risk includes the risk that, as a result of Council's operational liquidity requirements it will not have sufficient funds to settle a transaction when required or will be forced to sell a financial asset at below value or may be unable to settle or recover a financial asset.

To help reduce these risks Council:

- have a liquidity policy which targets a minimum and average level of cash and cash equivalents to be maintained;
- have readily accessible standby facilities and other funding arrangements in place;
- have a liquidity portfolio structure that requires surplus funds to be invested within various bands of liquid instruments;
- monitor budget to actual performance on a regular basis; and
- set limits on borrowings relating to the percentage of loans to rate revenue and percentage of loan principal repayments to rate revenue.

The Council's maximum exposure to liquidity risk is the carrying amounts of financial liabilities as disclosed on the face of the balance sheet, and is deemed insignificant based on prior periods' data and current assessment of risk.

There has been no significant change in Council's exposure, or its objectives, policies and processes for managing liquidity risk or the methods used to measure this risk from the previous reporting period.

With the exception of borrowings, all financial liabilities are expected to be settled within normal terms of trade. Details of the maturity profile for borrowings are disclosed at Note 5.4.

Unless otherwise stated, the carrying amounts of financial instruments reflect their fair value.

(e) Sensitivity disclosure analysis

Taking into account past performance, future expectations, economic forecasts, and management's knowledge and experience of the financial markets, Council believes the following movements are 'reasonably possible' over the next 12 months:

- A parallel shift of +3.75% and -3.75% in market interest rates (AUD) from year-end rates of 4.35%.

These movements will not have a material impact on the valuation of Council's financial assets and liabilities, nor will they have a material impact on the results of Council's operations.

Notes to the Financial Statements

For the Year Ended 30 June 2024

Note 8. Managing uncertainties (continued)

8.4 Fair value measurement

Fair Value Hierarchy

Council's financial assets and liabilities are not valued in accordance with the fair value hierarchy, Council's financial assets and liabilities are measured at amortised cost.

Council measures certain assets and liabilities at fair value where required or permitted by Australian Accounting Standards. AASB 13 Fair value measurement, aims to improve consistency and reduce complexity by providing a definition of fair value and a single source of fair value measurement and disclosure requirements for use across Australian Accounting Standards.

All assets and liabilities for which fair value is measured or disclosed in the financial statements are categorised within a fair value hierarchy, described as follows, based on the lowest level input that is significant to the fair value measurement as a whole:

- Level 1 — Quoted (unadjusted) market prices in active markets for identical assets or liabilities
- Level 2 — Valuation techniques for which the lowest level input that is significant to the fair value measurement is directly or indirectly observable; and
- Level 3 — Valuation techniques for which the lowest level input that is significant to the fair value measurement is unobservable.

For the purpose of fair value disclosures, Council has determined classes of assets and liabilities on the basis of the nature, characteristics and risks of the asset or liability and the level of the fair value hierarchy as explained above.

In addition, Council determines whether transfers have occurred between levels in the hierarchy by re-assessing categorisation (based on the lowest level input that is significant to the fair value measurement as a whole) at the end of each reporting period.

Revaluation

Subsequent to the initial recognition of assets, non-current physical assets, other than plant & equipment and parks, open space & streetscapes, are measured at their fair value, being the price that would be received to sell an asset (or paid to transfer a liability) in an orderly transaction between market participants at the measurement date. (For plant and equipment carrying amount is considered to approximate fair value given short useful lives). At balance date, the Council reviewed the carrying value of the individual classes of assets measured at fair value to ensure that each asset materially approximated its fair value. Where the carrying value materially differed from the fair value at balance date, the class of asset was revalued.

Fair value valuations are determined in accordance with a valuation hierarchy. Changes to the valuation hierarchy will only occur if an external change in the restrictions or limitations of use of an asset result in changes to the permissible or practical highest and best use of the asset. In addition, Council undertakes a formal revaluation of land, buildings, and infrastructure assets on a regular basis every 4 years. The valuation is performed either by experienced council officers or independent experts. The following table sets out the frequency of revaluations by asset class.

| Asset Class | Revaluation frequency |
|-------------------------|-----------------------|
| Land | 4 years |
| Buildings | 4 years |
| Roads | 4 years |
| Footpaths and cycleways | 4 years |
| Drainage | 4 years |
| Other infrastructure | 4 years |

Where the assets are revalued, the revaluation increases are credited directly to the asset revaluation reserve except to the extent that an increase reverses a prior year decrease for that class of asset that had been recognised as an expense in which case the increase is recognised as revenue up to the amount of the expense. Revaluation decreases are recognised as an expense except where prior increases are included in the asset revaluation reserve for that class of asset in which case the decrease is taken to the reserve to the extent of the remaining increments. Within the same class of assets, revaluation increments and decrements within the year are offset.

Notes to the Financial Statements

For the Year Ended 30 June 2024

Note 8. Managing uncertainties (continued)

Impairment of assets

At each reporting date, the Council reviews the carrying value of its assets to determine whether there is any indication that these assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs of disposal and value in use, is compared to the assets carrying value. Any excess of the assets carrying value over its recoverable amount is expensed to the comprehensive income statement, unless the asset is carried at the revalued amount in which case, the impairment loss is recognised directly against the revaluation surplus in respect of the same class of asset to the extent that the impairment loss does not exceed the amount in the revaluation surplus for that same class of asset.

8.5 Events occurring after balance date

No matters have occurred after balance date that require disclosure in the financial report.

Notes to the Financial Statements

For the Year Ended 30 June 2024

Note 9. Other matters

| | Balance at beginning of reporting period \$ '000 | Increase (decrease) \$ '000 | Balance at end of reporting period \$ '000 |
|---|--|-----------------------------------|--|
| 9.1 Reserves | | | |
| (a) Asset revaluation reserves | | | |
| 2024 | | | |
| Property | | | |
| Land | 583,999 | 3,263 | 587,262 |
| Buildings - non specialised | 64,777 | 57,743 | 122,520 |
| | 648,776 | 61,006 | 709,782 |
| Plant and equipment | | | |
| Artwork | — | 1,206 | 1,206 |
| | — | 1,206 | 1,206 |
| Infrastructure | | | |
| Roads | 259,744 | 620 | 260,364 |
| Footpaths and cycleways | 78,604 | — | 78,604 |
| Drainage | 247,571 | 16,659 | 264,230 |
| Offstreet car parks | 1,074 | — | 1,074 |
| | 586,993 | 17,279 | 604,272 |
| Total asset revaluation reserves | 1,235,769 | 79,491 | 1,315,260 |
| 2023 | | | |
| Property | | | |
| Land | 599,117 | (15,118) | 583,999 |
| Buildings - non specialised | 64,777 | — | 64,777 |
| | 663,894 | (15,118) | 648,776 |
| Infrastructure | | | |
| Roads | 249,124 | 10,620 | 259,744 |
| Footpaths and cycleways | 32,654 | 45,950 | 78,604 |
| Drainage | 213,617 | 33,954 | 247,571 |
| Offstreet car parks | 113 | 961 | 1,074 |
| | 495,508 | 91,485 | 586,993 |
| Total asset revaluation reserves | 1,159,402 | 76,367 | 1,235,769 |

The asset revaluation reserve is used to record the increased (net) value of Council's assets over time.

Annual Report 2023/24

Notes to the Financial Statements

For the Year Ended 30 June 2024

Note 9. Other matters (continued)

| | Balance at beginning of reporting period \$ '000 | Transfer from Accumulated Surplus \$ '000 | Transfer to Accumulated Surplus \$ '000 | Balance at end of reporting period \$ '000 |
|----------------------------------|--|--|--|--|
| (b) Other reserves | | | | |
| 2024 | | | | |
| Restricted reserves | | | | |
| General | 12,000 | — | — | 12,000 |
| Total restricted reserves | 12,000 | — | — | 12,000 |
| Total Other reserves | 12,000 | — | — | 12,000 |
| 2023 | | | | |
| Restricted reserves | | | | |
| General | 12,000 | — | — | 12,000 |
| Total restricted reserves | 12,000 | — | — | 12,000 |
| Total Other reserves | 12,000 | — | — | 12,000 |

The general reserve is used to record funds set aside for future possible contingencies e.g. unfunded superannuation call, unplanned capital expenditure.

Notes to the Financial Statements

For the Year Ended 30 June 2024

Note 9. Other matters (continued)

| | 2024 \$ '000 | 2023 \$ '000 |
|--|-----------------|-----------------|
| 9.2 Reconciliation of cash flows from operating activities to surplus/(deficit) | | |
| Surplus/(deficit) for the year | 12,542 | 5,391 |
| Non-cash adjustments: | | |
| Depreciation/amortisation | 28,266 | 28,595 |
| Assets written off and adjustments | 3,697 | 11,646 |
| Profit/(loss) on disposal of property, infrastructure, plant and equipment | (866) | (405) |
| Net share of net profits of associates and joint ventures | (190) | 619 |
| Amounts disclosed in financing activities | 1,282 | 1,349 |
| Change in assets and liabilities: | | |
| (Increase)/decrease in trade and other receivables | (2,309) | 19,208 |
| (Increase)/decrease in inventories | (48) | 56 |
| (Increase)/decrease in prepayments | (5) | (224) |
| Increase/(decrease) in contract assets | (36) | 67 |
| Increase/(decrease) in trade and other payables | 1,110 | 22,705 |
| Increase/(decrease) in provisions | 481 | 500 |
| Increase / (decrease) in trust funds and other deposits | (335) | (467) |
| (Decrease)/increase in contract and other liabilities | (3,746) | (22,352) |
| Net cash provided by/(used in) operating activities | 39,843 | 66,688 |

Annual Report 2023/24

Notes to the Financial Statements

For the Year Ended 30 June 2024

Note 9. Other matters (continued)

9.3 Superannuation

Council makes the majority employer superannuation contributions in respect of its employees to the Local Authorities Superannuation Fund (the Fund). This Fund has two categories of membership, accumulation and defined benefit, each of which is funded differently. Obligations for contributions to the Fund are recognised as an expense in the Comprehensive Income Statement when they are made or due.

Accumulation

The Fund's accumulation category, Vision MySuper/Vision Super Saver, receives both employer and employee contributions on a progressive basis. Employer contributions are normally based on a fixed percentage of employee earnings (for the year ended 30 June 2024, this was 11.0% as required under Superannuation Guarantee (SG) legislation (2023: 10.5%)).

Defined Benefit

Council does not use defined benefit accounting for its defined benefit obligations under the Fund's Defined Benefit category. This is because the Fund's Defined Benefit category is a pooled multi-employer sponsored plan.

There is no proportional split of the defined benefit liabilities, assets or costs between the participating employers as the defined benefit obligation is a floating obligation between the participating employers and the only time that the aggregate obligation is allocated to specific employers is when a call is made. As a result, the level of participation of Council in the Fund cannot be measured as a percentage compared with other participating employers. Therefore, the Fund Actuary is unable to allocate benefit liabilities, assets and costs between employers for the purposes of AASB 119.

Funding Arrangements

Council makes employer contributions to the Defined Benefit category of the Fund at rates determined by the Trustee on the advice of the Fund Actuary. A triennial actuarial investigation for the Defined Benefit category as at 30 June 2023 was conducted and completed by 31 December 2023. The vested benefit index (VBI) of the Defined Benefit category as at 30 June 2023 was 104.1%. Council was notified of the 30 June 2023 VBI during August 2023. The financial assumptions used to calculate the 30 June 2023 VBI were:

Net investment returns 5.7% pa
Salary information 3.5% pa
Price inflation (CPI) 2.8% pa.

The VBI is used as the primary funding indicator. Because the VBI was above 100%, the 30 June 2023 actuarial investigation determined the Defined Benefit category was in a satisfactory financial position and that no change was necessary to the Defined Benefit category's funding arrangements from prior years.

Employer contributions

(a) Regular contributions

On the basis of the results of the 2023 triennial actuarial investigation conducted by the Fund Actuary, Council makes employer contributions to the Fund's Defined Benefit category at rates determined by the Fund's Trustee. For the year ended 30 June 2024, this rate was 11.0% of members' salaries (10.5% in 2022/23). This rate is expected to increase in line with any increases in the SG contribution rate and was reviewed as part of the 30 June 2023 triennial valuation.

In addition, Council reimburses the Fund to cover the excess of the benefits paid as a consequence of retrenchment above the funded resignation or retirement benefit.

(b) Funding calls

If the Defined Benefit category is in an unsatisfactory financial position at an actuarial investigation or the Defined Benefit category's VBI is below its shortfall limit at any time other than the date of the actuarial investigation, the Defined Benefit category has a shortfall for the purposes of SPS 160 and the Fund is required to put a plan in place so that the shortfall is fully funded within three years of the shortfall occurring. The Fund monitors its VBI on a quarterly basis and the Fund has set its shortfall limit at 97%.

In the event that the Fund Actuary determines that there is a shortfall based on the above requirement, the Fund's participating employers (including Council) are required to make an employer contribution to cover the shortfall.

Using the agreed methodology, the shortfall amount is apportioned between the participating employers based on the pre-1 July 1993 and post-30 June 1993 service liabilities of the Fund's Defined Benefit category, together with the employer's payroll at 30 June 1993 and at the date the shortfall has been calculated.

Notes to the Financial Statements

For the Year Ended 30 June 2024

Note 9. Other matters (continued)

Due to the nature of the contractual obligations between the participating employers and the Fund, and that the Fund includes lifetime pensioners and their reversionary beneficiaries, it is unlikely that the Fund will be wound up. If there is a surplus in the Fund, the surplus cannot be returned to the participating employers.

In the event that a participating employer is wound-up, the defined benefit obligations of that employer will be transferred to that employer's successor.

The 2023 triennial actuarial investigation surplus amounts

An actuarial investigation is conducted annually for the Defined Benefit category of which Council is a contributing employer. Generally, a full actuarial investigation is conducted every three years and interim actuarial investigations are conducted for each intervening year. A full investigation was conducted as at 30 June 2023.

The Fund's actuarial investigations identified the following for the Defined Benefit category of which Council is a contributing employer:

| | 2023 (Interim) \$m | 2022 (Interim) \$m |
|---|--------------------------|--------------------------|
| - A VBI Surplus | 84.7 | 44.6 |
| - A total service liability surplus | 123.6 | 105.8 |
| - A discounted accrued benefits surplus | 141.9 | 111.9 |

The VBI surplus means that the market value of the fund's assets supporting the defined benefit obligations exceed the vested benefits that the defined benefit members would have been entitled to if they had all exited on 30 June 2023.

The total service liability surplus means that the current value of the assets in the Fund's Defined Benefit category plus expected future contributions exceeds the value of expected future benefits and expenses as at 30 June 2023.

The discounted accrued benefit surplus means that the current value of the assets in the Fund's Defined Benefit category exceeds the value of benefits payable in the future but accrued in respect of service to 30 June 2023.

The 2024 interim actuarial investigation

An interim actuarial investigation is being conducted for the Fund's position as at 30 June 2024 as the Fund provides lifetime pensions in the Defined Benefit category. It is anticipated that this actuarial investigation will be completed by October 2024.

The VBI of the Defined Benefit category was 105.4% as at 30 June 2024. The financial assumptions used to calculate the 30 June 2024 VBI were:

Net investment returns 5.6% pa
Salary information 3.5% pa
Price inflation (CPI) 2.7% pa

Council was notified of the 30 June 2024 VBI during August 2024.

Because the VBI was above 100%, the Defined Benefit category was in a satisfactory financial position at 30 June 2024 and it is expected that the actuarial investigation will recommend that no change will be necessary to the Defined Benefit category's funding arrangements from prior years.

The 2020 triennial investigation

The last triennial actuarial investigation conducted prior to 30 June 2023 was at 30 June 2020. This actuarial investigation was completed by 31 December 2020. The financial assumptions for the purposes of that investigation was:

| | 2020 Triennial investigation \$m | 2023 Triennial investigation \$m |
|-----------------------|---|---|
| Net investment return | 5.6% pa 2.5% pa for two years and 2.75% pa thereafter | 5.7% pa 3.50% pa |
| Salary inflation | | |

Notes to the Financial Statements

For the Year Ended 30 June 2024

Note 9. Other matters (continued)

Price inflation 2.0% pa 2.8% pa

Superannuation contributions

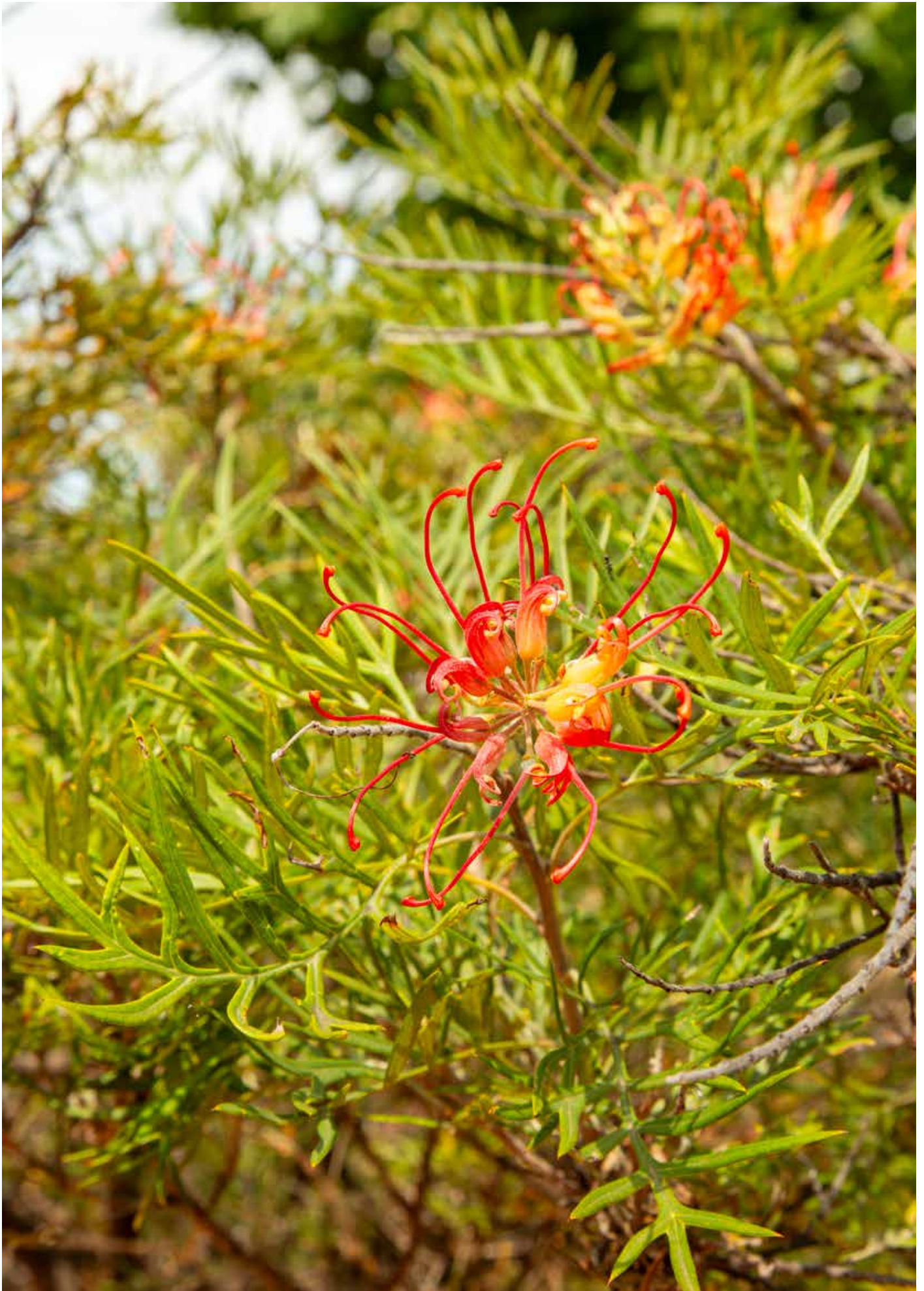
Contributions by Council (excluding any unfunded liability payments) to the above superannuation plans for the financial year ended 30 June 2024 are detailed below:

| Scheme | Type of scheme | Rate | 2024 \$ '000 | 2023 \$ '000 |
|---------------|------------------|-----------------------|-----------------|-----------------|
| Vision Super | Defined benefits | 11.0% (2023:10.5%) | 173 | 194 |
| Vision Super | Accumulation | 11.0% (2023:10.5%) | 3,035 | 2,823 |
| Other Schemes | Accumulation | 11.0% (2023:10.5%) | 3,309 | 2,982 |

The expected contributions to be paid to the Defined Benefit category of Vision Super for the year ending 30 June 2024 is \$173,000 (This does not include any pay increases as we are not aware of what this amount will be).

Note 10. Changes in accounting policies

There have been no changes to accounting policies in the 2023-24 year.



Performance Statement

For the Year Ended 30 June 2024

Section 1 - Description of municipality

The City of Maroondah covers a land area of 61.4 square kilometres in Melbourne's outer east, 22 kilometres from the Central Business District (CBD). The area is a substantially developed peri-urban residential municipality, with an estimated population of 117,434 residents¹ and 43,005 households with an average of 2.73 people per household.²

The City of Maroondah includes the suburbs of Bayswater North, Croydon, Croydon Hills, Croydon North, Croydon South, Heathmont, Kilsyth South, Ringwood, Ringwood East, Ringwood North and Warranwood. The City also includes small sections of Kilsyth, Park Orchards, Vermont and Wonga Park. With little remaining land available for greenfield residential development, future population growth will be mainly stimulated by housing consolidation and medium density development.

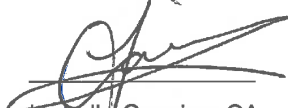
Maroondah has the strategic advantage of being located at the north-eastern junction of the Eastern Freeway – EastLink corridor. There are two train lines and a large number of bus routes linking the City with other regions. Our sustainable transport links continue to expand, with on-road cycling paths and shared paths on major trails, including the Mullum Mullum Creek Trail, the EastLink Trail, Taralla Creek Trail and the Dandenong Creek Trail.

¹ Estimated Residential Population, Australian Bureau of Statistics, 2022.

² Maroondah Population Forecasts, Id Consulting, 2022.

Certification of the Performance Statement

In my opinion, the accompanying performance statement has been prepared in accordance with the *Local Government Act 2020* and the *Local Government (Planning and Reporting) Regulations 2020*.


Isabelle Cancino, CA

Responsible Accounting Officer

Dated: 23 August 2024

In our opinion, the accompanying performance statement of the Maroondah City Council for the year ended 30 June 2024 presents fairly the results of council's performance in accordance with the *Local Government Act 2020* and the *Local Government (Planning and Reporting) Regulations 2020*.

The performance statement contains the relevant performance indicators, measures and results in relation to service performance, financial performance and sustainable capacity.

At the date of signing, we are not aware of any circumstances that would render any particulars in the performance statement to be misleading or inaccurate.

We have been authorised by the council and by the *Local Government (Planning and Reporting) Regulations 2020* to certify this performance statement in its final form.

K Spears

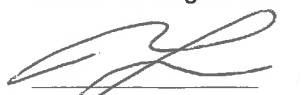
Mayor

Dated: 23 August 2024


M Symon

Councillor

Dated: 23 August 2024


S Kozlowski

Chief Executive Officer

Dated: 23 August 2024





Independent Auditor's Report

To the Councillors of Maroondah City Council

| | |
|--|---|
| Opinion | <p>I have audited the accompanying performance statement of Maroondah City Council (the council) which comprises the:</p> <ul style="list-style-type: none">• description of municipality for the year ended 30 June 2024• service performance indicators for the year ended 30 June 2024• financial performance indicators for the year ended 30 June 2024• sustainable capacity indicators for the year ended 30 June 2024• notes to the accounts• certification of the performance statement. <p>In my opinion, the performance statement of Maroondah City Council in respect of the year ended 30 June 2024 presents fairly, in all material respects, in accordance with the performance reporting requirements of Part 4 of the <i>Local Government Act 2020</i> and Local Government (Planning and Reporting) Regulations 2020.</p> |
| Basis for Opinion | <p>I have conducted my audit in accordance with the <i>Audit Act 1994</i> which incorporates the Australian Standards on Assurance Engagements. I further describe my responsibilities under that Act and those standards in the <i>Auditor's Responsibilities for the Audit of the performance statement</i> section of my report.</p> <p>My independence is established by the <i>Constitution Act 1975</i>. My staff and I are independent of the council in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 <i>Code of Ethics for Professional Accountants</i> (the Code) that are relevant to my audit of the performance statement in Victoria. My staff and I have also fulfilled our other ethical responsibilities in accordance with the Code.</p> <p>I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.</p> |
| Councillors' responsibilities for the performance statement | <p>The Councillors are responsible for the preparation and fair presentation of the performance statement in accordance with the performance reporting requirements of the <i>Local Government Act 2020</i> and Local Government (Planning and Reporting) Regulations 2020 and for such internal control as the Councillors determines is necessary to enable the preparation and fair presentation of a performance statement that is free from material misstatement, whether due to fraud or error.</p> |

**Auditor's
responsibilities
for the audit of
the performance
statement**

As required by the *Audit Act 1994*, my responsibility is to express an opinion on the performance statement based on the audit. My objectives for the audit are to obtain reasonable assurance about whether the performance statement as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Standards on Assurance Engagements will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the decisions of users taken on the basis of this performance statement. As part of an audit in accordance with the Australian Standards on Assurance Engagements, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- identify and assess the risks of material misstatement of the performance statement, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the council's internal control
- evaluate the overall presentation, structure and content of the performance statement, including the disclosures, and whether performance statement represents the underlying events and results in a manner that achieves fair presentation.

I communicate with the Councillors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.



MELBOURNE
3 September 2024

Travis Derricott
as delegate for the Auditor-General of Victoria

Annual Report 2023/24

Service Performance Indicators

For the Year Ended 30 June 2024

Results

| Service / Indicator / Measure [Formula] | 2021 | 2022 | 2023 | 2024 | | Comment |
|---|----------------|----------------|----------------|----------------------|--------|---|
| | | | | Target as per budget | Actual | |
| Aquatic Facilities Utilisation <i>Utilisation of aquatic facilities</i> [Number of visits to aquatic facilities / Municipal population] | Actual 3.34 | Actual 4.43 | Actual 9.43 | N/A | 11.02 | This indicator measures the number of visits to aquatic facilities per head of municipal population. In 2023/24, there was a comparable increase in utilisation of aquatic facilities. This favourable increase could be due to Councils promotional efforts, program offerings, or improvements in facility accessibility that are delivered during this financial year. |
| Animal Management Health and safety <i>Animal management prosecutions</i> [Number of successful animal management prosecutions / Number of animal management prosecutions] x 100 | 0% | 100% | 100% | N/A | 100% | This measure captures the percentage of successful animal management prosecutions under the Domestic Animals Act 1994. In 2023/24, The number of animal management prosecutions continues to remain consistent. |

| | | | | | | |
|--|---------|---------|---------|-----|--------|--|
| Food Safety Health and safety <i>Critical and major non-compliance outcome notifications</i> [Number of critical non-compliance outcome notifications and major non-compliance notifications about a food premises followed up / Number of critical non-compliance outcome notifications and major non-compliance notifications about a food premises] x100 | 100.00% | 100.00% | 100.00% | N/A | 99.26% | This indicator measures the percentage of critical and major non-compliance outcome notifications that are followed up by Council. Data shown is for the 2023 calendar year to align with reporting to the Department of Health (DoH). In 2023/24, there were no material variations in results. |
| Governance Consultation and engagement <i>Satisfaction with community consultation and engagement</i> [Community satisfaction rating out of 100 with how Council has performed on community consultation and engagement] | 55 | 59 | 56 | 59 | 59 | Community satisfaction is measured in the annual Maroondah Community Satisfaction Survey. Community satisfaction with "Community consultation and engagement" have remained consistent with results received in previous financial years |
| Libraries Participation <i>Library membership</i> [Number of registered library members / Population] x100 | #N/A | #N/A | #N/A | N/A | 34.89% | This new measure looks at the percentage of resident municipal population who are registered library members. Council will continue to monitor and report on this indicator over the coming years for future analysis and reporting. |

Annual Report 2023/24

| | | | | | | |
|--|--------|--------|--------|--------|--------|--|
| Maternal and Child Health (MCH) Participation <i>Participation in the MCH service</i> [Number of children who attend the MCH service at least once (in the year) / Number of children enrolled in the MCH service] x100 | 76.19% | 73.42% | 75.16% | N/A | 74.54% | This measure captures participation of children in key age and stage appointments which can vary due to timing of appointments during the financial year. Participation rates are within the expected range. |
| | 78.31% | 84.69% | 77.08% | N/A | 82.73% | This measure captures the percentage of Aboriginal children enrolled who participate in the MCH service, which can vary due to timing of appointments during the financial year. |
| | 98.85% | 98.65% | 97.71% | 98.00% | 98.11% | Council defines the intervention level to be a road condition rating equivalent to 'very poor'. There was only minor variation in this result when compared to the same time the previous year. |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| Roads Condition <i>Sealed local roads maintained to condition standards</i> [Number of kilometres of sealed local roads below the renewal intervention level set by Council / Kilometres of sealed local roads] x100 | | | | | | |

| | | | | | | |
|---|--------|--------|--------|--------|--------|--|
| Statutory Planning Service standard <i>Planning applications decided within required time frames</i> [(Number of regular planning application decisions made within 60 days) + (Number of VicSmart planning application decisions made within 10 days) / Number of planning application decisions made] x100 | 86.87% | 83.52% | 73.99% | 84.00% | 75.67% | In accordance with the Planning and Environment Act 1987, a Council is permitted 60 statutory days to make a determination on a planning application. Planning application decisions are slightly below the 84% target which could be attributed to staffing vacancies and complexity of applications received. In 2023/24, results have improved in comparison to the same time in the previous year. |
| | 56.71% | 55.50% | 56.22% | 56.00% | 59.30% | This measure refers to the percentage of garbage, recyclables and green organics collected from kerbside bins, that is diverted from landfill. The cost of kerbside recycling processing has slightly increased in the reporting period, compared to the previous financial year. The slight increase is attributed to the introduction of Councils Food Organics Garden Organics service on 1 May 2023. |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| Waste Management Waste diversion <i>Kerbside collection waste diverted from landfill</i> [Weight of recyclables and green organics collected from kerbside bins / Weight of garbage, recyclables and green organics collected from kerbside bins] x100 | | | | | | |

Annual Report 2023/24

Financial Performance Indicators

For the Year Ended 30 June 2024

| | Results | | | | Forecasts | | | | Material Variations and Comments |
|---|------------|------------|------------|----------------------|------------|------------|------------|------------|--|
| | 2021 | 2022 | 2023 | 2024 | 2025 | 2026 | 2027 | 2028 | |
| Dimension / Indicator / Measure [Formula] | Actual | Actual | Actual | Target as per budget | Actual | Forecasts | Forecasts | Forecasts | |
| Efficiency Expenditure level Expenses per property assessment [Total expenses / Number of property assessments] | \$2,551.51 | \$2,908.39 | \$3,124.31 | \$3,326.00 | \$3,200.74 | \$3,212.95 | \$3,231.22 | \$3,289.95 | This measure looks at the total expenses per property assessment. Over the reporting period, this indicator has reduced slightly from the previous year due to operational efficiencies achieved combined with a reduction in non-cash expenditure; whilst the number of property assessments have grown marginally in line with expectations. |
| Revenue level Average rate per property assessment [Sum of all general rates and municipal charges / Number of property assessments] | \$1,564.57 | \$1,600.96 | \$1,611.10 | N/A | \$1,711.79 | \$1,747.73 | \$1,789.10 | \$1,827.15 | Slight increase in line with the expected rate increase within the rate cap and the forecast growth within the municipality. |

| | | | | | | | | | | |
|---|---------|---------|---------|---------|---------|---------|---------|---------|---------|---|
| Liquidity Working capital Current assets compared to current liabilities [Current assets / Current liabilities] x100 | 161.75% | 201.34% | 150.41% | 142.70% | 139.51% | 137.68% | 190.17% | 163.71% | 146.62% | Higher levels of capital grant funding mainly for car park constructions which are recognised as unearned income until spent, resulting in higher current liabilities in the short term. The ratio is expected to increase with projected new borrowings in 2025-26 which will increase cash investment balances. |
| Unrestricted cash Unrestricted cash compared to current liabilities [Unrestricted cash / Current liabilities] x100 | 30.46% | 79.00% | 73.50% | N/A | 41.06% | 60.44% | 89.97% | 74.84% | 65.42% | Reduction in this measure mainly reflects higher current liabilities related to outstanding repayment of Heatherdale & Heathmont carpark grants (\$20M). The increase in 2025-26 and beyond reflects higher cash balances due to projected new borrowings (\$15M). |
| Obligations Loans and borrowings Loans and borrowings compared to rates [Interest bearing loans and borrowings / Rate revenue] x100 | 16.50% | 24.49% | 21.06% | N/A | 17.34% | 14.13% | 23.33% | 19.17% | 15.14% | This indicator measures total interest-bearing liabilities compared to rate revenue and reflects borrowings undertaken in May 2022 of \$10M and projected new borrowings of \$15M in 2025-26. |

Annual Report 2023/24

| | | | | | | | | | | |
|--|--------|--------|--------|-----|--------|--------|--------|--------|--------|--|
| <i>Loans and borrowings repayments compared to rates</i> [Interest and principal repayments on interest bearing loans and borrowings / Rate revenue] x100 | 3.61% | 0.76% | 3.66% | N/A | 3.47% | 3.36% | 4.42% | 4.27% | 4.12% | Decreasing trend reflects reduction in the principal loan amounts year on year except for 2024-25 where additional borrowings is planned. |
| <i>Indebtedness</i> <i>Non-current liabilities compared to own source revenue</i> [Non-current liabilities / Own source revenue] x100 | 15.12% | 40.14% | 27.02% | N/A | 15.61% | 12.49% | 17.95% | 16.52% | 12.50% | During the 2021/22 period, the non-current liabilities were higher than prior periods, mainly due to large levels of unearned income, which related specifically to grant funding that could not be recognised as income until project milestones are met and the income is recognised in latter periods. Downward trend reflects lower unearned grant income classified as non-current based on the capital program; reduction in long-term loan balances; and higher own-sourced revenue mainly in user fees due to increased activity and higher interest returns on cash balances. |

| | | | | | | | | | | |
|--|---------|---------|---------|---------|--------|---------|---------|---------|---------|---|
| Asset renewal and upgrade <i>Asset renewal and upgrade compared to depreciation</i> [Asset renewal and asset upgrade expense / Asset depreciation] x100 | 118.98% | 135.32% | 139.24% | 108.50% | 95.39% | 114.56% | 111.01% | 138.98% | 187.46% | The timeframe for the Ringwood Activity Centre Carpark was extended and whilst works commenced in 2023/2024, the majority of works will be completed in 2024/2025. Council also budgeted to spend \$5.4M on Croydon Community Hub A, these works reached design stage however no construction works commenced in 2023/2024. |
| Operating position Adjusted underlying result <i>Adjusted underlying surplus (or deficit)</i> [Adjusted underlying surplus (deficit)/ Adjusted underlying revenue] x100 | 12.52% | -2.80% | -2.58% | N/A | 3.47% | 1.85% | 5.04% | 4.40% | 5.30% | The adjusted underlying result for the 2023/24 financial year has improved from the previous two years where Council had one-off impacts of the net loss in associates and joint ventures and higher assets write off as part of improvement initiatives which negatively impacted on this measure. A slight reduction is expected in 2024/25 with lower interest returns on cash balances and lower rate cap; however this will improve and stabilise over future years. |

Annual Report 2023/24

| | | | | | | | | | | |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--|
| Stability Rates concentration <i>Rates compared to adjusted underlying revenue</i> [Rate revenue / Adjusted underlying revenue] x100 | 64.45% | 68.69% | 64.64% | 84.00% | 65.74% | 64.53% | 63.71% | 65.39% | 65.22% | In Victoria, council rate increases are limited by a cap set by the Minister for Local Government based on CPI. The current and future trend is steady and in line with projected rate caps. |
| Rates effort <i>Rates compared to property values</i> [Rate revenue / Capital improved value of rateable properties in the municipality] x100 | 0.25% | 0.26% | 0.23% | N/A | 0.24% | 0.24% | 0.25% | 0.25% | 0.26% | This ratio is consistent with other prior and future periods. The trend is showing a steady increase based on State Government estimated increases in rates and an average estimate on capital improved values as property value fluctuations are dependent on economic and market movement. |

Sustainable Capacity Indicators

For the Year Ended 30 June 2024

Results

| | 2021 | 2022 | 2023 | 2024 | Comment |
|--|------------|------------|------------|-------------|--|
| Indicator / Measure [Formula] | Actual | Actual | Actual | Actual | |
| Population <i>Expenses per head of municipal population</i> [Total expenses / Municipal population] | \$1,089.83 | \$1,262.54 | \$1,404.85 | \$1,350.09 | This indicator measures Council's total expenditure over the municipal population and is within the expected range. Prior year total expenditure included one-off assets written off hence the higher figure. |
| Infrastructure per head of municipal population [Value of infrastructure / Municipal population] | \$7,823.19 | \$8,440.28 | \$9,344.98 | \$10,016.12 | This indicator measures Council's total infrastructure value over the municipal population. The value of infrastructure assets has been increasing at a higher level than the population growth |
| Population density per length of road [Municipal population / Kilometres of local roads] | 245.18 | 241.44 | 237.46 | 241.14 | This result demonstrates the Maroondah City Council's population is using an established road network, which is well maintained but not growing in length. The increase in 2023/24 compared to 2022/23 is due to increase in population growth of 1.5% |
| Own-source revenue <i>Own-source revenue per head of municipal population</i> [Own-source revenue / Municipal population] | \$1,069.85 | \$1,048.26 | \$1,226.11 | \$1,292.90 | This measures Council's own sourced revenue and is within the expected range. Slight increase is mainly related to higher interest revenue and higher user fees, compared to the municipal population. |
| Recurrent grants <i>Recurrent grants per head of municipal population</i> [Recurrent grants / Municipal population] | \$68.37 | \$85.10 | \$85.35 | \$28.08 | Mainly related to 100% of the 2023/24 Australian Government Financial Assistance Grant funding being brought forward to 2022/23. |

Annual Report 2023/24

| | | | | |
|---|------|-------|-------|--|
| Disadvantage <i>Relative Socio-Economic Disadvantage</i> [Index of Relative Socio-Economic Disadvantage by decile] | 9.00 | 9.00 | 8.00 | This measure looks at the relative socio-economic disadvantage of the municipality as derived from the ABS census of population and housing undertaken every five years. The updated census data made available for this measure in 23/24. |
| Workforce turnover <i>Percentage of staff turnover</i> [Number of permanent staff resignations and terminations / Average number of permanent staff for the financial year] x100 | 9.4% | 20.7% | 17.1% | This measure has decreased over the last two years. It is still high compared to 20/21 and prior. The higher turnover was largely driven by an ageing workforce with long term staff retiring or reconsidering their future working options. |

Notes to the accounts

For the Year Ended 30 June 2023

Basis of preparation

Council is required to prepare and include a performance statement within its annual report. The performance statement includes the results of the prescribed, service performance, financial performance and sustainable capacity indicators and measures together with a description of the municipal district, an explanation of material variations in the results and notes to the accounts. This statement has been prepared to meet the requirements of the *Local Government Act 2020* and *Local Government (Planning and Reporting) Regulations 2020*.

Where applicable the results in the performance statement have been prepared on accounting bases consistent with those reported in the Financial Statements. The other results are based on information drawn from council information systems or from third parties (e.g., Australian Bureau of Statistics or the Council's satisfaction survey provider).

The performance statement presents the actual results for the current year and the previous three years, along with the current year's target, if mandated by the *Local Government (Planning and Reporting) Regulations 2020*. Additionally, for the prescribed financial performance indicators and measures, the performance statement includes the target budget for the current year and the results forecast for the period 2024-25 to 2027-28 by the council's financial plan.

The *Local Government (Planning and Reporting) Regulations 2020* requires explanation of any material variations in the results contained in the performance statement. Council has adopted materiality thresholds relevant to each indicator and measure and explanations have not been provided for variations below the materiality thresholds unless the variance is considered to be material because of its nature.

Annual Report 2023/24

Definitions









| Key term | Definition |
|--|---|
| Aboriginal children | means a child who is an Aboriginal person |
| Aboriginal person | has the same meaning as in the Aboriginal Heritage Act 2006 |
| adjusted underlying revenue | means total income other than: <ul style="list-style-type: none">• non-recurrent grants used to fund capital expenditure; and• non-monetary asset contributions; and contributions to fund capital expenditure from sources other than those referred to above |
| adjusted underlying surplus (or deficit) | means adjusted underlying revenue less total expenditure |
| annual report | means an annual report prepared by a council under section 98 of the Act |
| asset renewal expenditure | means expenditure on an existing asset or on replacing an existing asset that returns the service capability of the asset to its original capability |
| asset upgrade expenditure | means expenditure that— (a) enhances an existing asset to provide a higher level of service; or (b) extends the life of the asset beyond its original life |
| critical non-compliance outcome notification | means a notification received by council under section 19N(3) or (4) of the <i>Food Act 1984</i> , or advice given to council by an authorized officer under that Act, of a deficiency that poses an immediate serious threat to public health |
| current assets | has the same meaning as in the Australian Accounting Standards |
| current liabilities | has the same meaning as in the Australian Accounting Standards |
| food premises | has the same meaning as in the <i>Food Act 1984</i> |
| intervention level | means the level set for the condition of a road beyond which a council will not allow the road to deteriorate and will need to intervene |









| Key term | Definition |
|---|---|
| local road | means a sealed or unsealed road for which the council is the responsible road authority under the <i>Road Management Act 2004</i> |
| major non-compliance outcome notification | means a notification received by a council under section 19N(3) or (4) of the <i>Food Act 1984</i> , or advice given to council by an authorized officer under that Act, of a deficiency that does not pose an immediate serious threat to public health but may do so if no remedial action is taken |
| MCH | means the Maternal and Child Health Service provided by a council to support the health and development of children within the municipality from birth until school age |
| non-current liabilities | means all liabilities other than current liabilities |
| own-source revenue | means adjusted underlying revenue other than revenue that is not under the control of council (including government grants) |
| population | means the resident population estimated by council |
| rate revenue | means revenue from general rates, municipal charges, service rates and service charges |
| relative socio-economic disadvantage | in relation to a municipal district, means the relative socio-economic disadvantage, expressed as a decile for the relevant financial year, of the area in which the municipal district is located according to the Index of Relative Socio-Economic Disadvantage of SEIFA |
| restricted cash | means cash, cash equivalents and financial assets, within the meaning of the Australian Accounting Standards, not available for use other than for a purpose for which it is restricted, and includes cash to be used to fund capital works expenditure from the previous financial year |
| SEIFA | means the Socio-Economic Indexes for Areas published from time to time by the Australian Bureau of Statistics on its Internet site |
| unrestricted cash | means all cash and cash equivalents other than restricted cash |

Annual Report 2023/24

Our integrated service delivery

Council delivers a broad range of services that all play a role in delivering on the Maroondah 2040 Community Vision and the associated outcome areas. The table below indicates the range of primary outcome areas for different services delivered by Council.

| |  |  |  |  |  |  |  |  |
|--|---|---|---|---|--|---|---|---|
| Council service | A safe, healthy and active community | A prosperous and learning community | A vibrant and culturally rich community | A clean, green and sustainable community | An accessible and connected community | An attractive, thriving and well built community | An inclusive and diverse community | A well governed and empowered community |
| Aged and Disability Services | • | • | | | • | | • | • |
| Arts and Culture | | • | • | | | • | • | • |
| Asset Management | • | | | • | • | • | • | • |
| Asset Projects and Facilities | • | | | • | • | • | • | • |
| Building Services | • | | | • | • | • | | |
| Built Environment | • | | | • | • | • | | |
| Bushland Management | • | | | • | | • | | |
| Business and Activity Centre Development | • | • | • | | | • | | |
| Communications and Engagement | • | • | • | | • | | • | • |
| Community Health | • | | | • | | | | |
| Community Wellbeing | • | • | | | • | | • | |
| Corporate Planning, Risk and Information | | | | | | | | • |
| Customer Service | | | | | | | | • |
| Cyber and Technology | | | | | | | | • |
| Digital and Online | • | • | • | | • | | • | • |
| Emergency Management | | | | | | | | • |
| Engineering Services | • | | | • | • | • | | |
| Executive Office | | | | | | | | • |
| Financial Accounting | | | | | | | | • |
| Governance and Procurement | | | | | | | | • |

| |  |  |  |  |  |  |  |  |
|--|---|---|---|--|---|---|---|---|
| Council service | A safe, healthy and active community | A prosperous and learning community | A vibrant and culturally rich community | A clean, green and sustainable community | An accessible and connected community | An attractive, thriving and well built community | An inclusive and diverse community | A well governed and empowered community |
| Karralyka, Maroondah Federation Estate and Community Halls | | | • | | | | • | |
| Leisure and Aquatics | • | | | | | | • | |
| Libraries | | • | • | | | | | |
| Local Laws | • | | | | • | | • | • |
| Management Accounting and Payroll | | | | | | | | • |
| Maroondah Golf and Sportsfields | • | | | • | | | • | |
| Maternal and Child Health | • | • | | | | | • | • |
| Park Maintenance | • | | | • | • | • | | |
| People and Culture | • | • | | | | | • | • |
| Property, Revenue and Valuation Services | | | | | | • | • | • |
| Realm Operations | | | | | | | | • |
| Sport, Recreation and Events | • | | | • | • | | • | |
| Stadiums (The Rings, Maroondah Nets and Maroondah Edge) | • | | | | | | • | |
| Statutory Planning | • | | | • | | • | | • |
| Strategic Planning and Sustainability | | | | • | • | • | | • |
| Tree Maintenance | • | | | • | | • | | |
| Waste Management | | | | • | | • | | |
| Youth and Children's Services | • | • | • | | | | • | • |

Glossary

Activity centre: Areas that provide a focus for services, employment, housing, transport and social interaction. They range in size and intensity of use from smaller neighbourhood centres to major suburban centres and larger metropolitan centres.

Advisory Committee: Committees established by Council who meet several times each year to consider in-depth issues that are related to Council activities and community needs. These seven (7) committees consist of Councillor representatives along with a mix of appointed community members, partner agency representatives, relevant industry representatives, and/or business representatives. Each committee provides advice and recommendations to Maroondah City Council on a range of matters relating to the development and delivery of strategies, services, and activities.

Advocacy: To provide support to a cause or to make public recommendation on behalf of others.

Annual Report: A report on the activities of Council over the previous financial year. The report includes a report of operations, audited financial statements and an audited performance statement.

Aquahub: Aquahub is located in Croydon. The facility comprises a fully equipped gym, group fitness studio, cycle room, multipurpose room, multisport indoor stadium, family leisure pool, 25m pool, warm water program pool, spa and sauna.

Aquanation: A state of the art regional and leisure centre in Ringwood that incorporates a 66.5 metre ten lane swimming and diving pool, warm water pool, a dedicated learn to swim pool, a large gym with three separate group fitness rooms, dry diving training room, childcare facilities, and a cafe.

Asset: An asset is a facility or part of a facility that has value, enables a service to be provided and has an economic life greater than 12 months.

Asset expansion expenditure: Expenditure that extends the capacity of an existing asset to provide benefits to new users at the same standard as is provided to existing beneficiaries.

Asset Plan: Provides information about maintenance, renewal, acquisition, expansion, upgrade, disposal and decommissioning of assets under the control of Council over a rolling 10-year period.

Asset renewal and maintenance gap: The variance between what Councils need to spend on their existing infrastructure to maintain or renew it to its original service potential or useful life, and what Councils does spend on renewal and maintenance.

Asset renewal expenditure: Expenditure on an existing asset or on replacing an existing asset that returns the service capability of the asset to its original capability.

Asset upgrade expenditure: Expenditure that either enhances an existing asset to provide a higher level of service or increases the life of the asset beyond its original life.

Average liabilities per property assessment:

The average value for each property in the municipality of monies owed by Council at financial year-end in respect of the supply of goods and services, the provision of loans and the accrued costs of employee salaries and entitlements.

Average rate per property assessment: The average revenue derived by Council out of general rates for each residential property in the municipality (i.e., excluding all commercial and industrial properties).

Auditor-General: An independent parliamentary officer appointed by legislation to examine and report to State Parliament and the community on the management of public sector resources and provide assurance on the financial integrity of Victoria's system of government.

Bayswater Business Precinct: A regionally significant precinct which is home to over 5,000 businesses and supports more than 30,000 jobs. It crosses the borders of Maroondah, Knox and Yarra Ranges who have formed a collaborative partnership for managing the precinct.

Benchmarking: Qualitative and quantitative comparisons with similar services/service organisations that provide a benchmark for service standards and therefore, ensure Council is providing services to the municipality at or above the best possible service quality standards.

Best Practice: To adopt or develop standards, actions, or processes for the provision of goods, services or facilities which are equal to or better than the best available on a state, national or international scale.

Biodiversity: Different plants, animals and microorganisms make a variety of life incorporating their genes and the ecosystems.

Biolink: Wildlife corridors that connect pockets of native vegetation, allowing animals to move between these areas and increase the genetic diversity of breeding populations.

BizHub: Resource for Maroondah business which includes education, skill and business development opportunities, collaborative workspaces, and meeting spaces.

Budget: Documents the financial and non-financial resources required by Council to implement the key directions and priority actions identified in the Council Plan.

Canopy cover: The fraction of ground area covered by the vertical projection of tree crown perimeters.

Capital replacement ratio: Compares the rate of spending on infrastructure, property, plant and equipment, and intangibles with its depreciation and amortisation. A ratio less than 1.0 means the spending on capital works has not kept pace with consumption of assets.

Capital Works: Projects undertaken to establish, renew, expand, upgrade, and dispose of assets owned by Maroondah City Council in the community.

Capital works expenditure: Expenditure on non-current assets and includes new assets, asset renewal, asset expansion and asset upgrade.

Carbon Neutral certification: Endorsement that entity that has meet the requirements of the Climate Active Carbon Neutral Standard.

Charter of Human Rights and Responsibilities Act 2006: Legislation created to protect and promote human rights. It sets out freedoms, rights, and responsibilities.

Climate Active: An ongoing partnership between the Australian Government and Australian businesses to drive voluntary climate action. Climate Active is the only government accredited carbon neutral certification scheme in Australia.

Community engagement: The process of Council working with residents, businesses, and community groups to address issues that impact their wellbeing. Council adopted principles regarding community engagement are outlined in the Community Engagement Policy 2021.

Community Engagement Policy: A formal expression of Council's commitment to engaging with the Maroondah community and understanding the different views, experiences, and expertise our community has to offer.

Community Grants: Council funding made available to local not-for-profit community groups and organisations to assist in the provision of activities and services not available through state, federal and private resources.

Community indicators of progress: Selected indicators that will be used to identify how successful the initiatives of Council, businesses, community groups and individuals have been in working towards the future outcomes and key directions outlined in the Maroondah 2040 Community Vision.

Community Satisfaction Survey: A Victorian Government survey conducted annually to gauge community satisfaction levels with Council services.

Community Vision: Description of the municipal community's aspirations for the future of the municipality for at least the next 10 financial years. The Maroondah 2040 Community Vision represents the strategic direction of Council as required by section 90 of the *Local Government Act 2020*. Also see Maroondah 2040 Community Vision.

Continuous improvement: The process that ensures ongoing review and improvement practices are built into operational activities.

Core services: External and internal facing services of Council.

Corporate governance: Council's responsibility for the economic and ethical performance of the municipality.

Corporate Management Team: A team comprising of the Chief Executive Officer and four Directors, responsible for overseeing and managing the operations of Council, and strategic and policy issues.

Council: The role of a Council is to provide good governance in its municipal district for the benefit and wellbeing of the municipal community.

Council Plan: A four-year plan which provides the medium-term framework for Council operations by outlining: the strategic direction of Council (Community Vision); strategic objectives for achieving the strategic direction (future outcomes); strategies for achieving the objectives for a period of at least the next four financial years (key directions); strategic indicators for monitoring the achievement of objectives (Council Plan indicators); and a description of Council's initiatives and priorities for service, infrastructure and amenity (priority actions).

Glossary

Council Plan indicators: Performance measures that assist Council to monitor progress toward achievement of future outcomes (strategic objectives) and the Community Vision (strategic direction). The Council Plan indicators comprise of both community indicators of progress and service delivery performance measures and represent the strategic indicators for monitoring the achievement of objectives as required by section 90 of the *Local Government Act 2020*.

Councillor: A member of the community elected in accordance with the *Local Government Act 2020* to represent the residents of a ward within the municipality, as a member of Council.

COVID-19 pandemic: a global pandemic caused by the transmission of the severe acute respiratory syndrome coronavirus.

Croydon Community Wellbeing Precinct: An integrated wellbeing and recreational precinct for the community located in Croydon.

Croydon Memorial Pool: A seasonal outdoor heated 50m pool, with toddlers' pool, grandstand, and shaded lawn areas.

Croydon Town Square: A vibrant public open space in the heart of Croydon, providing pedestrian connections between Croydon Railway Station and the Main Street shopping precinct.

Current Assets: Assets where Council expects to receive the future economic benefit within the next 12 months unless the asset is restricted from being exchanged or used to settle a liability for at least 12 months after the reporting date.

Current Liabilities: Liabilities where Council expects to fulfil its obligation within the next 12 months unless the Council does not have an unconditional right to defer settlement of the liability for at least 12 months after reporting date.

Deliberative engagement: An approach which encourages community members to critically test, weigh up and consider a range of information, perspectives, inputs, and evidence to reach a consensus or make recommendations.

Development Contributions Plan: A plan developed by Council that identifies financial contributions required from developers towards the provision of shared community infrastructure to service new developments and communities. Items or infrastructure funded by way of a Development Contributions Plan may include (but are not limited to) the construction or widening of roads, provision of bus stops, public parks and recreation facilities, provision of stormwater drainage and community centres.

Dorset Golf: A secluded 18-hole public golf course located in Trawalla Road, Croydon offering a fully stocked golf shop and golf lessons.

Eastern Alliance for Greenhouse Action: A formal collaboration of eight councils in the eastern metropolitan region which was formed to address community concerns about climate change and ensure a coordinated approach.

Eastern Affordable Housing Alliance: A formal collaboration between six councils in the eastern metropolitan region to advocate for access to safe, affordable housing for disadvantaged people.

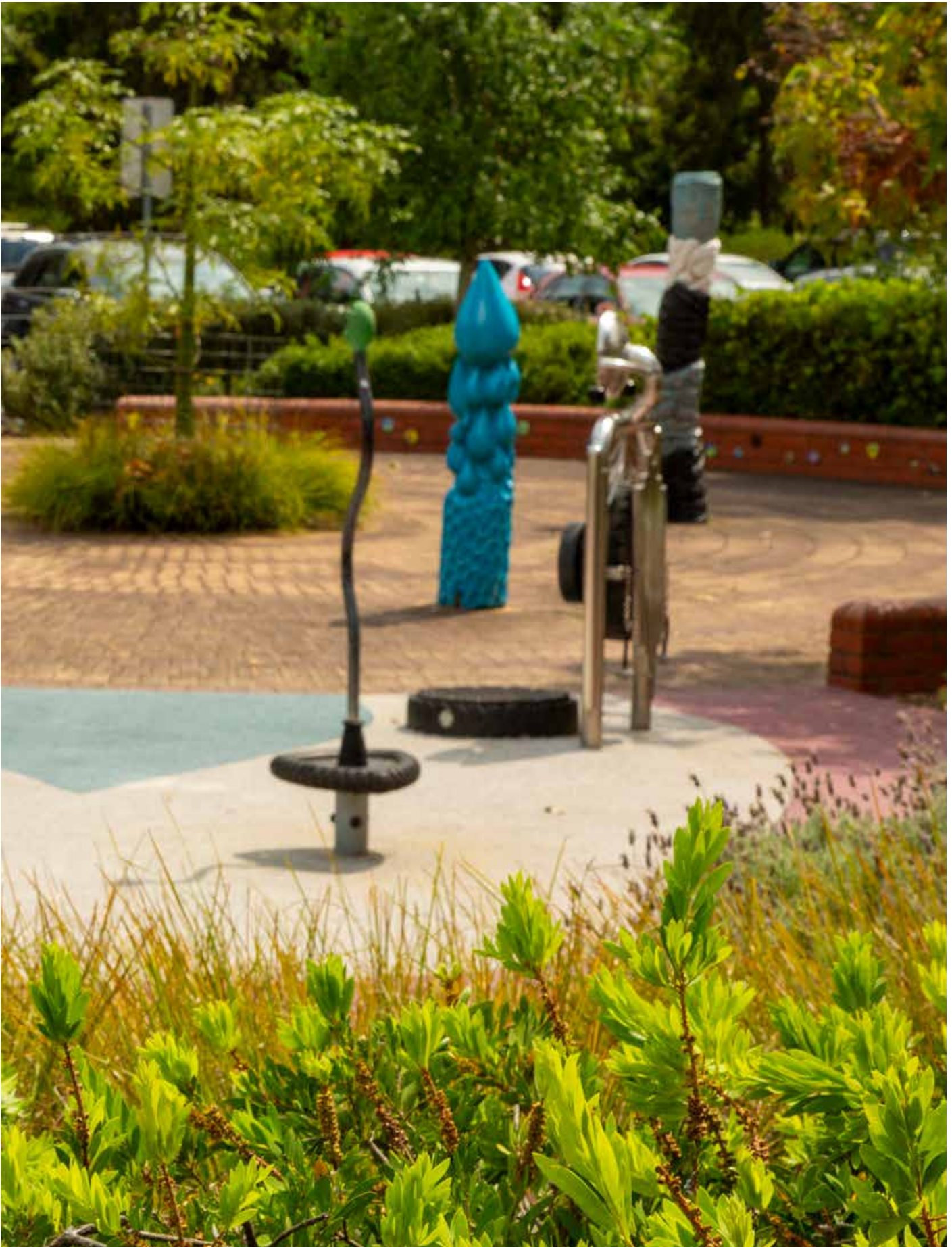
Environment Protection Authority: A statutory authority established under the *Environment Protection Act 1970* to ensure the protection and control of air, land and water pollution, and industrial noise.

Equal Employment Opportunity: A program that supports diversity in the workplace which can include having employees of different ages, gender, ethnicity, physical ability, sexual orientation, religious belief, work experience, and educational background. In Australia, national and state laws cover equal employment opportunity and anti-discrimination in the workplace.

Equity: Financial term referring to residual interest in the assets of Council after deductions of its liabilities, which is made up of accumulated surplus and reserves. Total equity is also equal to net assets.

Feasibility study: An analysis and evaluation of a proposed project to determine if it is technically feasible, is feasible within the estimated costs, and will be profitable. Studies also often consider the potential impact of the project and discuss options.

Financial Plan: Takes the outcome areas and key directions as specified in the Council Plan and expresses them in financial terms over a rolling 10-year period



Maroondah Federation Estate, Ringwood

Glossary

Financial resources: Includes income, expenditure, assets, liabilities, equity, cash, and capital works required to deliver the services and initiatives in the Budget.

Fire Services Levy: A Victorian Government levy collected through council rates to fund Victoria's fire services.

Food Organics and Garden Organics service: Waste and recycling services that aim to reduce the amount of waste going to landfill.

Future outcomes: Key areas of future opportunity and challenge as identified by the community in the Maroondah 2040 Community Vision. They describe the ideal future for Maroondah in very broad terms. Each Council Plan priority action contributes to one or more future outcomes. The primary relationship is the future outcome area that the priority action makes a major contribution to. Secondary relationships are the future outcome areas that the priority action makes a supporting contribution to. These future outcomes represent the strategic objectives of Council in accordance with section 90 of the *Local Government Act 2020*.

Gender Equality Action Plan: Strategies and measures for promoting gender equality in the workplace. Under the *Gender Equality Act 2020*, Council is required to develop a Gender Equality Action Plan every four years.

Governance: How Council operates as a decision-making body, its relationship with the administration and the ways that Council engages with their community.

Greenfield: Undeveloped land identified for residential or industrial/commercial development, generally on the fringe of metropolitan Melbourne.

Herfindahl Index: Measure of industry diversity based on share of jobs by industry in Maroondah relative to that of the Victorian economy.

Home and Community Care: Council service which assists elderly and disabled residents with essential house cleaning and daily living tasks so that they can remain living independently in their own homes.

Indebtedness: Ability to pay the principal and interest on borrowings, as and when they fall due, from the funds generated (own-sourced revenue). The lower the ratio, the less revenue required to repay total debt.

Indigenous: Originating in a particular geographic region or environment and native to the area and/or relating to Aboriginal and Torres Strait Islander people.

Infrastructure: Constructed assets required for the functioning of the community, such as roads, drains, footpaths, lighting, paths, play equipment, public buildings, signage, streetscapes, and waste systems.

Infrastructure renewal/maintenance ratio: Variance between what Council need to spend on their existing infrastructure to maintain or renew it to its original service potential or useful life, and what Council spends on renewal and maintenance, expressed as a ratio.

Initiatives: Budget initiatives are actions that are one-off in nature and/or lead to improvements in service. These are a sub-set of the Council Plan priority actions.

Integrated Planning Framework: A hierarchy of strategic documents and processes that ensure all of Council's activities and financial resources are aligned to meet the aspirations, needs and expectations of the Maroondah community. This framework includes the key statutory planning and reporting documents that are required to be prepared by Council to ensure accountability to the local community in the performance of functions and exercise of powers under the *Local Government Act 2020*.

Internal financing: Ability to finance capital works using cash generated by operating cash flows. The higher the percentage, the greater the ability to finance capital works from own funds.

International Association for Public Participation: peak body for the community and stakeholder engagement sector.

Karralyka: An architecturally award-winning function venue and theatre located on Mines Road, Ringwood East. The venue offers outstanding facilities and services for live theatre, corporate events, wedding receptions, private celebrations, conventions, and exhibitions.

Key directions: Strategies to achieve the Maroondah 2040 Community Vision and future outcomes. These directions guide Council service delivery and inform priority actions for each financial year. These key directions represent the strategies for achieving the objectives (future outcomes) of Council over the 2021-2025 period in accordance with section 90 of the *Local Government Act 2020*.

Key Performance Indicator: A set of quantifiable measurements used to measure a company's overall performance, determine strategic, financial, and operational achievements, and compare these to those of other businesses within the same sector.

Liabilities: Future sacrifices of economic benefits that Council is presently obliged to make to other entities because of past transactions or other past events.

Liquidity ratio: Ability to pay existing liabilities in the next 12 months. A ratio greater than 1.0 means there are more cash and liquid assets than short-term liabilities.

Local Laws: The laws adopted by Council that prohibit, regulate, and control activities, events, practices and behaviours within Maroondah.

Local Government Act 2020: This Victorian Government legislation outlines the intention for Councils to provide a democratic and efficient system of local government in Victoria. It provides Councils with the authority to meet the needs of their communities and provides the basis for an accountable system of local governance in Victoria.

Local Government Performance Reporting Framework: A Victorian Government planning and reporting framework that seeks to provide a comprehensive picture of Council performance. The framework comprises four indicator sets: service performance, financial performance, sustainable capacity and governance and management.

Local Government (Planning and Reporting) Regulations 2020: Supports the operation of the Local Government Performance Reporting Framework for Councils under the *Local Government Act 2020*.

Local Planning Policy Framework: The Framework provides the strategic basis for land use planning as controlled by the Maroondah Planning Scheme. The Framework consists of the Municipal Strategic Statement together with local planning policies.

Major Activity Centre: A place that provides a suburban focal point for services, employment, housing, public transport, and social interaction. Plan Melbourne identifies 121 existing and future Major Activity Centres across Melbourne (i.e., Croydon).

Major Initiatives: Budget major initiatives are significant activities of Council that will directly contribute to the achievement of the Council Plan during a given financial year and have a major focus in the budget. They are determined on an annual basis and represent a sub-set of the Council Plan priority actions for the financial year.

Maroondah 2040 Community Vision: The long-term community and Council vision for the City of Maroondah. The Vision identifies the future outcome areas and key directions for Maroondah looking ahead to the year 2040. Also see Community Vision.

Maroondah Federation Estate: A community, cultural and arts facility located on the site of the former Ringwood Primary School in Greenwood Avenue, Ringwood. The facility incorporates the Maroondah Art Gallery, a cultural centre, a lifestyle centre, the 'AMazing Space' accessible play space, landscaped gardens, tree sculptures, Sensory Time Trail, and a courtyard.

Maroondah Edge: An indoor 5 lane cricket training centre, with a netball half court that enables training for cricket and netball within the Jubilee Park, Ringwood sporting precinct. Maroondah Edge has a Changing Places toilet facility and is adjoined to the RO Spencer multipurpose pavilion.

Maroondah Nets: An indoor four court, multisport complex that enables training and competition for netball, volleyball, badminton and table tennis with grandstand seating for approximately 300 people. There are also four outdoor netball courts with spectator viewing areas. The stadium has a cafe, male and female toilets, a Changing Places toilet facility, change facilities, officials and first aid rooms, sport association offices, a gym, and a multipurpose room.

Maroondah Planning Scheme: A planning scheme sets out policies and requirements for the use, development, and protection of land. The Maroondah Planning Scheme consists of a written document and any maps, plans or other documents incorporated in it. It contains: the objectives of planning in Victoria; purposes of the planning scheme; a Planning Policy Framework; a Local Planning Policy Framework (including the Municipal Strategic Statement); zone and overlay provisions; particular and operational provisions; and incorporated documents.

Glossary

Medium density housing: housing typically associated with units, townhouses, and semi-detached dwellings.

Metropolitan Activity Centre: A higher-order centre (i.e., Ringwood) intended to provide a diverse range of jobs, activities and housing for regional catchments that are well served by public transport. The centre plays a major service delivery role, including government, health, justice, and education services, as well as retail and commercial opportunities. Plan Melbourne identifies nine existing and two future Metropolitan Activity Centres across Melbourne.

Mission Statement: The overall corporate philosophy that articulates how the Maroondah 2040 community vision will be achieved.

Municipal Emergency Coordination Centre (MECC): The centre responsible for the coordination of the provision of human and material resources within the municipality, during response and recovery phases of emergencies.

Municipal Emergency Management Plan: Addresses the prevention of, response to, and recovery from emergencies within the municipality of Maroondah.

Municipal Planning Strategy (MPS): The MPS is part of the Maroondah Planning Scheme. It sets out the vision for future use and development and provides an overview of important planning issues in Maroondah. It includes thematic strategic directions relating to how Maroondah is expected to change through the application of the policy and controls in the planning scheme. Council must consider and give effect to the MPS when making planning decisions.

Municipal Public Health and Wellbeing Plan: Sets the broad mission, goals, and priorities to promote municipal public health and wellbeing; and inform the operational processes of Council and local organisations. In Maroondah, this Plan is incorporated within the Maroondah Liveability, Wellbeing and Resilience Strategy 2021-2031.

Municipal Strategic Statement (MSS): Outlines the key land use and development objectives and strategies for the municipality. The MSS provides the basis for zones, overlays, and particular provisions. Council will review the MSS every three years.

Municipality: A geographical area that is delineated for the purpose of local government.

Neighbourhood centre: Local centres that provide access to local goods, services and employment opportunities and serve the needs of the surrounding community (i.e., Heathmont, Ringwood East).

Net assets: Financial term referring to the difference between total assets and total liabilities, which represents Council's net worth. Net assets are also equal to total equity.

Net result: How much of each dollar collected as revenue translates to net result. A positive result indicates a surplus, and the larger the percentage, the stronger the result.

New asset expenditure: Expenditure that creates a new asset that provides a service that does not currently exist.

Non-financial resources: Resources other than financial resources required to deliver the services and initiatives.

Occupational Health and Safety: A multidisciplinary field concerned with the safety, health, and welfare of people at work.

Our mission: A shared understanding of the purpose of the organisation that articulates how Council will work towards the achievement of the Maroondah 2040 Community Vision in conjunction with the community.

Our values: Represent attitudes and beliefs within Council that underpin organisational practices, processes, and behaviours.

Our vision: A statement of the preferred direction for the City of Maroondah that defines the aspirations of the community and serves to guide all Council activities.

Outcome areas: See future outcomes.

Overarching governance principles: The expected standards that Councils should adhere to in ensuring accountability defined in section 9 of the *Local Government Act 2020*.

Pavement condition index: A number derived by Council's pavement management system considering a road's use, condition, and performance. Condition scores range between zero and ten, with a higher score representing a better condition road.



Glossary

Performance statement: A statement including the results of the prescribed service outcome indicators, financial performance indicators and sustainable capacity indicators for the financial year and included in the Annual Report.

Plan: A focused and structured detail of action to be undertaken, involving a series of specific steps, to implement the outcomes and key directions of an overarching strategy.

Plan Melbourne: The metropolitan planning strategy prepared by the Victorian Government.

Planning Scheme: The planning scheme sets out policies and requirements for the use, development and protection of land located within the City of Maroondah.

Policy: A set of principles intended to influence and provide direction for Council decisions, actions, programs, and activities.

Power purchasing agreement: A project to secure renewable energy to power municipal offices, leisure centres, streetlights, and community buildings.

Principal Pedestrian Network: A designated network of existing and planned routes in each area that provides pedestrian facilities which support walking trips into and around key destinations, such as activity centres, schools, and transport nodes.

Priority actions: Initiatives to be undertaken by Council that will significantly contribute to the achievement of the four-year Council Plan key directions (strategies). These actions include the major initiatives of Council for each financial year as identified within the Budget in accordance with section 94 of the *Local Government Act 2020*.

Productivity Commission: The Australian Government's independent research and advisory body established to consider a range of economic, social, and environmental issues that affect the welfare of Australians. Its role is to help governments make better policies in the long-term interest of the Australian community.

Public statutory body: An agency that performs one or more functions of a public nature for the benefit of the community; does so under authority granted by or under Victorian legislation to perform a public purpose; and is accountable to, and subject to control by, the State of Victoria in the performance of those functions.

Rate and Charges Income: Income received from ratepayers in relation to general rates, garbage rates and special rate schemes.

Realm: Council's library, learning and cultural centre on Maroondah Highway in Ringwood located within Ringwood Town Square. The facility integrates a library, a learning centre, an art gallery, and Council service centre. Council's administrative offices and Council Chamber are also located at Realm.

Renewal gap ratio: Compares the rate of spending on existing assets through renewing, restoring, and replacing existing assets with depreciation. Ratios higher than 1.0 indicate that spending on existing assets is faster than the depreciation rate.

Revenue: Revenue is the amount of money that Council receives from its activities, mostly from rates and services provided to customers and ratepayers.

Revenue and Rating Plan: Describes how Council will generate income to deliver on the Council Plan, programs and services, and capital works commitments over a 4-year period.

Ringwood Golf: An 18-hole public golf course located at the corner of EastLink and Canterbury Road offering golf lessons, a fully stocked golf shop and a café.

Ringwood Town Square: Ringwood Town Square provides public open space in the heart of Ringwood linking Ringwood Station, Realm and Eastland.

Risk Management: A discipline for developing appropriate procedures to minimise or eliminate the risk of adverse effects resulting from future events and activities. Principles for managing risk are set out in the Australian Standards for risk management AS/NZS ISO 31000:2018.

Service Area Managers: Employees with specialist skills to develop, implement, manage, and deliver the operational, service, and administrative activities of Council required to meet the needs and expectations of the community.

Service Centre: Council's customer service centres handle requests, enquiries, and payments from the general community.

Service delivery performance measures: Selected indicators that will be used to identify how successful the initiatives and service of Council have been in meeting community needs and expectations.

Service Delivery Plan: A detailed four-year work plan to guide how a particular Council service area will support the achievement of relevant Maroondah 2040 Community Vision future outcomes and key directions as outlined in the Council Plan.

Small to Medium Enterprise: Businesses that maintain revenues, assets or several employees below a certain threshold.

Socio-economic advantage and disadvantage: People's access to material and social resources, and their ability to participate in society.

Statement of capital works: A statement which shows all capital expenditure of a Council in relation to non-current assets and asset expenditure type.

Statement of human resources: A statement which shows all council employee expenditure and numbers of full-time equivalent council employees.

Statements of non-financial resources: A statement which describes the non-financial resources including human resources, and is made of the Statement of human resources, and summary of planned human resource expenditure (including a summary of the planned number of fulltime equivalent Council employees categorised according to the organisation structure of the Council and full-time/part-time status).

Statutory Authority: Organisations established under an Act of the Victorian Parliament or Australian Parliament for a public purpose.

Statutory incomes: Incomes that are derived from Government payments and allowances.

Statutory timeframes: Timeframe stimulated by legislation in which an activity, service or outcome must be delivered or determined.

Strategic direction: See Community Vision.

Strategic indicators: See Council Plan indicators.

Strategic objectives: See future outcomes or outcome areas.

Strategy: A long term systematic plan of action to achieve defined outcomes in an area of Council activity or responsibility. A series of key directions is set out to meet these outcomes and specific actions are outlined to deliver on these key directions.

Structure Plan: A land-use document that provides direction for planning and development of a defined geographic area or precinct. Structure plans are subject to community consultation and may be incorporated into the Maroondah Planning Scheme.

Subjective wellbeing index: Ratings of personal wellbeing across the domains of standard of living, health, achievements in life, community connection, personal relationships, safety, and future security; converted into an index score with a range of 0 (completely dissatisfied) to 100 (completely satisfied).

Summary of planned human resources expenditure: A summary of permanent Council employee expenditure and numbers of full-time equivalent employees categorised according to the organisational structure of Council.

Summary of planned capital works expenditure: A summary of capital expenditure in relation to non-current assets classified according to the model statement of capital works in the Local Government Financial Report, by asset expenditure type and funding source.

Supporting strategies and plans: A long-term systematic plan of action to achieve defined outcomes in an area of Council activity or responsibility.

Sustainability: The principle of providing for the needs of the present community without compromising the ability of future generations to meet their own needs. The principle seeks to achieve long-term health and well-being across social, economic, environmental, and cultural domains.

The Rings: The Rings is a four-court indoor stadium in Ringwood, catering primarily for basketball and netball competitions and user groups.

Values: Represent underlying attitudes and beliefs within Council that are demonstrated through organisational practices, processes, and behaviours.

Victorian Auditor General's Office: A public sector audit organisation providing auditing services to the Victorian Parliament and Victorian public sector agencies and authorities.

Vision: A statement of direction that defines the shared aspirations of Council and the Maroondah community. The Maroondah 2040 Community Vision serves to guide all of Council's service delivery and operations.

Glossary

Wards: A geographical area which provides a fair and equitable division of a local government area. The City of Maroondah is divided into nine wards, each with nine elected Council representatives.

Water Sensitive Urban Design: A holistic approach to water management that integrates urban design and planning with social and physical sciences to deliver water services and protect aquatic environments in an urban setting.

Working for Victoria: A \$500 million Victorian Government initiative that assisted local governments to employ Victorian jobseekers, including people who have lost their jobs because of the coronavirus (COVID-19) pandemic, into roles that support the community.

Wyreena Community Arts Centre: A classic English Tudor-style building set on four acres of lawns and gardens on Hull Road, Croydon. The facility incorporates a recently redeveloped Adventure Playground, the Wyreena Gallery, and the Conservatory Café. A range of short courses, ongoing courses, after school programs and school holiday programs are offered in the creative arts.

X Space: A children's playground and activity space in Croydon Park adjacent to the Y Space.

Your Library Ltd: A co-operative venture of three outer eastern metropolitan councils – Knox, Maroondah and Yarra Ranges – to provide library services across a regional population of 435,000 residents. Your Library Ltd operates Realm Library and Croydon Library in Maroondah.

Y Space: An outdoor activity space in Croydon Park designed to enable a variety of activities that meet the needs of youth and young adults, along with the wider community.



Commonly used acronyms

| | |
|--|--|
| AAS: Australian Accounting Standards | FOGO: Food Organics and Garden Organics service |
| ABS: Australian Bureau of Statistics | FOI: Freedom of Information |
| AHRI: Australian Human Resources Institute | FSL: Fire Services Levy |
| AICD: Australian Institute of Company Directors | GEAP: Gender Equality Action Plan |
| ALGA: Australian Local Government Association | GIS: Geographic Information System |
| AS/NZS ISO 31000:2018: Australian Standards for Risk Management | GST: Goods and Services Tax |
| ATO: Australian Taxation Office | HACC: Home and Community Care |
| BBP: Bayswater Business Precinct | IBAC: Independent Broad-based Anti-Corruption Commission |
| BCP: Business Continuity Plan | ICT: Information and Communications Technologies |
| CALD: Culturally and Linguistically Diverse | IDAHOBIT: International Day Against Homophobia, Biphobia and Transphobia |
| CBD: Central Business District | IFRS: International Finance Reporting Standards |
| CCTV: Closed Circuit Television | IML: Institute of Managers and Leaders |
| CCWP: Croydon Community Wellbeing Precinct | IT: Information Technology |
| CEDA: Committee for Economic Development Australia | KPI: Key Performance Indicator |
| CEO: Chief Executive Officer | LASPLAN: Local Authorities Superannuation Plan |
| CIV: Capital Improved Value | LGBTIQA+: Lesbian, Gay, Bisexual, Transgender, Intersex, Queer/Questioning, Asexual |
| CMT: Corporate Management Team | LGPro: Local Government Professionals |
| COAG: Council of Australian Governments | LGV: Local Government Victoria |
| COVID-19: Novel coronavirus disease 2019 | MAC: Metropolitan Activity Centre |
| CPA: Certified Practising Accountants | MAV: Municipal Association of Victoria |
| CPTED: Crime Prevention through Environmental Design | MBS: Municipal Building Surveyor |
| DARTA: Drug and Alcohol Research and Training Australia | MCH: Maternal and Child Health |
| DCP: Development Contributions Plan | MECC: Municipal Emergency Coordination Centre |
| EAGA: Eastern Alliance for Greenhouse Action | MBG: Maroondah Business Group |
| EAHA: Eastern Affordable Housing Alliance | MENA: Melbourne East Netball Association |
| EASL: Eastern Alliance of Sustainable Learning | MEM: Municipal Emergency Manager |
| EBA: Enterprise Bargaining Agreement | MEMP: Municipal Emergency Management Plan |
| EEO: Equal Employment Opportunity | MEMPC: Municipal Emergency Management Planning Committee |
| EFT: Equivalent full-time | MERC: Municipal Emergency Response Coordinator |
| EMPHN: Eastern Melbourne Primary Health Network | MEREDG: Melbourne East Regional Economic Development Group |
| EMR: Eastern Metropolitan Region | MERO: Municipal Emergency Resource Officer |
| EOCC: Equal Opportunity Consultative Committee | MFPO: Municipal Fire Prevention Officer |
| EOI: Expression of Interest | MMIGP: Mullum Mullum Indigenous Gathering Place |
| EPA: Environment Protection Authority | MPS: Municipal Planning Statement |
| ERL: Eastern Regional Libraries | MRM: Municipal Recovery Manager |
| ERG: Eastern Region Group of Councils | MSS: Municipal Strategic Statement |
| ESD: Environmentally Sustainable Design | |
| ETC: Eastern Transport Coalition | |

Commonly used acronyms

MYWA: Maroondah Youth Wellbeing Advocates
NAC: Neighbourhood Activity Centre
NAIDOC: National Aborigines and Islanders Day
Observance Committee
NCP: National Competition Policy
OH&S: Occupational Health and Safety
QIC: Queensland Investment Corporation
RDA: Regional Development Australia
REV: Recognising Extra Value
SDP: Service Delivery Plan
SES: State Emergency Service
SME: Small to Medium Enterprise
TAC: Transport Accident Commission
UDF: Urban Design Framework
VECCI: Victorian Chamber of Commerce and
Industry
VCAT: Victorian Civil Administrative Tribunal
VLGA: Victorian Local Governance Association
VPELA: Victorian Planning and Environmental Law
Association
VSBC: Victorian Small Business Friendly
Commission
WHE: Women's Health East
YVW: Yarra Valley Water
VECO: Victorian Energy Collaboration



To contact Council






- phone 1300 88 22 33 or (03) 9298 4598
- SMS 0480 020 200
- visit our website at www.maroondah.vic.gov.au
- email maroondah@maroondah.vic.gov.au

Translating and Interpreter Service

13 14 50

National Relay Service (NRS)

13 36 77

-  [MaroondahCityCouncil](#)
-  [maroondahcitycouncil](#)
-  [Maroondah City Council](#)
-  [CityofMaroondah](#)
-  [Maroondah City Council](#)

